

ACAMS 8th Annual International AML Risk Management Conference

CANCELLATION FAQ

1. Will the event be rescheduled?

No, the event will not be rescheduled for 2020. We will be looking at holding the conference again in 2021.

2. Will the New York Conference be held in a virtual format?

No, the event will not be held in a virtual format.

3. I was planning to attend a pre-conference Live Examination Prep Seminar or workshop, are those cancelled as well? If so, will I receive a refund for my paid registration?

Yes, the pre-conference live prep seminars for CAMS and CGSS are cancelled. We are planning on scheduling a virtual live prep course that will be made available to you. Look for details soon.

4. How do I earn ACAMS credits now that the conference has been cancelled?

ACAMS webinars are proceeding as planned and credits may be earned by viewing our live or recorded webinars. Please check here our calendar of webinars: <https://www.acams.org/aml-training-web-seminars/>

We are also looking at offering additional virtual credit opportunities. Stay tuned for more information.

5. Can I get a full refund?

Yes, we will be issuing refunds to those who have made the request. Alternatively, you may request to have the funds you paid for registration applied as a credit for a future event or another ACAMS product. Kindly send your request to info@acams.org and this will be handled by our team.

6. What information is needed in order to be refunded?

If you paid by credit card the refund will be processed as a credit to your credit card.

If you paid by check, please provide.

Full Name/ Payable To:

Full Address:

If you paid by wire transfer.

For domestic wire payments we can only refund via check.

7. My company paid for my registration, will I be refunded as an individual?

No, your company will be refunded directly in the method in which they paid.

8. Can I apply the registration fee to future events?

Yes, you can apply your registration funds as credit towards a future event or another ACAMS product.

9. Will ACAMS cover any trip cancellation costs?

No, ACAMS will not cover any trip cancellation costs.

10. I booked a room at the conference hotel, will I be penalized for cancelling?

You may cancel your hotel room without penalty up to 72 hours prior to your scheduled date of arrival. All participants are encouraged to contact the hotel directly to cancel their hotel rooms:

Sheraton New York Times Square Hotel
811 Seventh Avenue, New York, NY 10019
Phone: (212) 581-1000

11. I am an exhibitor. What is the process to get reimbursed?

Please contact Andrea Winter at awinter@acams.org for your options as an exhibitor.

12. I am a sponsor. What is the process to get reimbursed?

Please contact Andrea Winter at awinter@acams.org for your options as a sponsor.

13. What is the status of other upcoming ACAMS conferences?

At this time these events will proceed as planned and we are monitoring the situation closely. We have information on our event websites with general guidelines provided by the WHO and CDC.