

# CEBS

Certified Employee Benefit Specialist® Program



## CEBS Exams— Second Attempt Guidelines

Virtual online testing for CEBS exams offers a convenient way to take your exam. All applications that are submitted for exams will be processed as virtual exams.

If you have questions regarding any step in the process, please reach out to the CEBS Customer Service team Monday-Friday from 8:00 a.m.-5:00 p.m. CST. In the U.S., please call 800-449-237, option 3 or email [cebs@ifebp.org](mailto:cebs@ifebp.org). In Canada, please call 833-886-3749 or email [cancebs@ifebp.org](mailto:cancebs@ifebp.org).

### **Exams purchased after January 1, 2024 include two exam attempts.**

With the second attempt opportunity, there are additional requirements and restrictions that apply. Please read the information below carefully to ensure that you properly schedule/plan for completing the exam and are able to effectively utilize a second attempt if needed.

Please allow up to three business days for processing second exam attempt orders.

### **Important details regarding the second attempt:**

1. The two attempts are only valid on the original exam purchased.
2. The second exam attempt must be taken in either the same testing window as the failed exam or in the next approaching window. The second attempt cannot be extended past the next approaching exam window.
3. In order to use the second testing attempt in the same window as the failed exam, you must submit your online order for the second attempt at least 15 calendar days prior to the close of the testing window.
4. If the exam is passed on the first attempt, the second attempt is no longer valid. The second attempt is nontransferable.
5. If the exam is not passed and both attempts are used, an exam retake may be purchased for further attempts.
6. Transferring the exam from the original testing window purchased would incur a transfer fee for the service.

