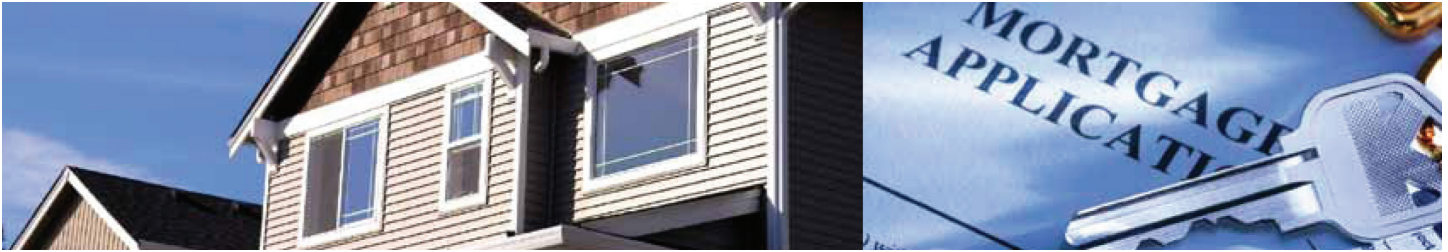


Schedule your SAFE MLO Test with Prometric



## TESTING FAQs

### What do I need to schedule a Mortgage Loan Originator test?

You need your unique NMLS ID with last name and first name as shown on NMLS to schedule a test.

### How do I become eligible to take a Mortgage Loan Originator test?

Before you can schedule a test, you must enroll and pay for the test through NMLS.

### What time must I arrive at the Testing Center?

Please plan to arrive 30 minutes before the scheduled appointment to allow time for check-in procedures. You may be allowed to start your test early if a seat is available. Candidates arriving late may not be allowed to test or may not receive their full allotted test time.

### What do I bring to the Testing Center?

Bring one valid form of official identification bearing your name, signature and a recent photo. You must present one of the following as the primary form of identification: valid passport, driver's license or military ID card. All other personal items must be placed in a locker for test security purposes, so please limit what you bring to the Testing Center.

### What if I need to cancel or reschedule my testing appointment?

Test enrollment fees are non-refundable and non-transferable. You may cancel or reschedule a test appointment by contacting the vendor (Prometric or Pearson VUE) where your test is scheduled. Both vendors offer online and toll-free options to change your test appointment.

### Is payment due at the time of my test?

No payment is due. Payment is made to NMLS at time of enrollment.

### What if I need special accommodations to take my test?

NMLS is responsible for approving all requests for special accommodations in compliance with ADA laws. Please contact the NMLS Call Center at 1-240-386-4444 for further information.

### What is Prometric's reschedule and cancellation policy?

Test enrollment fees are non-refundable and non-transferable; however, if you wish to change your test date or time or cancel your appointment, you must do so before 12 P.M. Eastern Time (ET) two business days prior to your appointment. This website is available 24 hours a day, seven days a week, and can serve all of your appointment scheduling, rescheduling and cancellation needs. There is no charge for rescheduling or canceling an appointment if the change is made before 12 P.M. two business days prior to your appointment. If you cancel or reschedule your appointment within the two-day period described above, your enrollment window will be closed and your payment will not be refunded. You will then be required to start a new enrollment process, including paying for a new test(s) enrollment window.

### How can I schedule a test with special accommodations?

If you require special accommodations, you cannot schedule your test via the Internet. If you have received approval from NMLS for an accommodation, please call Prometric's Special Conditions Team at 1-800-967-1139 (TDD: 1-800-790-3926) to schedule your test. For assistance with a previously submitted request that has not been approved, please contact the NMLS Accommodations Team at 1-866-327-6657.

### Why do you need so much contact information from me?

Should a Testing Center be unable to administer your test because of a technical problem or some other emergency (including weather-related ones), your appointment will be rescheduled with no additional charge. During the registration process, you will be asked to provide a primary and secondary phone number so that we can contact you in case of an unforeseen problem at the Testing Center. Also, in order to register online, you must provide an e-mail address. Prometric will send you an e-mail confirming your appointment. If you do not have an e-mail address, please call the Prometric Contact Center at 1-800-578-6273.

1-877-671-6657 | 1501 South Clinton Street Baltimore, MD 21224

to learn more visit: [www.prometric.com/NMLS](http://www.prometric.com/NMLS)