

DO NOT EMAIL THIS FORM



For CSI Use only:
Approved Date: _____ CSI Staff: _____
Denied Date: _____ CSI Staff: _____

CSI
P.O. Box 81
Annapolis Junction, MD 20701

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

EXAM CANCELLATION/REFUND REQUEST FORM

Please complete and mail to P.O. Box 81, Annapolis Junction, MD 20701 or fax to 703-236-4600
DO NOT EMAIL THIS FORM

CSI Policy

- ✓ Cancellation requests received 30 days prior to the first day of the test window will be refunded 100% of the exam fee.
- ✓ Cancellation requests received less than 30 days prior to the first day of the test window will be refunded 50% of the exam fee.
- ✓ Cancellation requests received less than 14 days before the first day of the test window **will not be refunded the exam fee.**

Prometric Policy and Fees Charged to Candidates

- ✓ Cancellation requests received 30 or more days prior – no fee will be charged by Prometric.
- ✓ Cancellation requests 5-29 days before scheduled test, a \$30 fee will be charged by Prometric. CSI will not refund exam registration unless the candidates has already canceled appointment with Prometric and paid the \$30 Prometric fee.
- ✓ Cancellation requests less than 5 days before test date **or** fails to appear for the test **or** does not have proper identification **or** presents himself/herself more than 15 minutes after the scheduled start time for taking the test forfeits his/her CSI exam registration fee.
- ✓ To cancel your exam with Prometric, use the Reschedule/Cancel option on the Prometric website www.prometric.com/csi or Prometric's automated voice response system at: (800) 503-8991; both are available 24 hours a day, 7 days a week. There is no charge for rescheduling you appointment to a date within the same test week if the change is made at least 5 calendar days prior to your appointment.

CSI Candidate Cancellation Request

It is 30 days or more prior to the first day of the exam window and I wish to cancel my registration
100% refund

It is 15-29 days prior to the first day of the exam window and I wish to cancel my registration.
50% refund

If I made an appointment with Prometric, I have cancelled 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. Candidates who wish to sit for the next exam must submit a new application and fee. Cancellation fees are only refunded during the initial registration cycle.

Candidate Name: _____
Candidate ID #: _____
Candidate Phone #: _____
Exam Site: _____
Exam Date: _____

Please provide your credit card information for the cancellation fee and/or refund

Visa MasterCard American Express

Card #: _____
Exp. Date: _____
CVV2 (security code): _____
Signature: _____
Date: _____

For any 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.