



Pensions Management Institute

Moving pensions forward

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PMI Examination refund policy

If a learner wishes to defer or withdraw from an exam, they must do so **no less than** 4 weeks prior to the date of their exam.

If a learner wishes to defer or withdraw **less than** 4 weeks ahead of their scheduled exam, they would be required to pay the PMI 50% of their **full** exam entry (on top of the exam entry they paid when booking on to the exam)

If the 50% late deferral charge is not paid, the learner will not be deferred to the next available sitting.

If the 50% late withdrawal charge is not paid, the learner will not be withdrawn from the exam and they will be expected to take the exam they have been enrolled on to.

If a learner does not 'show up' virtually or in person to their scheduled exam (without proof of an extenuating circumstance) they will **not** be refunded any money or deferred to the next exam sitting.

Proof of the extenuating circumstance (documented evidence) should be provided **within 2 working days of the scheduled exam**. If proof has not been provided, a 50% 'no show' charge will be charged to the individual/booker of the exam.

The Qualifications team will of course review extenuating circumstance on a case-by-case basis. Proof must be provided.

Note: A late deferral/withdrawal charge is in place as your exam sitting has already been paid for with our exam provider ahead of the exam sitting. The same applies to learners who do not show up to their exam without a good reason.