

March 19, 2020

PSI Update Regarding COVID-19

As the situation around COVID-19 continues to deepen globally, our priority remains to be the health and safety of our staff, customers, clients, and the communities we service.

Below is our updated information regarding test centers and candidate rescheduling:

Owned and Operated Test Center Closures

To do our part to reduce the spread of COVID-19, we have made the difficult decision to close our owned and operated test centers. Please see [the message from our CEO](#) related to these closures. NOTE: If the hyperlink isn't working for you, please copy and paste this link into your browser:

<https://www.psonline.com/blog/psi-services-ceo-owned-and-operated-test-center-closures-in-the-us>

Rescheduling

Effective immediately, candidates can reschedule up to and including the day of testing at no penalty and no documentation required. NOTE: In most cases, candidates can reschedule their examinations on-line and they are encouraged to do so. If a candidate chooses to reschedule through our candidate support call center, hold times are expected to be extensive under the current circumstances.

Candidates that are a part of an eligibility program will be provided guidance if a new eligibility is required in order to reschedule and how to obtain it.

We are obtaining guidance from our clients on how to support and accommodate candidates who must test within a specified period.

Thank you all for your patience and understanding throughout these unprecedented times.