

SAFE MLO Test Appointment Cancellation / Rescheduling Policy

Candidates must cancel or reschedule their tests no later than 12p.m. local time (at the location where the test is being taken), two business days prior to the scheduled appointment.

Candidates must adhere to the following schedule for rescheduling/cancelling a test appointment.

Appointment scheduled for:	Must be cancelled or rescheduled no later than 12 p.m. local time on:
Sunday, Monday	Thursday of the preceding week
Tuesday	Friday of the preceding week
Wednesday	Monday of the same week
Thursday	Tuesday of the same week
Friday	Wednesday of the same week
Saturday	Thursday of the same week

If a holiday occurs during the normal cancellation/reschedule period, this schedule adjusts to define "timely cancellation" as one day earlier than stated above. The following holidays will be observed by all test center locations:

New Year's Day
Memorial Day
Independence Day

Labor Day
Thanksgiving Day
Christmas Day

Test enrollment fees are non-refundable and non-transferable. Failure to follow the cancellation/reschedule policy or failure to show up for a scheduled test will result in the test enrollment window being closed and loss of test enrollment fee. A candidate must request and pay for a new enrollment window prior to scheduling a new test appointment.

To schedule or make changes to a test appointment:

- Login to [NMLS](#) and navigate to the Manage Test Appointments page
- Or go to www.prometric.com/nmls
- Or call Prometric at 1-877-671-6657