

Prometric Policies and Procedures for the SAFE MLO Test

- **Identification Requirements:** Please present one form of Official, State or Government issued, valid identification, bearing both a photograph (NJ: Physical Description) and a signature. The name on your identification must match the name provided at the time of scheduling. No photocopies or faxes of identification or of name change documentation will be accepted.
- **Rules of Conduct:** NMLS requires that you read, understand and electronically agree to remain compliant with the Rules of Conduct prior to beginning your scheduled test. For details of the NMLS Rules of Conduct, please reference Section 7.3 of the MLO Handbook on the [NMLS Resource Center](#).
- **Personal Items:** No personal items, food, or drink, including coffee and water, are permitted inside the testing room. Personal items include, but are not limited to: pens, pagers, cellular phones, watches, hats, non-medical electronic devices, outerwear, purses, and wallets. Personal items must be kept in your assigned locker or returned to your car prior to the start of your test. As the testing vendor is not responsible for any personal items, they encourage you to bring only your identification into the Center.
- **Religious apparel:** Religious items such as head coverings, Rosary beads, Kabbalah bracelets, etc. are permitted in the testing room after being visually inspected by the Test Center Administrator (TCA). Similar to any other clothing or jewelry, any religious items allowed to be worn in the testing room must remain on your person at all times. Removed religious apparel must be stored in your locker.
- **Calculators:** If you need a calculator for your testing session, a standard non-programmable, non-printing calculator will be provided to you. If you do not receive one, please see the Test Center Administrator.
- **Erasable board:** An erasable board and dry erase markers will be provided to you upon admittance to the testing room. All writing materials must be returned in its entirety at the end of your test.
- **Restroom Breaks:** Restroom breaks are permitted, however the time on your test will continue to count down. You will be asked to sign the logbook upon exiting and re-entering the testing room. You will be asked to show your identification prior to re-entering the testing room. Per NMLS testing policies, you are not permitted to leave the building during an unscheduled break. You will not be permitted to access any study materials, make any phone calls, access electronic media or your locker during rest breaks. You are not permitted to access any personal item as referenced above.
- **Appointment Length vs. Test Time:** For all NMLS tests, an additional 30 minutes is scheduled to allow for the completion of administrative tasks and the tutorial presented prior to your test. For example, a State-Specific Component of

the S.A.F.E. Mortgage Loan Originator Test is scheduled for 120 minutes. Once you have been signed in and have completed the tutorial, the test will start and a timer with 90 minutes will appear on the monitor.

- **Late arrival:** NMLS candidates who arrive at the testing center late for their scheduled appointment time may be allowed to test; however, they may be required to waive their full right of testing time, deducting the amount of time late for the appointment. The candidate will then be allowed to test with the reduced time. If the candidate does not wish to test with reduced time, they will be required to pay for a new enrollment in order to reschedule an appointment..
- **Delay in test delivery:** NMLS candidates who arrive at the testing center by their scheduled appointment time and are required to wait more than 30 minutes past their appointment time will be given the option by Prometric to reschedule their appointment to another day/time free of charge.
- **Results:** Upon completion of your test, you will be provided with an unofficial printed copy of your test results. The score report given at the test cent is not official until the test results are posted in NMLS. The testing center personnel have no access to your result file at this point. NMLS will send a notification email to the candidate and any company with access to the candidate's record in the NMLS, when official results are posted.
- **Special Accommodations**
If you require special accommodations, you cannot schedule your test via the Internet. If you require testing accommodations, please review the process in Section 6.1 of the MLO Handbook on the [NMLS Resource Center](#). If you have already received approval for an accommodation, please call Prometric's Accommodations Team at 800-967-1139 to schedule your test. **Please note that any request to bring any personal belongings into the testing room needs to be approved *prior to* scheduling your appointment. Personal belongings include but are not limited to: prescription medications, unattached medical devices, etc.**