



EXAM REGISTRATION CANCELLATION REQUEST FORM

**Submit completed form via email to CSI Member Services Team via email csi@csinet.org.
Questions? Call 800-689-2900 (8:00am-8:00pm Eastern, Mon-Fri) or email above.**

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; select the Reschedule/Cancel option or call Prometric's automated voice response system at: (800) 688-5805; 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.
- If you have trouble canceling your appointment, please contact **certification@csinet.org**

Prolydian Cancellation Policy and Fees: (CCPR only)

- If you have scheduled an appointment with Prolydian, it must be cancelled separately through Prolydian by visiting the "My Exams" page within your Prolydian account. Click the "Cancel" button below your exam name. In the window that pops up, click OK. You will be returned to the My Exam page and will see that the exam has been cancelled. ***Cancellations must be at least 24 hours in advance.**

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, if eligible.
- ☐ 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 candidates 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: _____