



# SHRM Certification Program

## Cancellation/Refund Request Form

Please fill in the following information and email the completed form to [certificationpayment@shrm.org](mailto:certificationpayment@shrm.org)

### Important Information:

- If you have scheduled an exam appointment you must cancel directly through Prometric:
  - Within the U.S. Visit [prometric.com/shrm](http://prometric.com/shrm) or call 888.736.0134.
  - International candidates see *Appendix B: Regional Testing Contact Centers* for the correct phone number.
  - Candidates with approved testing accommodation, call 800.967.1139.
- If you cancel less than 30 days prior to your appointment, you will be charged a \$53 cancellation fee by Prometric.
- You **are not** eligible for a refund if you cancel after the standard application deadline except in the case of a medical or personal emergency. Visit [shrmcertification.org](http://shrmcertification.org) – [Apply – Exam Windows and Fees](#) for application deadline dates.
- Exam refund requests for medical/personal emergencies must be made no later than 30 days after the close of the exam window.
- Application processing fee (\$50), standard upcharge fee (\$75) and exams canceled within five business days of the scheduled exam date are nonrefundable
- Additional details regarding refund policy specifics can be found in the SHRM Certification Handbook.

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First Name	Middle Name	Last Name
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Primary Mailing Address

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City	State/Province	Zip/Postal Code	Country
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Phone Number	Email
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Eligibility ID # If you received your Authorization to Test (ATT) letter.

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Amount Paid for Exam	Exam Window
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### Indicate the circumstances of your refund request (select only one):

- I am withdrawing from the program on or before the Standard Application Deadline and have not scheduled an exam appointment.
- I am withdrawing from the program on or before the Standard Application Deadline and have a scheduled exam appointment.
- I had a medical or personal emergency that took place within 5 days of my scheduled exam appointment that prevented me from testing.

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Signature	Date
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