

# Technical Issues Consideration Application



This Technical Issues Consideration application should be used by candidates requesting investigation into technical errors experienced beyond their control in a PearsonVUE test centre or using the OnVUE remote examination platform on the day of their examination. If you plan to apply for technical issue consideration, please notify the Society within 25 calendar days of the scheduled exam. All applications with supporting documentation must be received within 25 calendar days of the scheduled exam. All applications must be accompanied by appropriate supporting documentation.

Office use only:	
Approved (inits):	
Requested (inits):	

## Personal information: (\*essential)

Title: ..... Forenames\* ..... Surname\*.....

Address\*: .....

..... DOB\*: .....

Email\*: ..... Tel: .....

Candidate number (SIP) \*:..... Exam: .....

Test date and time: .....

## Type of application:

- I was unable to complete my examination in a PearsonVUE test centre
- I was unable to complete my examination using the OnVUE remote testing platform

## Summary of technical issue experienced:

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## Evidence in support of your application:

PearsonVUE case report number:

Date of supporting evidence: .....

## Declaration:

I can confirm that the information provided is accurate.

Signed: ..... Dated: .....

## Next steps:

Once your request has been assessed by the CFA Society of the UK, you will be contacted by email to let you know the result of your application.

Technical issue consideration is granted at the discretion of the CFA Society of the UK. Exam scores will not be adjusted retrospectively under any circumstances

Please allow 10 working days for your request to be processed. Please direct any questions to [examsupport@cfauk.org](mailto:examsupport@cfauk.org)

**Return form to:** Email: [examsupport@cfauk.org](mailto:examsupport@cfauk.org) Fax: 020 7648 6222  
Post: CFA Society of the UK, 3rd Floor, 63-64 New Broad Street, EC2M 1JJ