



EXAM REGISTRATION CANCELLATION REQUEST FORM

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

CSI Cancellation and Fee Policy

- Cancellation requests received 8 or more days before your scheduled test date will be refunded 50% of the CSI Exam Fee (amount paid less 50%)
- Cancellation requests received less than 8 days before your scheduled test date will not receive a refund or credit.
- Candidates who are deferred from the past exam cycle are not eligible for refunds.

Prolydian Cancellation and Fee Policy

- If you have scheduled an exam appointment with Prolydian, it must be canceled 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 canceled. *Cancellations must be at least 48 hours in advance.
- Cancellation requests received more than 8 days before your scheduled test date incur no additional fees.
- Cancellation requests received fewer than 8 days before your scheduled test date incur an additional \$50 fee. CSI will not refund any portion of your exam application fee unless you have canceled your appointment with Prolydian and paid the \$50 fee.
- Cancellations fewer than 8 days before the 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 exam appointment, please contact support@prolydian.com.

CSI Candidate Cancellation Request (select each option that applies)

- ☐ 1a) It is 8 or more days before my exam appointment (or, if no exam is scheduled, 8 or more days before the end of the exam window), and I wish to cancel my registration. I understand that CSI will refund 50% of my exam fee if eligible.
- ☐ 1b) It is fewer than 8 days before my exam appointment (or, if no exam is scheduled, less than 8 days before the end of the 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 Prolydian appointment, I have canceled this appointment and paid any applicable fees.

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: _____ CSI ID #: _____

Candidate Email: _____ Candidate Phone #: _____

Exam Site: _____ Exam Date: _____

Signature: _____ Date: _____