

# INSTITUTE OF CERTIFIED BANKERS (ICB)

## ELIGIBILITY

Once you have been approved, you will receive an email confirmation from PSI. You are responsible for contacting PSI to schedule the examination. Your eligibility is valid for one examination attempt.

## INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. Candidates register online by going to <https://candidate.psiexams.com/testrac/> and login with the User ID and Password that you received via email. Internet Registration is available 24 hours a day. In order to register by Internet, complete the steps below.

- Log onto the website and enter your User ID and Password. You will see your tests listed in the *Registered Records* section of the *Account Activity* page.
- Select the examination and select the Schedule for a Test button. Enter your Zip/City and select Search. A list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.
- **You will receive a confirmation email. Be sure to read all of the instructions on the email. Please bring the email to the test center on your scheduled test date.**

## TELEPHONE REGISTRATION

To schedule an examination, please call 833-207-1287. 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 2 days before the scheduled examination date*. Examinations must be taken within 60 days of the original request. Examination fees are non-refundable and non-transferable.

**Note: A voice mail message is not an acceptable form of cancellation. Please use the telephone system 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 2 days 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.

## REQUIRED IDENTIFICATION AT THE EXAMINATION SITE

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. Required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of valid (non-expired) signature bearing identification to the test site. If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test and their examination fee will not be refunded.

### IDENTIFICATION - Choose One

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issued Alien Registration Card

## SECURITY PROCEDURES

*The following security procedures will apply during the examination:*

**Candidates will receive scratch paper and a pencil at the test site.**

**\*Scratch paper must be returned to the test proctor during checkout.**

**Calculators are not needed, and therefore not allowed.**

- While at an examination site, you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at all times. While at the site, you shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Cell phones, pagers, and children are not allowed in the examination center. **NO personal items are to enter the testing center.** Candidates are encouraged to leave all personal belongings except their keys in their car.
- No smoking, eating, or drinking will be allowed at the examination site.
- Copying or communicating examination content is a violation of security policy. Either one may result in the disqualification of examination results and may lead to legal action.

To save time, it is recommended that candidates answer each question and proceed through the entire test. If you have concerns on an answer selection, please mark the question for review. This function can be found below the answer choices. When the scoring process is started you will be presented with the item IDs for the test, and the ones you have marked for review will be highlighted. Click on the test question ID and the question will be presented. Candidates can continue the review process as long as there is time remaining on the test.

#### **TIME CLOCK**

To keep track of the amount of time left on the exam, please pay close attention to the time clock located on the upper right hand side of the screen.

#### **TESTING SITES**

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.

#### **EXAMINATION RESULTS**

All exam candidates (except CAFP) will receive a preliminary instant pass/fail outcome.