



## **CIC®, LTC, and a-IPC Examination Appointment Policy Rescheduling, Cancelling, and/or Extension Requests**

### ➤ **Rescheduling Appointment**

1. You can reschedule your appointment online through Prometric, <https://www.prometric.com/test-takers/search/cbic>, or by calling 1-800-278-6222.
  - Click “Reschedule/Cancel” on the left hand side. You will need your 16 digit Prometric examination confirmation number to make any changes.
  - Rescheduling fees, paid through Prometric, are as follows:
    - \* Rescheduling 30 days or more in advance – No Charge
    - \* Rescheduling between 5 and 29 days in advance - \$30 Fee

*\*\*No rescheduling or cancellations are allowed within 5 days of your appointment; examination fees will be forfeited. Examination fees will also be forfeited if a candidate fails to appear for a scheduled test.*
2. You must select a date within your 90-day eligibility window. If you do not take your examination within your 90-day eligibility window, your eligibility will be considered lapsed and you will need to reapply as a first-time applicant with application, application fee, and all supporting documentation.

### ➤ **Requesting an Extension**

- This is intended for those who would like to extend their 90-day eligibility window, whether they have scheduled their examination appointment or not.
1. Fill out an [Extension Request Form](#).
    - Extension requests will not be considered under the following circumstances:
      - Not prepared to sit for the examination.
      - Requests submitted within 5 days or less of scheduled examination date or eligibility end-date.
      - Request to extend eligibility beyond 60 days of scheduled examination date or eligibility end date.
  2. Please allow 7-10 business days for your extension to be reviewed.



3. If your extension request is approved and you have already scheduled an examination appointment through Prometric, you must complete the following in order for CBIC to process your request:
  - a. Cancel your examination appointment through Prometric using this [link](#).
  - b. Provide a screenshot or copy of the confirmation of cancellation email to the CBIC Office.
  - c. Complete a \$72 extension request invoice to CBIC (the invoice will be provided to you upon notification from CBIC).

If your extension request is approved and you have *not* scheduled an appointment through Prometric, you will only need to submit the \$72 extension request invoice.

4. After you have completed the above, please allow 5-7 business days for payment to be processed and to schedule a new examination appointment through Prometric with your new eligibility date (new eligibility date will be indicated in aforementioned invoice).

➤ **Cancelling Examination Appointment and/or Eligibility**

- You may cancel your eligibility at any point up until five days of appointment date (if scheduled) or eligibility end date, at which point examination fees will be forfeited.
1. If you have scheduled your appointment through Prometric, you **must cancel the appointment first** (fees may apply) using this [link](#). Then, proceed to step 2. If you have not scheduled your appointment, go directly to step 2.
  2. Contact the CBIC Office to make a cancellation request. You may reach CBIC at [info@cbic.org](mailto:info@cbic.org) or 202-454-2625.
  3. You will be refunded \$265 for the CIC® and \$215 for the a-IPC.

*\*\*Any cancellation requests submitted outside the 90-day eligibility window will not be accepted.*

*\*\*If you are outside of your 90-day window, you must:*

- *Resubmit an application, application fee, and all supporting documentation to be considered for certification again.*

*\*\*If you apply for the examination and are found to be ineligible, you will receive a full refund.*