

## FAQs

- **Can I collect my certificate from the local office if I completed my qualification before 2024?**

No. Certificates are only available for exams taken in 2024/25. Successful candidates now have the option of receiving a hard copy of their certificates at the CISI Sri Lanka office. Certificates will be issued biweekly and you can order your physical certificate by contacting our customer support team at +94 117 247 247 or by emailing [srilanka@cisi.org](mailto:srilanka@cisi.org).

- **Can I get my certificate delivered?**

If you are unable to collect your certificate at the CISI Sri Lanka office, you can opt to have it delivered from the UK. (charges apply). [Click here](#) for more information. If you are to collect the certificate from the CISI Sri Lanka office, you can collect it free of charge.

- **I have already downloaded my digital certificate, can I still collect a hard copy?**

Please note that only **one** original copy of each certificate is allowed. If you have already chosen to open or download your certificate via our secure candidate portal, MyCISI, at [cisi.org/mycisi](http://cisi.org/mycisi), any subsequent copies, physical or e-certificate, will be clearly marked as a 'Replacement'.

- **Further questions?**

If you have any further queries or concerns, please do not hesitate to contact us at: +94 117 247 247 or [customersupport@cisi.org](mailto:customersupport@cisi.org)