

A Message from PSI CEO on Owned and Operated Test Center Closures

Update – April 3, 2020 – As we continue to evaluate the situation, we want to inform everyone that, since this announcement, we have changed the re-open date for our owned and operated test centers from April 13 to May 1.

We would like to extend our heartfelt sympathies to all who have been affected by the outbreak of COVID-19 (Novel Coronavirus). Caring for our community compels us to do our best to protect the health and safety of our candidates, clients, employees, and local communities, and with the ongoing spread of COVID-19, PSI is continually adapting its operations and procedures to do its part to reduce the spread of this virus. We have halted business travel, asked employees to work from home when possible, and increased our resources dedicated to supporting remote testing where possible.

As the COVID-19 outbreak continues to spread throughout the communities where we live and work, in order to continue to help protect the health and safety of our candidates, clients, and employees, we have made the difficult decision to temporarily close our owned and operated physical test centers in the United States starting end of day March 19, and in the United Kingdom starting end of day March 20, until April 13. We believe this is the right thing for our community to help keep one another safe during these challenging times. We will do all we can to support our team and bring them back to work as soon as it is safe to do so.

As many PSI exams are administered at third party sites around the rest of the world, we also continue to monitor each of these test center locations and adhere to closures based on country and local requirements. These site closures are updated daily by PSI and can be found [here](#). We will continue to closely monitor updates on COVID-19 in the days and weeks ahead. The latest information on PSI's operational updates and rescheduling procedures can be found [here](#).

Our teams are dedicated to minimizing potential confusion and resolving your needs as quickly as possible. We are working closely with our clients and partners to assure that every test taker

who is impacted by this decision is supported during this time and can test at a future date. We know that these circumstances have, and will continue to, lead to increased call, email, and social media inquiry volumes, and we thank you for your patience as we work to respond to all inquiries.

At PSI, we value our candidates, clients, and employees, and we understand the impact of decisions like these. This is a difficult decision for any business and one that we do not take lightly. We very much appreciate and thank you for your patience and understanding.

Stephen Tapp

Chief Executive Officer