



## **CIC<sup>®</sup>, LTC<sup>®</sup>, and a-IPC<sup>™</sup> Examination Appointment Policy**

### **Rescheduling, Cancelling, and/or Extension Requests**

#### ➤ **Rescheduling 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.
  - 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 - \$34 Fee

*\*\*No rescheduling or cancellations are allowed within five 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.*
- 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**

- 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 five days of scheduled examination date or eligibility end-date.
      - Insufficient supporting documentation. Examples of supporting documentation include: doctors note, verifiable letter from direct manager or supervisor, etc.
      - Request to extend eligibility beyond 60 days of scheduled examination date or eligibility end date.



- 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.

2. Please allow 3-5 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 \$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 invoice.

4. After you have completed the above, staff will extend your eligibility window and contact you with information on how to schedule a new examination appointment through Prometric.

➤ **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 (whichever happens first), 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 two. If you have not scheduled your appointment, go directly to step two.
  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 the examination fee minus a \$110 processing fee for the CIC® and LTC-CIP® and \$80 processing fee for the a-IPC™.

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

*\*\*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.*