



Notice Regarding COVID-19 and Prometric Test Center Closures

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Updated 4/2/2020

Summary

In response to COVID-19 (Coronavirus) pandemic and the need to limit social interaction, all Prometric Test Centers in the U.S. and Canada will be closed for 30 days. This step is being taken to further protect the health and well-being of the individual test takers and staff. Prometric anticipates re-opening all test centers effective April 16, unless circumstances require a prolonged closure.

Next Steps:

Candidate with Existing Appointments

Prometric has been working to cancel existing appointments impacted by the test center closures and hopes to do that on or before April 6th, 2020. Once their appointment is cancelled, candidates will be able to schedule appointments ONLY on www.prometric.com. Note that appointments in the US and Canada will not be available until April 16 at the earliest.

Test Enrollment Window Extensions

Any test candidate with a test enrollment window end-date in the months of March, April or May will receive a 180-day extension. Should the Prometric test center closure continue beyond 30 days, SRR will consider extending the enrollment windows for those that end beyond May.

Please contact the NMLS Call Center at 1-855-665-7123 for questions about this notice.