

Name Change Policy

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Name Change Policy

This policy relates to candidates who have changed or intend to change their name.

1.1 Name change procedure

Candidates who change their name, for example by marriage, divorce or deed poll, must inform the CISI of the name change and ensure that the name change is complete before booking their next examination. This will minimise the risk of a candidate being refused entry to an examination because their identity documentation does not match the name under which the examination is booked.

Any name change request must be submitted to the Data Protection and Quality Executive, together with full written details and all relevant documentation to support the request. Certified photocopies of documents, signed or stamped by the candidate's line manager, HR or compliance departments, or by another professional, such as a doctor or solicitor, are acceptable for this purpose.

Failure to submit the relevant documentation may result in refusal of entry to an examination, or incorrect examination certification being provided.

1.2 Entry to an examination

Candidates taking examinations at a test centre or by remote invigilation must provide identification that matches the name details in their exam booking confirmation message in order to gain entry to the examination. The CISI Examination Regulations, published on the CISI [CISI website](#), include the current list of acceptable forms of identification.

If a candidate has informed the CISI of a name change prior to booking their exam, but their identification (e.g. passport) does not yet reflect the name change, they must ensure that they bring copies of their name change documents to their examination (e.g. marriage certificate, deed poll) in addition to their identification, so that their identity can be verified.

If the name on the candidate's identification does not match the name under which the examination was booked, and no further documents are provided, admission to the examination will be refused.

Please note: Candidates taking examinations by remote invigilation must ensure that the name change documents that they provide are in English, to allow the documents to be verified.

1.3 Replacement certificates following a name change

Certificates will be produced for the name in which the booking is made. The CISI may produce only one original certificate for each candidate and qualification. All subsequent copies produced, including copies downloaded from MyCISI, are marked as 'REPLACEMENT'.

Candidates who have changed their name, and whose original certificates were issued in hard copy, and not as e-certificates, may return their original hard copy certificate to the CISI, and request a certificate that is not marked as 'REPLACEMENT'. If the original certificate in the candidate's previous name is not returned to the CISI, the certificate issued will be marked 'REPLACEMENT'.

Candidates who have changed their name, and whose original certificates were issued as e-certificates, can be issued only with updated certificates that are marked as 'REPLACEMENT'.