

2018 Exam Cancellation/Refund Request

Important Information:

- » If you have already scheduled an exam appointment, you must cancel **directly** through Prometric:
 - » Within the U.S.: **prometric.com/shrm** or 888.736.0134.
 - » Candidates who requested special testing accommodations: 800.967.1139.
 - » International candidates, in the SHRM Certification Handbook, see *Appendix C: Regional Testing Contact Centers*, and call the appropriate phone number.
- » If you cancel less than 30 days prior to your appointment, you will be charged a \$53 cancellation fee by Prometric.
- » Application processing fees, late fees and exams canceled within five business days of the scheduled exam date are nonrefundable.
- » Once we receive this form and approve the appropriate refund to be processed, you can expect to see your refund within 10 to 14 business days.
- » Exam refund requests must be made no later than 30 days after the close of the exam window.

Please complete all of the following and e-mail to certificationpayment@shrm.org.

FIRST NAME

MIDDLE NAME

LAST NAME

PRIMARY MAILING ADDRESS

CITY

STATE/PROVINCE

ZIP/POSTAL CODE

COUNTRY

PHONE NUMBER

E-MAIL

ELIGIBILITY ID # (IF YOU RECEIVED YOUR AUTHORIZATION TO TEST LETTER)

AMOUNT PAID FOR EXAM

EXAM WINDOW

Mark **one** type of cancellation/refund request:

- Canceling exam prior to the late registration deadline (Full refund minus \$50 application fee)
- Canceling exam within five business days of your scheduled exam date (No refund available)
- Canceling exam within five business days of scheduled exam date because of a medical or personal emergency (Reviewed on a case-by-case basis with appropriate supporting documentation for potential 50 percent refund)
- Other _____

SIGNATURE

DATE

Note: Refunds will be made in the same manner in which the original payment was made. Application processing fees and late fees are nonrefundable.