

**UPDATE: AI April Comprehensive Exam Window & COVID-19**

As you are likely aware, the Appraisal Institute's testing provider, Pearson VUE, recently closed all U.S. and Canada-based testing centers through April 15.

Additionally, Pearson just informed AI that it will cut its seating capacity by 50% for the remainder of April. These capacity cuts currently abide by local and federal social-distancing guidelines.

***If you have exam appointment(s) scheduled between April 16-30, your exam(s) may be cancelled.*** Pearson will send you a notification email if your exam(s) are affected by these capacity cuts.

As stated in a March 17th email, AI ***will not be extending*** the April testing window past April 30, so if you take some—but not all—of your required modules in this window, you will receive a grade for each completed module as opposed to receiving an incomplete, per AI policy. Unfortunately, Pearson ***does not*** have the capacity to accommodate the large number of Comp examinees in the months of May, June or July.

The following options are still available to you:

**I. Transfer your exam reservation to the August or November testing windows (highly recommended):**

- a. Please contact Pearson as soon as possible and cancel your April exam appointments (Pearson requires at least 24-hour notice). You can cancel via [Pearson's website](#) or by calling (877) 894-3483.
- b. Pearson will send you a cancellation confirmation email for each module. **Please forward these confirmations to [comp@appraisalinstitute.org](mailto:comp@appraisalinstitute.org) and make sure to include your testing window preference of August or November.**
- c. Once we have proof of your cancellation, we will begin processing your transfer and send you confirmation once completed, including the scheduling authorizations for the new window.

**II. Not ready to commit to taking the exam in August or November? Receive a credit:**

- a. Please email [comp@appraisalinstitute.org](mailto:comp@appraisalinstitute.org) and let us know that you would like a credit.
- b. Your April exam fees will be credited to your AI account.
- c. You can then use this credit to register for a future comp exam or any other AI-related fee (the credit will be available as a payment option when you check out).

**III. Take the Comp Exam in April at Pearson.**

- a. You can take the exam if you have scheduled your exam appointments **after April 16**, your testing center remains open, **and** your exam appointments are not cancelled. The exams will be graded, and results distributed per the timeframe outlined in the [Comprehensive Examination Guidebook](#).

- b. If Pearson closes or cuts seating capacity at your local testing center, your exam date(s) may be canceled on short notice. Pearson will notify you via email. If you experience a closure/cancellation, contact [comp@appraisalinstitute.org](mailto:comp@appraisalinstitute.org) as soon as possible to transfer your appointment(s) to a new testing window or to receive a credit, as indicated above.
- c. **IMPORTANT: If your testing center is open and you don't show up for your scheduled exam appointment(s), or you did not contact Pearson to cancel your appointment 24 hours in advance, then your exam will be considered a no-show and all exam fees will be forfeited, no exceptions.**

The Appraisal Institute continues to monitor guidance from the [Centers for Disease Control and Prevention](#) and the [World Health Organization](#) and to stay in close contact with Pearson VUE. We will update exam registrants of any additional developments which will impact the April comprehensive examination testing window.

**Due to the large number of examinees, all inquiries and transfers/credits will be processed in the order received.** For a faster response, we strongly recommend emailing [comp@appraisalinstitute.org](mailto:comp@appraisalinstitute.org) instead of calling by phone. We kindly ask for your patience and understanding as we work to accommodate each examinee's decision.

If you have any questions, please feel free to ask.

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