

ICA 2026



Frequently Asked Questions For Registration (As of May 28, 2026)

For inquiries:
ICA2026 Registration Secretariat
E-mail: ica2026-reg@congre.co.jp

In-Person Participation

Q. What does the In-Person Registration fee include?

- A. The In-person Registration Fee includes access to sessions, social programs (Welcome Reception, Gala Dinner and Closing Drinks), and ceremonies. Accommodation, airport transfers, and other travel-related arrangements are not included in the registration fee.

Q. Is it possible to attend only the social events (Welcome Reception, Gala Dinner and Closing Drinks)?

- A. No. However, an accompanying person may attend by purchasing an Additional Social Ticket (JPY 50,000, tax included). Please note that one accompanying person may be registered per participant.

Q. If I am unable to attend the full conference or all programs, is partial attendance possible? Is any discount available for partial attendance?

- A. The registration fee is fixed and does not vary based on the number of days attended or the specific programs you participate in.

Q. What is the cancellation deadline and cancellation policy?

- A. Cancellations will be fully refunded for both in-person and virtual registrations if ICA2026 Registration Secretariat is contacted **by July 14, 2026 (JST)**. Please note that no refunds will be issued for cancellations made on and after 0:00 (JST) on Wednesday, July 15, 2026, regardless of the reason.

Q. Can In-Person participants watch the live streaming?

- A. Yes. In-Person participants can also watch the live stream through the official ICA2026 app. Further details about the app will be announced closer to the conference dates.

Virtual Participation

Q. Are all sessions live-streamed / recorded?

A. Yes. All sessions will be live-streamed and recorded.

Q. On which platform can virtual participants watch live-streaming?

A. Live streaming can be viewed via the official ICA2026 app or the web-based app. Further details about the app will be announced closer to the conference dates.

Q. Where will the recorded presentations be available?

A. Recorded presentations will be available on the official ICA2026 app or the web-based app after the conference. Following the app's viewing period (approx. three months), the recordings are scheduled to be published on actuvie and ICA2026 website.

Procedure for Registration / Payment

Q. I am unable to log in using my ID and password.

A. The login page has three different sign-in sections. Please enter your ID and password in the appropriate section based on your registration category:

- **Sign in (Delegates):** For those registered as *Delegates*
- **Sign in (IAJ Members):** For *IAJ Members*
- **Sign in (Presenters/Speakers):** For those registered as *Presenters/Speakers*

Q. I am still being redirected to the personal information form even though the registration has been completed.

A. This indicates that some newly required fields have not yet been completed. Please make sure that all required fields are filled in.

Q. I would like to correct my registered name / change my Registration Category / change the Registration Fee Payer.

A. These changes will be handled by ICA2026 Registration Secretariat. Please contact us by email and be sure to include your full name and ID in your message.

Q. How can I purchase an Additional Social Ticket?

- A. You can add an accompanying person's information from the **Group Registration** section at the bottom of the personal information form (or "Edit My Account" on My Page). Please note that you need to proceed with the payment and finalize the registration to confirm the ticket.

Q. How can I download a receipt?

- A. After payment is completed, you can issue a receipt from "**Your registration Details**" section on My Page. You may customize the billing name. Please note that the receipt can only be issued once. If you fail to download the receipt, please contact ICA2026 Registration Secretariat.

Q. I would like an invoice issued. / Q. I would like to pay by bank transfer.

- A. ICA2026 accepts online credit card payments only for registration fees. Please note that the invoices for bank transfer payments cannot be issued. Please use the receipt issued after the payment as an alternative.

Q. The payment was rejected with an identity authentication (3D Secure) error.

- A. Our payment system does not support special characters such as ä, è, ê, ē, ç, ö, etc. Please replace these characters with standard alphabetical characters and try again.

Q. I am not receiving emails after the registration has been completed.

- A. If you are using Gmail, system emails may be classified as spam. Please note that emails are automatically sent by the system immediately after account creation and payment completion. If you do not receive these emails, please contact the ICA2026 Registration Secretariat.

Q. Can I change my registration category between In-Person and Virtual? Is it possible to pay or receive only the fee difference?

- A. No. In either case, you need to cancel your current registration subject to the cancellation policy and complete a new registration with full payment under the new category.

Q. Can someone else attend as my substitute under my registration?

- A. Yes. ICA2026 Registration Secretariat will update the registered participant name on your behalf. Please contact us with your ID, the current name and the new name. Please note that the participant substitutions is allowed only once and must be requested **by September 30, 2026(JST)**.

Cancellation Procedure

Q. I would like to cancel my registration.

A. Please contact ICA2026 Registration Secretariat. Refunds will be processed only if we are contacted **by July 14, 2026(JST)**. Please note that no refunds will be issued for cancellations made on and after 0:00 (JST) July 15, 2026, regardless of the reason.

Q. Can I receive a 100% refund if I request cancellation by July 14?

A. Yes. If you contact ICA2026 Registration Secretariat by July 14 (JST), 2026, the full registration fee will be refunded with no handling charges.

ICA2026 Official Documents

Q. What official documents can be issued?

A. The following documents can be issued:

- Receipt (issued via the system)
- Registration confirmation (issued via the system)
- Certificate of Attendance (issued via the system)
- Invitation letter (additional fee required: JPY 2,200 (tax incl.))
- VISA supporting documents (additional fee required: JPY 8,800 (tax incl.))

Please note that we are unable to issue other documents such as bank letters, company-specific documents, or contracts/agreements.

Q. I would like an invitation letter issued.

A. Please contact ICA2026 Registration Secretariat. Please note that a document issuance fee of JPY 2,200 (tax included) will be charged.

Q. I would like a certificate of attendance to be issued.

A. The certificate of attendance will be available through the system after the conference has started.

VISA Support

Q. Please explain the process for requesting VISA support documents.

A. The process is as follows.

1. Please register the VISA applicant via Group Registration and complete the payment through the system.
2. Contact your regional actuarial association and request that they submit a VISA document request on the applicant's behalf.
3. Contact ICA2026 Registration Secretariat.
An additional fee for document issuance will be charged to your registration account on the system. Once payment of this fee is confirmed, we will proceed with the issuance of the visa support documents.

Q. Can VISA support document be issued for individual registration?

A. No. To apply for visa support documents, you must be registered as part of a group together with other participants. If you need to register individually, we regret that we are unable to issue. In this case, please prepare the necessary documents yourself and proceed with the VISA application independently.

Others

Q. Are there any accommodation discounts available for ICA2026 participants?

A. We do not offer any participant-specific discount rates or special code for accommodation.
A list of hotels near the venue is available on the ICA2026 website to assist you in finding suitable accommodation.
<https://ica2026.org/accommodation.html>

Q. Are there any flight discounts available for participants?

A. Yes. To support your travel to Japan, All Nippon Airways (ANA) is pleased to offer a Special Discount for all conference attendees.
After completing your registration, you can find the Promotion Code on your My Page. For more information, please visit the page below.
<https://ica2026.org/official-airline.html>

Q. What is the official app?

A. We are currently developing the official ICA2026 app. Further details will be announced soon.