



## **CIC®, LTC®, and a-IPC™ Examination Appointment Policy Rescheduling, Extension Requests, and Cancellations**

### **Rescheduling an Appointment**

You may reschedule or cancel your appointment online through Prometric, <https://www.prometric.com/test-takers/search/cbic>, or by calling 1-800-278-6222.

1. Click “Reschedule/Cancel” under Test Center or Remote. You will need your 16-digit Prometric examination confirmation number to make any changes.
2. Pay the Rescheduling fees to Prometric. Fees are:
  - Rescheduling 30 days or more in advance – No Charge
  - Rescheduling between 5 and 29 days in advance – Prometric Fee\*

*\*If you reschedule or cancel within six calendar days of your appointment (5 or less days); examination fees will be forfeited. Examination fees will also be forfeited if a candidate fails to appear for a scheduled test. Prometric fees are subject to change.*

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 and application fee.

### **Requesting an Extension**

You may extend your 90-day eligibility window, whether you have scheduled your examination appointment or not.

Extension requests will **not** be considered under the following circumstances:

- Requests submitted less than one week (seven calendar days) of scheduled examination date or eligibility end-date.

For example:

- If your exam is scheduled for Monday, you must submit the Extension Request Form no later than the previous Monday (by 11:59pm ET)

- If your eligibility date ends on Friday, you must submit the Extension Request Form no later than the previous Friday (by 11:59pm ET)

Requests submitted less than seven days will not be accepted.

- Extension requests do not apply to certification dates (Ex: extending a candidate's certification expiration past 12/31/2029).
- If you are uncertain if you qualify for an extension, contact the CBIC® Office. Please note, CBIC staff are available between 8:30am and 5:30pm Eastern Standard Time Monday through Friday.

To submit an extension request:

1. Fill out an Extension Request Form (link)
2. Please allow 3-5 business days for your request 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 for CBIC® to process your request.
  - a. Cancel your examination appointment through Prometric:  
<https://www.prometric.com/test-takers/search/CBIC>. CBIC staff cannot cancel or on behalf of the candidate.
  - b. Provide a screenshot or copy of the confirmation of cancellation email to the CBIC® Office.
  - c. Complete a \$75 non-refundable payment via credit card online (the link 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 \$75 extension request payment.

4. After you have completed the above, CBIC staff will extend your eligibility window and contact you with information on how to schedule a new examination appointment through Prometric. Extensions granted are 60 days from the eligibility end date.

## Cancelling an Appointment

You may cancel your exam at any point up until six calendar days of your exam appointment (if scheduled) or eligibility end date (whichever happens first). You will be refunded the examination fee back to the original form of payment minus a processing fee (25% of the exam fee). However, if you cancel your eligibility five calendar days or less of your exam appointment or eligibility end date, your fee will not be refunded.

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 two. If you have not scheduled your appointment, go directly to step two.
2. Contact the CBIC® office to make a cancellation request in writing, via email only. You may reach CBIC® at [info@CBIC.org](mailto:info@CBIC.org).
3. You will be refunded the examination fee back to the original form of payment minus a processing fee (25% of the exam fee).

**\*\*Note:** Any cancellation requests submitted outside the 90-day eligibility window will not be granted a refund.

**\*\*If** you are outside of your 90-day window or missed your appointment, you must resubmit an application and application fee to be considered for certification again.