



EXAMINATIONS BY PSI SERVICES, LLC

The College for Financial Planning (CFFP) has contracted with PSI Services, LLC (PSI) to deliver its examinations.

Once you have been approved by CFFP, you are responsible for contacting PSI to schedule an appointment to take your examination.

CHECKING YOUR ELIGIBILITY

Please visit CFFP's website to verify that you are eligible to take an examination: www.cffp.edu.

All general questions and requests for information about testing should be directed to CFFP at cffpssc@apollogrp.edu or call 800-237-9990 option 2. The times of operation are as follows:

	Monday thru Friday
Eastern Time	9:00am - 7:00pm
Central Time	8:00am - 6:00pm
Mountain Time	7:00am - 5:00pm
Pacific Time	6:00am - 4:00pm

EXAMINATION SCHEDULING PROCEDURES

Once you have been approved by CFFP, you are responsible for contacting PSI to schedule an appointment to take the examination. You may either schedule via the Internet at www.psiexams.com, or schedule over the telephone at (800) 733-9267.

PSI Services, LLC
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 • Fax (702) 932-2666
www.psiexams.com

INTERNET SCHEDULING

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, www.psiexams.com. You may schedule for a test via the Internet 24 hours a day.

1. Complete the 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 dates for scheduling your test.

TELEPHONE SCHEDULING

To schedule an examination by phone, please call 800-733-9267. The times of operation for live operators are as follows:

Time Zone	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received by 4pm Pacific Time, one (1) day before the scheduled examination date. You may call PSI at 800-733-9267 seven days a week.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI to speak directly 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 by 4pm Pacific Time, one (1) day before the schedule 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.

EXAM ACCOMMODATIONS

All examination sites are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination should contact CFFP's Student Services Center and request the proper ADA Student Accommodation Forms at cffpssc@apollogrp.edu.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling 800-733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at www.psiexams.com.



EXAMINATION SITE LOCATIONS

There are nationwide examination sites. You will be provided with the locations upon scheduling for your examination. Go to www.psiexams.com for a listing of sites. Go to the bottom of the home page "Check Available Appointment Dates Before You Register".

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION

You must provide **two (2)** forms of identification. One must be a VALID form of government-issued identification (Driver's License, State ID, Passport) which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name.

If you cannot provide the required identification, you must call 800-733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide ALL of the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.*

SECURITY PROCEDURES

The following security procedures will apply during the examination:

You may bring a non-alpha programmable calculator. Scratch paper and a pencil are allowed.

- You will be given a piece of scratch paper and a pencil. The scratch paper and pencil will be returned to the proctor at the end of your examination.
- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Please be advised that children, cell phones, pagers, cameras, alpha-programmable electronic devices and recording devices of any kind are NOT allowed to enter PSI testing sites. Additionally, NO personal items are to enter the testing sites, including handbags, backpacks, heavy coats, etc. PSI will not be responsible for any personal items, and suggests that you leave such items in another safe place, of your choosing. The safe place cannot be on the test site premises.
- Please call PSI prior to your test date to confirm that your chosen local testing site has lockers, if you need to bring personal items to the testing center.
- No smoking, eating, or drinking will be allowed at the examination site.
- You may not exit the building during the examination.

- Copying or communicating examination content is a violation of PSI security policy and the State Law. Either one may result in the disqualification of examination results and may lead to legal action.
- Please be advised that financial calculators that are NOT alpha-programmable are allowed to be used.

LIST OF APPROVED CALCULATORS

You MAY NOT use a calculator with alpha programmable keys during any examination. Some of the calculators that ARE acceptable for use during the examination are:

Hewlett Packard 10B II
Hewlett Packard 10B II+
Hewlett Packard 12C
Hewlett Packard 12C Platinum
Hewlett Packard 14B
Hewlett Packard 17B
Hewlett Packard 17B II
Hewlett Packard 17 B II +

Sharp EL 533
Sharp EL 733
Sharp EL 733A

Texas Instruments BA II
Texas Instruments BA II+
Texas Instruments BA 35
Texas Instruments MBA
Texas Instruments BA54
Texas Instruments BA55

Victor V-12

The following list contains some of the calculators that ARE NOT acceptable:

Hewlett Packard 18C
Hewlett Packard 19B
Hewlett Packard 19BII+
Hewlett Packard 41CX
Hewlett Packard 41CV