

We are sorry to inform that your scheduled testing appointment with the details below will be cancelled. While we always work to give as much advanced notice as possible in the event of a cancellation, we sometimes have last minute unforeseen events resulting from Covid-19 regulations or events such as extreme weather, natural disaster, power outages, and other critical circumstances that impact exams. **Please do not go to the test center.**

Exam Name: [[data:programname:""]]  
Exam Date: [[data:examdate:""]]  
Confirmation Number: [[data:confirmationnumber:""]]  
Test Center: [[data:sitename:""]]  
Site Code: [[data:sitecode:""]]

It is critical to note it may take up to seven (7) business days to process the change to your appointment and to reflect that new status in our systems. We understand the time-sensitive importance of this testing event. Please be assured we are working diligently to complete this update as quickly as possible. Once completed, **you will receive a follow up communication** to assist you in taking the next step with your appointment. There is no need for you to call or email us until you have that follow-up communication in hand. If you do attempt to reach us, please note that we are experiencing unprecedented volumes due to the ongoing effects of COVID-19 and our response times may be longer than usual.

We encourage you to visit [www.prometric.com](http://www.prometric.com) to view updated site closures and to obtain updated information on the status of our operations. Please also visit the "Test Taker" page on Prometric.com to utilize the "Find My Exam" tool which will take you to your test program page for specific and updated information related to your exam.

**Please disregard this message if you have already been contacted by Prometric.**

We hope the above information is helpful. We thank you for your patience. Please stay safe and healthy.

Thank you,