

PSI licensure:certification
3210 E Tropicana
Las Vegas, NV 89121
www.psiexams.com



The Towing and Recovery Association of America (TRAA) Certification Examination

For all questions and requests for information about certification contact The Towing and Recovery Association of America (TRAA) at:

800-728-0136
Local: 703-684-7713
Fax: 703-684-6720
towserver@aol.com

You can download the certification application at www.towserver.net

After you have submitted your application with payment to TRAA, and have received your Study Guide, please contact PSI to schedule an appointment to test. The examination is 2 hours in length and is closed book.

INTERNET SCHEDULING

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. Candidates register online by accessing PSI's registration website at www.psiexams.com. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below:

1. Log onto PSI's website. Complete the associated registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available exam dates and locations for scheduling your examination. Select your desired testing date and location.

TELEPHONE SCHEDULING

The second fastest method of scheduling is via the telephone with PSI's Interactive Voice Response system (IVR) during non-business hours, or through live registrars during business hours.

Call (800) 733-9267, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are available Monday through Friday, between 6:30 am and 7:00 pm and Saturday, between 10:00 am and 4:00 pm, Central Time, to schedule your appointment for the examination.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 24 hours before the scheduled examination date*. You may call PSI at (800) 733-9267 or fax a note to (702) 932-2666. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

Note: A voice mail message is not an acceptable form of cancellation. Please use the internet, automated telephone system, or call PSI and speak to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 24 hours before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide one form of identification. It must be a VALID, non-expired government issued identification (driver's license, state ID, passport), which bears your signature and has your photograph.