

# 2020 PMP Exam Surge Follow Up Mitigation FAQs

## For External Use by Authorized Training Partners

### 1. What is the 2020 PMP Exam Surge?

PMI experienced an unprecedented demand for the PMP exam in the closing weeks of 2020. Over 100,000 candidates tested in the month of December. Customers hoping to schedule their exam before the exam changed on 2 January 2021 experienced extreme difficulty in finding exam testing appointments, resulting in an enormous increase in contact volume to Customer Care.

### 2. What action did the business team take to resolve customer pain points?

In order to relieve some of the pressure on the scheduling system, decrease incoming Customer Care volume, and address customer anxiety about needing to test by year-end, we took the following action steps to address this issue:

- Worked with Pearson VUE to add new exam appointments to help meet demand through the end of the year. However, they could not provide an unlimited supply of appointments, and candidates who had not yet scheduled continued to experience difficulties in reserving an appointment prior to year-end.
- Updated our website to notify candidates that exam appointments were extremely limited and encouraged them to take the new exam.
  - Proactively contacted all candidates who paid for the exam prior to 18 December, whose eligibility was set to expire before 18 April 2021, AND who had not yet scheduled their exam to encourage them to take the new exam and provide the following incentives Extended exam eligibility to 18 April 2021 for all candidates whose expiration date was before 18 April 2021.
  - Provided them with exclusive free access to our eLearning course focused on the agile and hybrid portions of the new PMP exam. This course is titled **Exam Prep Special Offer 2021**.
  - In the event they are unsuccessful in passing the new exam, we offered a 65% discount on the exam retake fee. Instructions for redeeming this discount were included in the email with the eLearning course offer.

### 3. What did the emails to candidates say?

Below is the email sent on 18 December 2020 to candidates who paid for the exam before 18 December, whose eligibility was set to expire before 18 April, and had not yet scheduled their exam.

**Subject:** Notice: Limited PMP Exam Testing Availability Before January

Dear Candidate,

We are experiencing an extreme surge in candidates seeking to schedule to take the current version of the PMP exam before it retires on 31 December 2020. While we are working with our partner, Pearson VUE, to add more testing appointments, please be advised that there is the possibility that if you have not already scheduled you will be unable to sit for the exam by year-end.

If you have not already scheduled, we encourage you to take the new PMP exam launching on 2 January 2021. To support you with this, we are making a special offer available to you:

- If your exam eligibility was due to expire before or on 18 April 2021, we have extended your exam eligibility to 18 April 2021. This new date will be reflected in your myPMI account upon receipt of this email.
- By scheduling your exam in 2021, you will have increased flexibility to choose an exam appointment that best fits your schedule. We encourage you to schedule your exam early to ensure testing appointments will be available for your preferred date.
- To help you prepare for the new exam, we will provide you with exclusive free access to our new online course focused on the agile and hybrid portions of the new PMP exam. You will receive a follow-up email by 22 January with instructions on how you can access.
- In the event you are unsuccessful in passing the new exam, we will offer you a 65% discount off the exam retake fee. Instructions for redeeming this discount will be included in the email with the agile and hybrid eLearning course.

If you have any questions, please [contact us](#), keeping in mind that call volumes at this time are high. We greatly appreciate your commitment to PMI and wish you a safe and happy holiday season.

Sincerely,

PMI

**Below is the second email we sent to candidates on 22 January 2021** with further instructions for accessing the Exam Prep Special Offer eLearning course and redeeming the discounted exam retake code. We also sent this email to candidates who registered their interest in taking the new exam through a form on pmi.org before 7 January.

**Subject:** Follow-Up: Resources to Upskill for PMP Exam 2021

Dear Candidate,

If you are receiving this message, you may have received an email from us on 18 December encouraging you to consider scheduling to take the new PMP exam that launched on 2 January. Alternatively, we may have received your interest in upskilling for the new exam through pmi.org. To support you with preparing for the new exam, we are making the following special offers available to you:

- If your eligibility to test expired before 18 April 2021, we have extended your exam eligibility to 18 April 2021 to provide time to study for the new exam.
- To help you prepare for the new exam, we have provided you with exclusive free access to an online course covering the new portions of the new PMP exam. Please note that course availability will expire on 18 April. **[Instructions for accessing the course were included in email to eligible candidates]**
- In the event you are unsuccessful in passing the new exam, we are offering you a 65% discount off the exam retake fee. To take advantage of this offer you will need to enter **[Codes were included in email to eligible candidates]** during the checkout process. Please retain this message for your records in the event you need to retrieve this code. Please note that this code will expire on 18 April.

If you have any questions, please [contact us](#) keeping in mind that contact volumes at this time are high. Additionally, we encourage you to schedule your exam early to ensure testing appointments will be available for your preferred date.

We greatly appreciate your commitment to PMI.

Sincerely,

PMI

#### **4. Does this offer extend to all candidates currently preparing for the new PMP exam?**

This offer was shared to reduce test anxiety among a specific affected group of candidates. The offer was sent via email **ONLY** to candidates who paid for the exam before 18 December 2020, whose eligibility was set to expire before 18 April, and had not yet scheduled the exam. We also extended this offer to candidates who registered their interest in taking the new exam through a form on [pmi.org](http://pmi.org) before 7 January.

As this is not a promotion, the course and discount code are not available to other candidates.

#### **5. My Authorized Training Partner has customers who believe they should have received this message but did not. Where can I direct them?**

Candidates who believe they should have received this offer or who received the initial email on 18 December, but did not receive the follow-up email on 22 January should [contact PMI](#).

#### **6. Who should I contact with other questions regarding this offer?**

All other questions should be directed to [PMIcertification@pmi.org](mailto:PMIcertification@pmi.org).