FINRA Advertising Regulation Conference FAQs

General

Q: What is the dress code for the conference?
A: The dress code for the conference is business. **Please note:** session room temperatures will vary; we recommend you wear layered clothing to ensure your personal comfort.

Q: Where is Registration?
A: Registration is located in the Congressional Hall foyer on the lower level. .

Q: What Metro stops are close to the hotel?
A: (1) Mount Vernon Square / 7th Street Convention Center (Green/Yellow lines) is a 7-minute walk from the hotel, (2) Gallery Place/Chinatown (Green/Yellow/Red Lines) is a 10-minute walk from the hotel and (3) Metro Center (Blue/Orange/Red/Silver Lines) is a 10-minute walk from the hotel.

Q: Is my parking validated?
A: Parking is not validated for attendees at the conference.

Q: Are there restaurants located within walking distance of the hotel?
A: The conference app has a Local Guide, which will show you restaurants that are close to the conference hotel.

Q: Where are the restrooms?
A: Please use the interactive floor plan on the conference app to locate the restrooms or visit the app/CE booth.

Q: I left a personal belonging at a session, is there a lost and found?
A: The registration desk will have a lost and found. Attendees can also check with the Hotel Security.

Q: Is wireless internet available?
A: Yes, we have set up wireless access in the conference space:

- The wireless network name: **Renaissance_Conference** password: **finra1939**
- If you need assistance setting up the Wi-Fi on your mobile device, please visit an information booth.

Q: Where can I get more information and help with the app?
A: Please visit App / CE desk located the lower level across from the Grand Ballroom Foyer for answers to questions.

Q: Whom should I contact if I have questions about the conference?
A: For additional questions about the conference, please contact memberrelations@finra.org.

Q: Is a copy of the attendee list available?
A: The attendee list can be found inside the app. Tap on the Attendees icon to view. If you add attendees to MyContacts in the app, you can email yourself the list at any time.

Q: Will there be a place to store my luggage before or after the conference?
A: The bell stand is the place to bring your bags. We will not have a dedicated luggage storage area in the conference space.

Q: What are the FINRA Innovation and Business Zone demos and where are they located?
A: The FINRA Innovation and Business Zone – is located in the Grand Ballroom foyer. Meet with FINRA staff for live demonstrations and tips for using FINRA online tools; and connect with representatives from various FINRA departments to learn about FINRA initiatives, resources, and to provide feedback or get answers to questions.

- AREF (Lafayette Room)
- FINRA Website Redesign and Rulebook Consolidation
- Firm Compliance Resources
- Office of Financial Innovation (OFI)
- Securities Industry Essentials (SIE) and Continuing Education Transformation

Registration

Q: If I try to check in at the hotel and there is an issue with my reservation, whom can I contact?
A: Please contact the hotel staff.

Q: Where is the registration desk located?
A: The registration desk is located in the Congressional Hall Foyer on the lower level.

Q: If I have a food allergy, how can I make sure I receive a special meal?
A: Please contact Judy Guy, FINRA Meetings and Conferences at judy.guy@finra.org.

Q: I have changed firms after I registered for the conference, how could I update my badge/attendance information?
A: You can update your information through Cvent (used to register for the conference) or at the registration desk while checking into the conference.

Q: Do I need to sign up to attend specific sessions during the conference?
A: No, you do not need to sign up for specific sessions during the conference.

Conference Materials

Q: Will I receive a hard copy workbook for the conference?
A: No, all conference materials will be available through the conference app or on the materials webpage. The materials will be available in advance of the conference if you wish to print them out.

Q: Will there be presentation handouts provided onsite?
A: Handouts will not be provided onsite, if you wish to print out the materials please do so prior to arriving. Session materials are accessible on the Advertising Regulation Conference materials webpage and on the conference app.

Q: What is the Advertising Regulation Conference materials webpage link?
A: Click here to access the Advertising Regulation Conference materials webpage.

Sessions

Q: There were two sessions held at the same time that I wanted to attend, will the sessions be available after the conference so I watch what I missed?
A: Some of the sessions will be recorded and made available after the conference. Please see the agenda for recorded session information.

Q: How do I ask a question during a session through the app?
A: To ask a session panel a question through the app:

- Tap the "Schedule" icon and select the session.
- At the top of the screen, tap the "Ask" button.
- An email draft will pop up where you can type your question and tap "Send" in the upper right.

Q: If I ask a question during a session and the panel does not answer it, how can I get an answer to the question?
A: The panels will do their best to answer all questions during their sessions. If your question is not answered, you can try to ask the panel after their session ends or sign up for office hours.

Networking

Q: What are the dress codes for the networking reception?
A: The dress code for the Thursday-night networking reception is business.

Continuing Education (CE)

Q: Are Continuing Education Credits offered?
A: Yes, CFP (Certified Financial Planner), CLE (Continuing Legal Education) and CRCP® (Certified Regulatory Compliance Professional)® Program CE are offered for the FINRA Advertising Regulation Conference. See the CE grid for additional information.

Q: What is the process for receiving CLE CE credits?
A: Depending on your jurisdiction, the FINRA Advertising Regulation Conference is eligible for CLE credit. Prior to attending – provide the State(s) and your Bar Number(s) in CVENT (during the registration process). As you attend sessions, check in and check out of each session using the conference app by:

- Tap the "Schedule" icon and select the session.
- At the top of the screen, tap the "Check-in" button.
- Enter the custom code given at the beginning of the session.
- When the session ends, click the "Check-out" button (replaces the Check-in button at the top of the screen).
- Enter the custom code given at the end of the session.

If you do not have access to the app, pick up a code sheet at the App / CE desk where you can record the check-in and check-out codes for each session. You **must** return the code sheet to the App / CE desk at the end of the conference for credit.

Please note: You must check-in and out of each session to obtain CE credit. No credit will be granted after the conference is over.

Q: What is the process for receiving CFP CE credits?
A: Prior to attending – provide the last four digits of your SSN and your CFP Board ID in CVENT (during the registration process). As you attend sessions, check in and check out of each session using the conference app by:

- Tap the “Schedule” icon and select the session.
- At the top of the screen, tap the “Check-in” button.
- Enter the custom code given at the beginning of the session.
- When the session ends, tap the “Check-out” button (replaces the Check-in button at the top of the screen).
- Enter the custom code given at the end of the session.

If you do not have access to the app, pick up a code sheet at the App / CE desk where you can record the check-in and check-out codes for each session. You **must** return the code sheet to the App / CE desk at the end of the conference for credit.

Please note: You must check-in and out of each session to obtain CE credit. No credit will be granted after the conference is over.

Q: I missed checking into or out of a session; what do I do?
A: Go to the App / CE desk to report it.

Q: What is the process for receiving CRCP CE credits?
A: In order to earn your nine (9) CRCP® CE credits, please report your attendance through the CRCP CE Reporting System:

- Click on this link: *https://crcp.finra.org* to access the CRCP CE Reporting System.
- Use your FINRA CRCP Account username and password to log in.
- Click on the “My Credits” tab and select the Report Credit button.
- Type the name of the course into the Class Name field and select the appropriate class from the selection that appears at the bottom of the screen.
- Type in the date you completed the class.
- Click the Save button.

Q: Do you want to learn more about the CRCP program?
A: Click here to view the brochure.

Office Hours

Q: What are office hours?
A: Office Hours provide an opportunity for conference attendees to meet one-on-one with FINRA staff. Several FINRA employees will be available for 15-minute appointments to answer questions and discuss firm-specific issues.

Q: How do I sign up for office hours?
A: You can sign up for office hours through the conference app or by visiting the Office Hours desk located in the Congressional Ballroom foyer. To schedule an appointment through the app:

- Tap on the "Office Hours" icon to see a listing of available appointments.
- Add an Office Hour appointment to your MySchedule List by tapping the "o" (iPhone) or “□” (Android) icon next to the listing. This action books the appointment.
- If an office-hour appointment is already booked, you will receive a message that the time has been booked asking you to select a different time.

Please note: remember to tap on the red “sync” icon located on the Home screen in the upper right to update your app.

Q: Where are office hours located at the conference?
A: The office hours are located in the Grand Ballroom foyer.

Q: Where can I find the office hour's schedule?
A: The office hours schedule can be found by tapping on the Office Hours icon on the home screen or on the Advertising Regulation Conference materials webpage. Click here to view the schedule.

App

Q: What is my username for the app?
A: The email address you used to register for the conference with is your username.

Q: What is my password for the app?
A: The password is "finra1939" (case sensitive). If you have previously changed or need to change your password, please use the "Reset Password" link located on the login screen.

Q: For how long after the conference will I be able to access the conference app and materials?
A: Materials will be available for one year after the conference. If you remove the app from your device before you download your notes or materials, you will lose them.

Q: Can I print my schedule, notes or lists?
A: To email yourself a printable Excel file of your MySchedule, MyNotes, or any lists in your MyConference folder:

- Tap on the "MyConference" icon.
- Tap the "Export" button (on phone) or "Share" button (on iPad or HTML version) in the top right corner of the MyConference" listing page.
- Select the sections you would like to export.
- Tap "Send."
- An email draft will appear. Enter the email address where you would like the information to be sent.
- All exported data will be delivered to your inbox as a printable excel attachment.

Q: How do I access or download the materials / handouts from each session?
A: To email yourself a copy of the session's materials:

- Tap the "Schedule" icon and select the session.
- Tap the "Handouts" icon.
- From there, you can open the materials separately to view on your device or select the "Share" button in the top right corner of the page.
- An email draft will appear. Enter the email address where you would like the materials to be sent.
- Select the materials you would like sent to your email, then tap "Send" at the top of the screen.

Q: Will MySchedule and MyNotes sync to multiple devices?
A: Yes, if you have the app downloaded on multiple devices your saved MyConference information will sync to your other devices.

Q: How do I know if there have been updates to the app?
A: If the app has updates, you will see a red "sync" icon in the top right hand corner of the app. Just tap on the red "sync" icon to update your app.

Q: Does the Advertising Regulation Conference have a hash tag?
A: Yes! Join the conversation using #FinraAdReg.

Q: Where can I find FINRA reports concerning FINRA360 and other topics?
A: The FINRA News icon is where you can find FINRA-specific news, reports and updates.

Other Information

Q: What is FINRA's Privacy Policy?
A: FINRA authorizes use of, and access to, the event information in the app by sending a link to the email you used to register for the event. FINRA uses your email address as a user ID in the app and does not share, sell or use your email address for commercial purposes. Your name, title and company provided during the registration process will be made available to event attendees via the conference directory / attendee list.

Q: Do you want to learn more about FINRA's upcoming conferences?
A: Mark your calendar and be sure to note the deadlines for early registration discounts.

- **2019 Senior Investor Protection Conference – November 12, 2019 | Washington, DC**
  The Senior Investor Protection Conference is a one-day event dedicated to sharing the most up-to-date regulatory information and effective strategies and solutions for protecting senior investors and vulnerable adults. This conference includes an expanded focus on FINRA Rules 2165 and 4512—which provide firms with tools to help protect seniors and vulnerable investors from financial exploitation. The conference also offers opportunities to network and discuss issues specific to senior investors with FINRA staff and industry practitioners.

- **2019 Regulation Best Interest Conference – December 18, 2019 | Washington, DC**
  FINRA's Regulation Best Interest Conference is a one-day event designed to bring regulators, executives and industry practitioners together to learn more about Regulation Best Interest (Reg BI).

- **2020 FINRA Cybersecurity Conference – January 14, 2020 | New York, NY**
  FINRA's Cybersecurity Conference provides a forum to learn the fundamentals and take a deeper dive into key areas of cybersecurity.

- **2020 FINRA Annual Conference – May 12-14, 2020 | Washington, DC**
  FINRA's premier event—the Annual Conference provides the opportunity for practitioners, peers and regulators to exchange ideas on today's most timely compliance and regulatory topics. The conference offers industry professionals a variety of sessions related to current trends in technology, cybersecurity, risk management and much more.

