



New Examinee Payment Option!

We are incredibly excited to announce that we will be implementing a new payment option **for examinees!** This update is a direct result of feedback from examiners who requested a better, more efficient way to pay examinees. Changing to a digital card option for examinee payment will lead to a better experience, faster payment, and an overall willingness to continue testing with you on many future projects!

Here is what you, as an examiner, need to know:

Your examinees may choose between two payment options!

- 1) **Digital gift card via text message: Takes 1–3 weeks for delivery**
- 2) **Digital gift card via email: Takes 1–3 weeks for delivery**

FAQs

How will my examinee make their payment selection?

Examinees will choose a digital gift card via text or email while completing the candidate demographic questionnaire. *If they do not complete this questionnaire BEFORE testing, they cannot choose their gift card delivery preference, and payment may be withheld.*

How do you get my examinee's email or phone number to deliver?

On the candidate demographic questionnaire, candidates indicate their preference for delivery via text message or email and are then prompted to enter their phone number or email address.

Is the delivery time from the date of testing?

No. The delivery time is from the date all test components arrive at the Pearson office.

What if the digital gift card does not work?

If your examinee has any difficulty receiving or using their digital gift card, they may contact our Payments Team at FRPayments@pearson.com.

What if my examinee changes their mind after making their payment selection?

If your examinee selects one option on the candidate demographic questionnaire and changes their mind *before testing*, we can accommodate that request. This is only possible



if testing has NOT been completed. To make that change, email FRPayments@pearson.com on your examinee's behalf.

What if they still want a physical gift card?

We hope the digital gift card option will improve everyone's experience! The delivery time is much faster. After your examinee receives the digital gift card by text or email, they can choose their payment from a catalog of vendors. One option is to receive a Visa gift card via mail. If having a physical card is still important to them, they can make that selection.