



800-689-2900 (P)  
[www.csiresources.org](http://www.csiresources.org)

**For CSI Use:**

Approved Date: \_\_\_\_\_ CSI Staff: \_\_\_\_\_

Denied Date: \_\_\_\_\_ CSI Staff: \_\_\_\_\_

## EXAM CANCELLATION/REFUND REQUEST FORM

### Ways to submit:

- **Mail to CSI:** P.O. Box 81, Annapolis Junction, MD 20701
- **Fax to CSI:** 703-940-8600
- **Email to CSI:** [csi@csinet.org](mailto:csi@csinet.org)

### 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
- Candidates who are deferred from past exam cycle are not eligible for refunds

### Prometric Cancellation Policy and Fees:

- To cancel your exam with Prometric, go to [www.prometric.com/csi](http://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, it is 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, if eligible

1b) It is less than 8 days prior to my exam appointment (or, if no exam scheduled, it is 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; candidates who have deferred from the past exam cycle are not eligible for a refund. Fees paid by an employer, sponsor or group cannot be refunded to the individual.*

Candidate Name: \_\_\_\_\_

Candidate ID #: \_\_\_\_\_

Candidate Phone #: \_\_\_\_\_

Exam Site: \_\_\_\_\_

Exam Date: \_\_\_\_\_

Change of address? Notify CSI's Member Services Department at 800-689-2900 (8:00am-8:00pm Eastern, Mon-Fri) or [csi@csinet.org](mailto:csi@csinet.org).