



800-689-2900 (P)
www.csiresources.org

For CSI Use:

Approved Date: _____ CSI Staff: _____

Denied Date: _____ CSI Staff: _____

EXAM CANCELLATION/REFUND REQUEST FORM

Submit completed form:

- **Mail to CSI:** P.O. Box 81, Annapolis Junction, MD 20701 -- OR -- **Fax to CSI:** 703-940-8600
- For data privacy, this form cannot be emailed.

CSI Cancellation Policy and Fees

- Cancellation requests received 8 or more days prior to your exam appointment will be refunded the amount paid less 50% of the CSI exam application fee
- Cancellation requests received less than 8 days prior to your exam appointment will not receive a refund or credit

Prometric Cancellation Policy and Fees:

- To cancel your exam with Prometric, go to www.prometric.com/csi; select the Reschedule/Cancel option or call Prometric's automated voice response system at: (800) 503-8991; both are available 24 hours a day, 7 days a week.
- Cancellation requests received more than 30 days prior to exam appointment: no Prometric fee
- Cancellation requests received 8 - 30 days prior to exam appointment: \$30 Prometric fee. CSI will not refund any portion of your exam application fee unless you have canceled your appointment with Prometric and paid the \$30 Prometric fee.
- Cancellations less than 8 days prior to exam appointment are not eligible for any refund or credit. This includes failing to show up for the test, not having proper identification or checking-in at the exam site more than 30 minutes after the scheduled start time for the exam.

CSI Candidate Cancellation Request (select each option that applies)

1a) It is 8 or more days prior to my exam appointment (or, if no exam scheduled, 8 or more days prior to end of exam window) and I wish to cancel my registration. I understand CSI will refund 50% of my exam fee.

1b) It is less than 8 days prior to my exam appointment (or, if no exam scheduled, less than 8 days prior to end of exam window) and I wish to cancel my registration. I understand I am not eligible for a refund or credit from CSI.

2) If I had a Prometric appointment, I have canceled this appointment and paid any applicable Prometric fee

Candidates who do not request a cancellation and do not sit for the exam forfeit all fees. Application fees may not be transferred to another individual. A new application and fee are required for candidate to take the exam in a future exam cycle. Cancellation fees are only refunded during the initial registration cycle. Fees paid by an employer, sponsor or group cannot be refunded to the individual.

Credit card information for CSI cancellation refund:

Visa MasterCard American Express

Candidate Name: _____

Candidate ID #: _____

Candidate Phone #: _____

Exam Site: _____

Exam Date: _____

Card #: _____

Exp. Date: _____

CVV2 (security code): _____

Signature: _____

Date: _____

Change of address: please notify CSI's Member Services Department at 800-689-2900 (8:00am-8:00pm Eastern, Mon-Fri) or via email at csi@csinet.org.