



## **ATTENTION STRUCTURAL PEST CONTROL BOARD APPLICANTS** **UPDATE ON PSI TEST SITES**

The Structural Pest Control Board (SPCB) has been notified that PSI has made the difficult decision to close their owned and operated test centers to help reduce the spread of COVID-19. Please see the message from the PSI CEO related to these closures here:

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

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 the PSI candidate support call center, hold times are expected to be extensive under the current circumstances. The PSI test sites in the United States will close starting the end of day today, March 19 until April 13. PSI will be calling all scheduled candidates that are not registered with an email address. A PSI staff person will be calling candidates starting today through Saturday. After that, an automated phone message will be used to contact candidates. The PSI toll-free line is averaging 4,000 calls per hour. Candidates should expect an unprecedented delay in reaching a live person. The online tool is available to candidates for rescheduling.

The closure of these PSI locations will impact all applicants eligible to take any SPCB examinations.