Test Cancellation and Rescheduling Talking Points

- At the moment there are three main reasons why Prometric may have to cancel appointments:
  - If a jurisdiction delays business openings as a result of the COVID-19 situation
  - If a jurisdiction mandates social distancing rules that require Prometric test centers to limit seating.
  - If the test center is in an area that has been impacted by recent social unrest, which requires closure for safety reasons.

- In these cases, Prometric will cancel the appointment and provide the candidate with a new appointment. If the candidate does not like the date/time Prometric has selected, they may select another date by doing the following:

  1. Online Self-service (most expedient option):
     - Go to prometric.com/shrm,
     - Click on Reschedule/Cancel,
     - Enter your ID and up to the first four characters of your last name,
     - Reschedule.
  2. Phone Assistance
     - Call 1-800-936-2433
     - Please be advised that the wait time may be very long (several hours) due to agents servicing other customers.
  3. Email Assistance
     - Go to Prometric's "Contact Us" page at https://www.prometric.com/contact-us
     - Complete the webform
     - Submit
     - Please be advised that the response time may be very long (several days) due to agents servicing other customers.