



Policies & Procedures

Privacy Policy

We need to collect nonpublic personal information about you to provide the products and/or services you order and for proper notification to the State of Illinois upon your successful completion of CE. We collect this information from applications, other forms, transactions and what is given by you either verbally, written, or electronically. We restrict access to personal information to those employees who need to know for your benefit. We maintain physical, electronic, and procedural safeguards and strictly prohibit discussion of personal information both inside and outside of our office. We do not disclose any personal information to anyone, except as required by law. Your confidence in us is important and we want you to know that your information is safe.

Ordering

You can order any product or service from us in 4 easy ways: by Internet, Phone, Email or Mail. All information requested is needed along with payment to complete your order. Call if you need assistance. We accept Master Card, Visa, AMEX, Discover, Checks, Money Orders and Cash.

Pricing

Pricing is stated on all our promotions and website. Prices and promotions are subject to change without notice. For the most current pricing and/or promotions check our website or call our office.

Shipping & Handling

We do not charge shipping or handling for our courses or replacement of defective materials. If your order requires delivery, we will deliver it to you, your office, or have it delivered to you via USPS at no charge. You may be charged shipping and handling for other products or special requests which will be disclosed in the promotion of, or at time of order.

Sales Tax

We do not charge tax for our courses and any tax due (if any) is paid by us. You will be charged tax in accordance with the State of Illinois Laws for other products if applicable.

Course Expirations

All Sure Win CE course and Transition/upgrade courses expire on May 1st. Any uncompleted courses must be repurchased to complete them. All pre-license courses expire 9 months after purchase.

Classroom Attendance/ Verification/ Etiquette

You are required to be in class for the entire time to receive credit. Late arrivals will not be admitted. Early departures are not permitted. You are required and responsible for your attendance, which includes attendance sign-ins and passing the exam (all forms will be provided). If we do not have your sign-ins and passing exam, you will not receive credit and must complete the class over. If you miss any part or the entire class, you must transfer to another class and a \$25 transfer fee will be charged (unless Sure Win Inc. has cancelled the class). Hours do not carry over, so you must complete the entire class over for credit. All pagers and cell phones must be off or silent during class. You will not be excused to return calls. Recording devices are not allowed.

Classroom CE

The maximum number of CE classroom hours you can take per day is 6. Walk-in registrations will be accepted, room permitting. Arrive early to sign-in. Bring your RE License # and a photo ID.

Policies & Procedures cont.

Classroom Cancellation

Sure Win Inc. reserves the right to cancel or reschedule any class, at any time, for any reason. We will make every effort to contact you as early as possible. You will be able to transfer to another class or home study at no charge. We also reserve the right to cancel, substitute or reschedule any instructor without notice.

Pre-License Self Study Course Credit

You must complete all the course work to receive credit and take the final exam. Online courses will be monitored and tracked by computer when you complete chapters and quizzes. Self Study from a printed book requires the successful completion of a quiz for every chapter. We reserve the right to refuse any final exam if the course work is not complete.

Exam Details

All course exams are included in the price. For every 3 hours of CE, you must pass (with a score of 70% or better) a 25 question closed book exam. For every 15 hours of pre-licensing, you must pass (with a score of 75% or better) a 25 question closed book exam. You will need to provide a current photo ID, and RE License # or Social Security # (whichever is applicable) to take the exams. Sure Win Inc. provides both paper and online exams. Classes and groups in most cases will take paper exams. Individual and approved proctored exams will be done online.

Classroom Course Exams

Immediately following the class requirements there will be the exam to complete your course. You must take the exam at that time.

Self Study CE and Pre-License Course Exams

Self Study students have 4 options.

1. With a group of 5 or more, in office testing.
2. Set up an online Proctored Exam (an approved individual at your office or some other location to administer your exams. For details see "Proctors" at SureWinInc.com or contact us).
3. By appointment at SURE WIN INC.'s office.
4. With any regular scheduled class that has not been cancelled held by Sure Win Inc. Contact us for available dates, locations and times. Please call in advance to let us know you are coming.

Students who order a combination of Classroom and Self Study can complete all their exams at the end of their classroom day, or just do their class exam and then complete their self study exam(s) as per the options above.

Failing an Exam

If you fail an exam you are allowed 1 free retake within 30 days. For CE exams if you fail an exam twice you are required to re-purchase the course to continue. For Pre-License exams if you fail an exam twice you are required to pay a fee of \$50 for two more chances. If you fail a Pre-License exam 4 times you must re-purchase and redo the entire course.

CE Completion and License Renewal

Upon payment of all fees and successful completion, your CE course completion will be reported to the IDFP and you will receive Certificates of Completion. Upon completing all your requirements you can send in your renewal. You DO NOT need your Certificates of Completion and they ARE NOT sent in with your renewal. Keep them for your records. If you require an additional copy of your Sure Win Inc. certificates, for any reason, there will be a \$15 replacement fee.

Pre-License Course Completion

Upon payment of all fees and successful completion, your pre-license course completion will be reported to AMP as per their requirements provided the student has registered with AMP.

Policies & Procedures cont.

Transfers/Changes

Requests for transfers to another class made more than 14 days before the class are subject to a \$15 transfer fee. Requests for transfers to another class made 14 or fewer days before the class are subject to a \$25 transfer fee. Changes requested (e.g. from Home Study to Classroom) will be charged the difference in cost plus a \$15 administration fee.

Cancellations

Cancellations must be submitted within 14 days of purchase, before the date of first class, before testing for Self Study, or April 30th, whichever comes first and all books must be returned unused. Cancellations are subject to a \$25 fee plus the retail cost of any books not returned or any book returned in any condition other than as new (e.g. damaged, marked on or written in, etc.).

Refunds

Refunds will be issued upon written notification as per the cancellation policy above. No refunds will be issued for cancellations after 14 days from purchase. No refunds will be given if you have taken one or more of your Self Study exams. No refunds will be issued for cancellations on or after the date of your earliest class registration. No refunds will be given if you miss part or all of a class but you may transfer to another class for \$25. No refunds will be given for any CE courses purchased prior to April 30th and not complete by April 30th. No refunds will be given for Pre-License courses not completed within 9 months of purchase.

Returned Check Fee

There will be a \$25 fee for all checks returned by your bank, unpaid, for any reason.

Student Expulsion

Sure Win Inc. reserves the right to expel any student at anytime for any reason. Valid reasons would include, but not limited to, cheating, misconduct, or general disruption of our office, classrooms, or facilities used. We also reserve the right to determine a refund policy, if any, on a per case basis.