



Candidate Information Bulletin – Written Examination

ELIGIBILITY AND APPLICATION PROCESS FOR CERTIFICATION AS A DAILY MONEY MANAGER

The American Association of Daily Money Management (AADMM) provides a certification program as part of its mission to meet the public and community need for daily money management services in an ethical manner, by providing information and education to members and developing a network of dedicated professionals. All correspondence and questions related to certification should be directed to:

American Association of Daily Money Managers (AADMM)
174 Crestview Drive
Bellefonte, PA 16823-8516
Toll free: 877-326-5991
Fax: 814-355-2452
Email: info@aadmm.com Website: www.aadmm.com

QUALIFICATIONS

The applicant for certification must meet the following requirements:

- A. High School diploma or equivalent
- B. A minimum of 1500 hours of paid daily money management work experience in the last three (3) years

Or

- A. High School diploma or equivalent
- B. A minimum of 1250 hours of paid daily money management work experience in the last three (3) years, plus a maximum of 250 eligible pro bono or volunteer hours in the last three years.

APPLICATION

Submission of the Certification Application is the first step toward earning certification as a daily money manager. The Certification Application is available for download on the AADMM website <http://www.aadmm.com/certification.htm>. The application fee is \$300 for members of the American Association of Daily Money Managers and \$450 for non-members, and if accepted, includes admission to one examination.

If your application is not accepted, the AADMM will retain \$50 for administrative fees and will refund the balance paid.

All fees connected with the certification program are subject to change without notice.

THE EXAMINATION

Once deemed eligible, the applicant will be required to sit for an examination consisting of 100 multiple-choice questions based on content related to bill paying, basic finance/bookkeeping, payroll and taxes, types of expenses, and standards of practice. A detailed outline of the examination content is found in the Candidate Information Bulletin available for download on the AADMM website. You must have a scaled score of 75 to pass the examination.

Unsuccessful candidates may retake the examination. The retesting fee is \$100 for members and \$200 for non-members.

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THE AADMM CERTIFICATION EXAMINATION

TESTING AGENCY

All correspondence and questions related to examination scheduling forms, test development, administration, scoring and reporting should be directed to:

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174 Crestview Drive
Bellefonte, PA 16823-8516
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STATEMENT OF NONDISCRIMINATION

AADMM does not discriminate among candidates on the basis of age, gender, sexual orientation, race, color, religion, national origin, disability or marital status.

APPROVAL TO TAKE THE EXAMINATION

Once your application has been submitted, if approved by AADMM, you will receive written notice of eligibility to sit for the examination. An application may be returned if it is incomplete, illegible, or received after the application deadline. Allow four weeks for AADMM to review your application and supporting materials. If not approved, you will receive written notice from AADMM outlining the deficiencies.

You will receive written notification of your application acceptance recapping the examination location, date and time of your examination. If you have not received your admission documentation at least ten working days prior to your test date, you should contact AADMM for further instruction.

Applicants may postpone taking the examination until a future date provided they register at least 15 days ahead of examination date.

NOT APPROVED TO TAKE THE EXAMINATION

In the event the application is denied by AADMM, the application fee will be returned minus a \$50 administrative charge.

SPECIAL ACCOMMODATION REQUEST AND DOCUMENTATION

Applicants requiring special accommodations under the Americans with Disabilities Act of 1991 must use the check-off the box on the certification application and submit with the application form a written request that explains the nature of the disability and the type of accommodation he/she feels is appropriate. If you are eligible to sit for the examination, you will be contacted by AADMM regarding your requirements.

APPLICATION FEE

The Certification Application fee is \$300 for members of the American Association of Daily Money Managers and \$450 for non-members, payable to AADMM. If your application is not accepted, AADMM will retain \$50 for administrative services and will refund the balance paid.

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EXAMINATION TIMES AND LOCATIONS FOR 2012

- **November 9, 2012 – Chicago, Illinois** (In conjunction with the Annual Conference)
Four Points Hotel
Time Schedule: 2 – 4 p.m.
- AADMM also offers proctored exams in your local area. Contact the business office at 877-326-5991 for more information.

EXAMINATION

- The examination is in pencil and paper form, 100 four-choice, multiple-choice questions
- Two (2) hours will be allotted to complete the examination
- The examination will also contain 10 pre-test questions which will not be calculated into the scoring process. These questions are for the gathering of statistical data only and will be interspersed throughout the examination test form.
- The examination will be closed book.
- All questions are weighted equally.
- There is no penalty for guessing so it is to your advantage to answer every test question.

EXAMINATION CONTENT

The 100 multiple-choice certification examination consists of the following content areas with an approximation of the percentage and number of questions per content area. You must have a scaled score of 75 to pass the examination.

<u>Content Summary</u>	<u>Percentage</u>	<u>Number of Questions</u>
1. Bill Paying	20%	20
2. Basic Finance/Bookkeeping	20%	20
3. Payroll and Tax Basics	10%	10
4. Types of Expenses	20%	20
5. Standards of Practice	30%	30

Detailed Content Outline

1. Bill Paying (tasks)

- A. Understand various bill-paying theories, i.e.:
 1. Pay bill as they come in versus when they are due
 2. Pay all bills at the beginning of the month
 3. Change due dates to meet cash flow requirements
- B. Understand methods of payment and their pros and cons, i.e.:
 1. By check
 2. Electronic transfer (ACH – Automatic Clearing House, wire transfers, etc)
 3. Using online bill-pay
 4. Automatic drafts from bank or credit card
- C. Document and methods of keeping track of payments, i.e.:
 1. Accounting software
 2. Copying checks
 3. Check register
 4. On-line confirmation
 5. Scanning
 6. Control statements
 7. Duplicate checks

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8. Bank statements
 9. Printing payment confirmations
- D. Determine how the bill-paying bank account will be funded, i.e.:
1. Setting up a client
 2. Understand and determine the source of income/revenue (i.e. investment income, social security, payroll, etc.)
- E. Know how to handle vendor issues, i.e.:
1. Late payments
 2. Un-posted/lost payments
 3. Unauthorized charges on client account (bank, credit card, bills, etc.)
 4. Bills due but have not been received
 5. Negotiate with creditors
- F. Know how to prevent and deal with identity theft, i.e.:
1. Have client be aware of how to prevent being exploited (do not call list, limit exposure on mailing list, order credit reports, etc.)
 2. Know who to contact (file police report, cancel credit cards, etc.)

2. Basic Finance/Bookkeeping

- A. Perform monthly bank reconciliation, i.e.:
1. Able to identify and understand bank and client errors
- B. Understand budget basics
- C. Provide general organization assistance
- D. Note other assets available to meet expenses and to serve as a cushion
- E. Understand how interest is calculated
- F. Understand how to read a credit report and what determines a credit score
- G. Understand basic types of investments (certificate of deposit, money market, savings plans, etc.)
- H. Understand how to read and report on financials
- I. Know how to work with your client's financial planner, insurance agent and investment advisor

3. Payroll and Tax Basics

- A. Knowledge of documents and information needed for income tax preparation
- B. Understand withholding, health insurance, etc.
- C. Understand estimated tax protocol (payments/requirements)
- D. Work with tax preparer
- E. Know when and where to go for help
- F. Understand payroll tax
- G. Understand employee issues, i.e.:
1. Understand difference between employees and "independent contractors"
2. Understand employers' responsibilities (unemployment insurance, workers compensation, etc.)
3. Keep track of hours and pay

4. Types of Expenses

- A. Medical Bills and Insurance Issues, i.e.:
1. Understand different types of health insurance
2. Interpret medical bills in terms of insurance payments made
3. Understand monthly premiums for coverage (deducted from pay, paid by client, etc.)
4. Knowledge of health insurance particulars (mechanics of the policy, deductible, co-insurance, co-pays, etc.)
- B. Housing Issues, i.e.:

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1. Understand costs (mortgage, condo fee, upkeep, property taxes, Homeowner's association, etc)
2. Understand rental in senior housing (what is covered in their monthly rental, etc.)
3. Understand home as a resource (financing options, etc.)
4. Understand how to coordinate for outside assistance to maintain housing environment

5. Standards of Practice

- A. Understand Code of Ethics
- B. Accountability to client
- C. Understand confidentiality issues (Health Insurance Portability and Accountability Act (HIPAA), bank privacy issues, etc.)
- D. Capacity (competency) issues, i.e.:
 1. Define POA versus DMM versus guardianship/conservatorship
 2. Understand the options available
 3. Understand when to bring in an expert (warning signs, etc.)
- E. Understand DMM liability issues
- F. Understand how to treat a client (the best interests of the client, etc.)
- G. Understand Power of Attorney, i.e.:
 1. Different types
 2. Difference between medical and financial
 3. Limitations
 4. Core legal documents
 5. Fiduciary responsibilities
- H. Understand the basics of paperwork organization, i.e.:
 1. Filing system for current work
 2. Understand what to keep, what to archive, what to throw away
 3. Sort mail
 4. Understand storage issues (at client's home, bank security box, DMM responsibility, etc.)
 5. Inventory assets

EXAMINATION STUDY REFERENCES

Many of the questions on the examination will be based on general knowledge that can be obtained from basic routine practice, generic accounting/finance books, government web sites, etc.

A list of study references is included as an appendix to this Candidate Information Bulletin. Although the list of books and articles may include more than one reference that covers a content area, one such reference may be enough. You may also have resources available that are not on the list but will adequately cover the content area.

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ON THE EXAMINATION DAY

GENERAL INFORMATION

Although every attempt is made to provide a quiet and comfortable test environment, noise and room temperatures may be an unforeseen distracter. It is suggested that if you are sensitive to noise or temperature variations, you may want to bring earplugs and wear attire that can help you to adapt to a cooler or warmer climate in the testing room.

REPORTING FOR THE EXAMINATION

On the day of the exam, candidates are to report to the confirmed examination site at the time indicated on the official notification of eligibility.

EXAMINATION ADMITTANCE

In order to be admitted to the testing room, the candidate must present his/her admission card and one form of **identification with a photograph and signature** (i.e. driver's license, school or work identification card, or passport). The identification must be **current and clearly recognizable** or you may not be admitted to testing room. If your photograph identification does not have a signature, you must bring a second form of signature identification. If you do not have proper identification, you will not be admitted to test.

It is your responsibility to be at the examination site on time. You will not be permitted into the testing room after the announcements have begun. You will also be required to sign a roster for verification of identity.

EXAMINATION SECURITY

Failure to follow oral and written instructions at the examination will result in your application being voided and forfeiture of your registration fee. Conduct that results in a violation of security or disrupts the administration of the examination could result in the confiscation of your test and dismissal from the examination. In addition, your examination will be considered void and will not be scored. Examples of misconduct include, but are not limited to, the following: writing on anything other than designated examination materials, writing after time is called, looking at another candidate's examination materials, talking with other candidates at any time during the examination period, and failing to turn in all examination materials before leaving the testing room.

You must not discuss or share reference materials or any other examination information with any candidate during the entire examination period or after the examination. You are particularly cautioned not to do so after you have completed the examination and checked out of the test room, as other candidates in the area might be taking a restroom break and still not have completed the examination. You may not attend the examination only to review or audit test materials. You may not copy any portion of the examination for any reason. No examination materials may leave the test room under any circumstances and all examination materials must be turned in and accounted for before leaving the testing room. No unauthorized persons will be admitted into the testing area.

Please be further advised that all examination content is strictly confidential. You may only communicate about the test, or questions on the test, using the appropriate comment forms provided by the examination staff at the test site.

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REFERENCE MATERIALS

Candidates writing on anything other than examination materials distributed by the proctors will be in violation of the security policies above. Reference materials are not allowed in the testing room. Candidates are asked to bring as few personal and other items as possible to the testing area.

ITEMS ALLOWED IN TESTING ROOM

AADMM will provide a simple four-function hand-held calculator to each participant to use during the examination. No other calculators are permitted.

ITEMS PROHIBITED IN THE TESTING ROOM

You may not have alcoholic beverages, electronic devices such as cameras, walkmans, radios, tape players, portable fax machines, cellular telephones, watches, reproduction equipment, computers, beepers, or pagers in the examination room. If any of the aforementioned items are found on a candidate, the Examiner will collect it until the end of the examination and a report will be written documenting the incident to the AADMM. Smoking or wearing hats/baseball caps are not permitted in the examination room. You may not have pens, highlighters, and pencils. Pencils will be provided on the day of the examination.

REFUND AND RESCHEDULING POLICY

Candidates will have until the examination fee deadline to request an examination fee rollover. The request must be in writing and forwarded to AADMM. Requests after the deadline will only be approved if there is an extenuating circumstance and proper documentation is provided such as military orders, illness, death in the family, etc. Job requirements, planned vacations, lack of study time, etc. are not considered extenuating circumstances.

Refunds are not granted to candidates who fail to schedule/reschedule their examination within the appropriate one year timeframe or who failed to appear or were not admitted for testing.

FOLLOWING THE EXAMINATION

SCORING AND REPORTING

A minimum scaled score of 75 must be obtained in order to achieve a passing score. Results are confidential and will be reported to AADMM by the testing agency. AADMM will notify you of your results no later than one month after the examination.

SCORES INVALIDATED BY AADMM

All irregularities as noted under Security Guidelines will be reported to AADMM and the testing agency. Any statistical discrepancies during the item analysis and item performance which lead to a discovery of candidate irregularities will be reported to AADMM. AADMM will be the final authority on the invalidation of any score results.

IF YOU PASS THE EXAMINATION

You will receive a "PASS" notice from AADMM with your certificate. Numeric scores are not provided.

IF YOU DON'T PASS THE EXAMINATION

You will receive a report from AADMM with a "FAIL" notice. In this instance a numeric score will be provided. A diagnostic strength and weakness report based on the content outline will be included within the score report. Your score report will outline the next steps for retesting. Unsuccessful candidates may retake the examination for \$100 for members and \$200 for non-members.

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CONFIDENTIALITY

Examination results will not be provided over the telephone. Results are only released to AADMM and to the candidate.

NAME OR ADDRESS CHANGE

Any name or address change must be reported in writing to AADMM. Failure to do so may cause a delay in the score reporting process. Be sure to include your name as it appears on your registration form and signature, along with the information to be changed. For a name change, you must submit a photocopy of a legal document verifying the name change (i.e. marriage certificate, divorce decree or legal document indicating a name change).

CANDIDATE APPEAL PROCESS

Please contact AADMM in writing if you wish to make a comment concerning the test administration process or a particular test question. You should provide your name, address and the test date with your particular comment. Your letter will be researched and acted upon accordingly. You will also have the opportunity to complete a Candidate Comment Form at the test site.

DUPLICATE SCORE REPORTS

If you have just tested and have not received your score report within 30 days following the examination, you may contact AADMM in writing to request a duplicate score report. A duplicate score report will be sent to the address on file free of charge until 60 days after the examination. Candidates making requests after that date or to a new address will be charged \$25.00 for each duplicate score report.

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Appendix – Examination Study References

Although this list of books may include more than one book that covers a particular content area, one such reference may be enough. You may also have resources available that are not on the list but will adequately cover the content area. You should review each content area and the explanatory sub-content areas to ascertain if you have material other than the books that appear below that would enable you to prepare for the examination. Websites are also provided below which may augment or be in lieu of a particular book below.

General Common Knowledge

The examination also pertains to a common body of knowledge for the Daily Money Management profession; thus the reference list below does not warrant or guarantee that all information is contained in these references.

AADMM Code of Ethics

AADMM September 2007 Newsletter

Professional Daily Money Manager Certification Study Guide, available through the AADMM Bookstore at: http://www.aadmm.com/book_discounts.htm

Ken Little, *Personal Finance at Your Fingertips*, ISBN: 1592576443, July 2007, Publisher: Penguin Group

Jeff Opdyke, *Wall Street Journal Personal Finance Guidebook*, ISBN: 030733600X, April 2006, Publisher: Crown Publishing

Joseph L Matthews, Dorothy Matthews Berman, *Social Security, Medicare and Government Pensions: Get the Most Out of Your Retirement and Medical Benefits*, ISBN: 1413305768, April 2007, Publisher: NOLO

Linda Pinson, *Keeping the Books*, ISBN: 1419584383, January 2007, Publisher: Kaplan Publishing

David A. Flannery, *Bookkeeping Made Simple*, ISBN: 0767917065, May 2005, Publisher: Broadway Books

Melanie Culler, Shae Irving, *Get It Together: Organize Your Records So Your Family Won't Have To*, ISBN 1413305636, March 2007, Publisher: NOLO

Stephen Fishman, *Working for Yourself: Law and Taxes for Independent Contractors, Freelancers and Consultants*, ISBN: 1413304400, February 2006, Publisher: NOLO

John H. Fenton, *2007 All About Medicare*, ISBN: 0872189074, March 2007, Publisher: National Underwriter Company

Denis Clifford, Cora Jordan, *Plan Your Estate: Everything You Need to Know to Protect Your Love Ones, Property and Finance*, ISBN: 1413304060, March 2006, Publisher: NOLO

Jane Bryant Quinn, *Making the Most of Your Money*, ISBN: 0684811766, January 1997, Publisher: Simon and Schuster

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Andrew Tobias, *Only Investment Guide You'll Ever Need*, ISBN: 0156029634, January 2005, Publisher: Harcourt

Lois A. Vitt, et al, *Encyclopedia of Retirement and Finance*, ISBN: 0313324956, November 2003, Publisher: Greenwood Publishing Group, Inc.

Websites:

www.aarp.org

1. Money and Work
 - A. Financial Planning and Retirement
 - B. Social Security
 - C. Credit and Debt
 - D. Tax-Aide
 - E. Low-Income Help
 - F. Reverse Mortgage
 - G. Be a Wise Consumer
2. Health
 - A. Insurance
 - B. Medicare
 - C. Prescription Drugs
3. Other areas on this web site may also provide general background information

www.medicare.gov

1. Medicare D
2. Insurance
3. Medicare and your Annual Booklet
4. Long Term Care

www.fdic.gov

www.identitytheft.org

www.creditbureaus.com

www.irs.gov

1. IRS Publication 15, Employers Tax Guide
2. IRS Publication 15-A, Employers Supplemental Tax Guide: Section 2 – Employee or Independent Contractor
3. Publication 17, Your Federal Income Tax
4. Publication 505, Sections 2 and 4: Tax Withholding and Estimated Tax
5. Publication 552, Recordkeeping for Individuals
6. Publication 926, Household Employers Tax Guide, “How do you make tax payments?”

www.irs.gov/businesses

1. Employment Taxes for Businesses

www.dol.gov or www.sba.gov

1. Workers Compensation Programs

www.elderabusecenter.org

1. Daily Money Management Programs: A Protection Against Elder Abuse, National Center on Elder Abuse, Washington, D.C. June 2003

www.seniorresource.com

1. Senior Resources for Aging in Place

www.hud.gov or www.ftc.gov

1. Reverse Mortgages

www.hipaa.org

1. Health Insurance Portability and Accountability Act