



Continuing  
**CERTIFICATION  
REQUIREMENTS  
(CCR)** Handbook

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# How to Use the Continuing Certification Requirements (CCR) Handbook

This handbook contains information on the policies and procedures for actively maintaining a PMI certification. All certification holders are expected to understand and comply with the policies set forth in this document.

## PMI CONTACT INFORMATION

For general information about the Certification Program, contact the [Customer Care Service Center](#) in your region. Find this information at

PMI Customer Care email:

[customercare@pmi.org](mailto:customercare@pmi.org)

Use the [Online Certification System](#) to apply

Use the [Online Continuing Certification Requirements \(CCR\) System](#) for credential maintenance

CCR Handbook, updated 24 September 2020

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“PMI”, the PMI logo, “Making project management indispensable for business results”, “PMBOK”, “CAPM”, “Certified Associate in Project Management (CAPM)”, “PMP”, “Project Management Professional (PMP)”, “Project Management Professional”, the PMP logo, “PgMP”, “Program Management Professional (PgMP)”, “PMI-RMP”, “PMI Risk Management Professional (PMI-RMP)”, “PMI-SP”, “PMI Scheduling Professional (PMI-SP)”, “PMI-ACP”, “PMI Agile Certified Practitioner”, “PfMP”, “Portfolio Management Professional (PfMP)” and “PMI Project Management Ready” are marks of Project Management Institute, Inc.

## CCR Program Overview

PMI's Continuing Certification Requirements (CCR) program supports the ongoing educational and professional development of our certification holders so they are always prepared to meet the demands of today's complex business environment. The purpose of the CCR program is to:

- Enhance continuous learning and development among certification holders
- Provide direction in development areas to ensure relevancy of certified practitioners
- Encourage and recognize individualized learning opportunities
- Offer a mechanism for attaining and recording professional development activities
- Sustain the global recognition and value of PMI credentials

Everyone who earns a PMI certification must actively maintain their certification(s) through participation in the CCR Program and renewal of their certification(s) every 3 years.

Partaking in professional development and learning activities allows certification holders to earn Professional Development Units (PDUs), fulfilling the continuing certification requirements and ultimately growing and developing as a practitioner.

We know that each individual has different professional needs and desires. The CCR program is designed to be flexible so that it can adapt to those needs and allow you to customize your CCR activities. The CCR program provides a general framework and guidance—you determine your ultimate CCR and development path.

## CCR Requirements

All PMI certification holders must earn PDUs to actively maintain their PMI certification(s). These PDUs can be earned through various professional development activities that center on one of two areas:

1. **Education** – Learning opportunities that allow you to expand and enhance your technical, leadership, or strategic and business management skills.
2. **Giving back to the Profession** – Activities that enable you to share and utilize your knowledge and skills as a means to contribute to and help build the profession.

There are different CCR requirements for each PMI certification, as outlined below:

Certification	Certification Cycle	Total PDUs Required	Education Minimum PDUs	Giving Back Maximum PDUs
PMP	3 years	60	35	25
PgMP	3 years	60	35	25
PfMP	3 years	60	35	25
PMI-PBA	3 years	60	35	25
PMI-ACP	3 years	30	18	12
PMI-RMP	3 years	30	18	12
PMI-SP	3 years	30	18	12
CAPM	3 years	15	9	6

## Education

Research has shown that employers need practitioners with more than just technical domain skills. Leadership and business intelligence skills are imperative to support long-range strategic objectives that contribute to their success. The ideal skill set is a combination of technical, leadership, and strategic and business management competency—what we call the PMI Talent Triangle.™



**Technical project management:** Knowledge, skills and behaviors related to specific domains of Project, Program and Portfolio Management.

**Leadership:** Knowledge, skills and behaviors specific to leadership-oriented, cross-cutting activities that help an organization achieve its business goals.

**Strategic and business management:** Knowledge of and expertise in the industry or organization that enhances performance and better delivers business outcomes.

The education component of the CCR program is aligned with the PMI Talent Triangle to ensure you are equipped to remain relevant in a continually changing business environment. As a certification holder you must earn a **minimum** number of PDUs in each of the skill areas of the PMI Talent Triangle—technical, leadership, and strategic and business management. Education PDUs can exceed this amount and there is no limit on the number of PDUs that can be earned in education.

The education requirements are further broken down based on the PMI Talent Triangle skill areas as detailed below:

Education PDUs—Minimum Talent Triangle Requirements					
Certification and Education Minimum PDUs		Technical PDUs Required	Leadership PDUs Required	Strategic PDUs Required	Remaining PDUs In any area of Talent Triangle
PMP	35	8	8	8	11
PgMP	35	8	8	8	11
PfMP	35	8	8	8	11
PMI-PBA	35	8	8	8	11
PMI-ACP	18	4	4	4	6
PMI-RMP	18	4	4	4	6
PMI-SP	18	4	4	4	6
CAPM	9	2	2	2	3

**Giving Back to the Profession**

PMI recognizes that sharing your knowledge and actively applying your skills is a valuable means to contribute to the profession. Additionally, many find that giving back is an enriching learning experience that enhances your professional development in different ways. That is why giving back activities are PDU eligible and incorporated into the CCR program.

It is important to note that giving back is an optional manner in which to earn PDUs. The giving back requirements listed above are the **maximum** number of PDUs allowed for each certification in this category. If giving back PDUs are earned, the total cannot exceed the limits listed above.

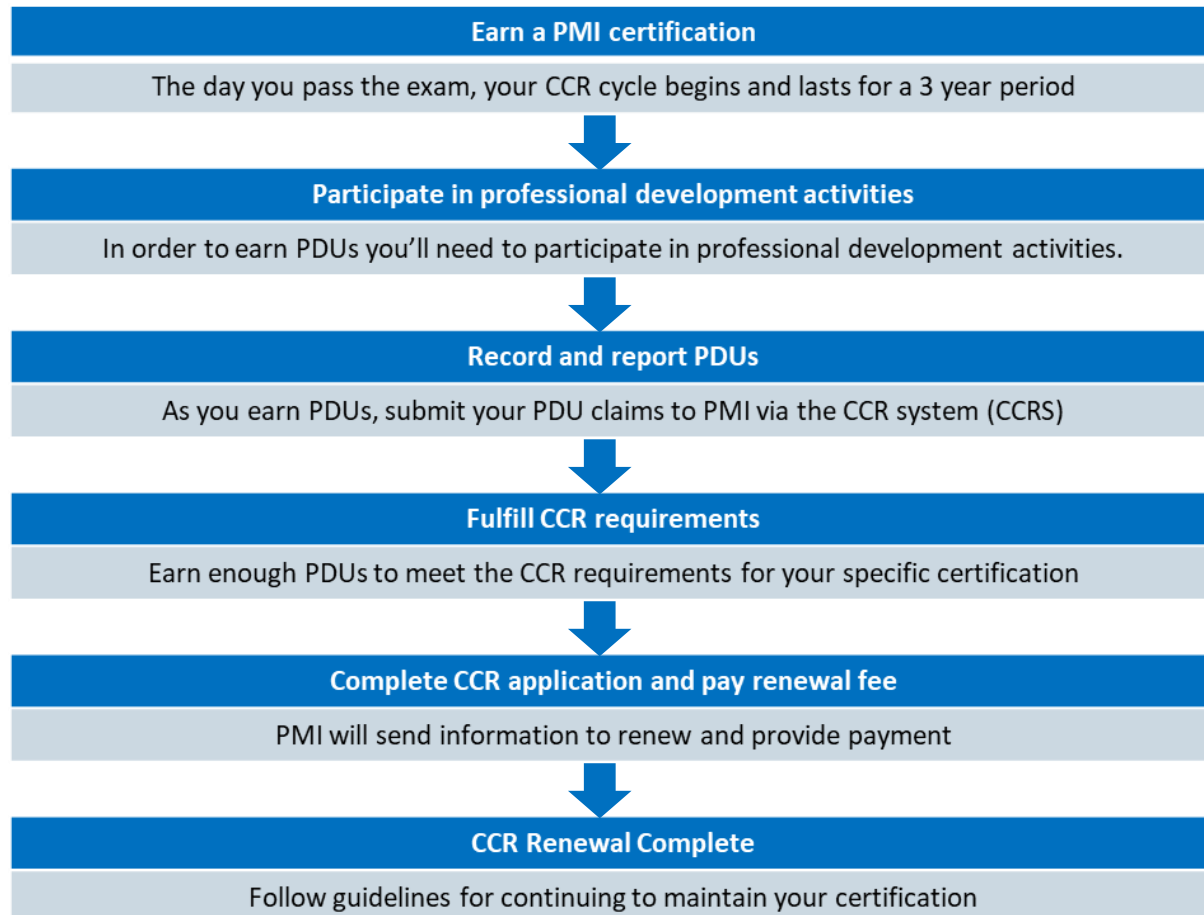
Please refer to the [How to Maintain Multiple PMI Certifications](#) section of this document to learn about the policies for earning PDUs to maintain more than one PMI certification.

**Refer to the infographic below for more information on how you can maintain PDUs for your certification(s).**

<p><b>60 PDUs</b> (PMP/PgMP/PfMP/PMI-PBA)</p>	<p><b>30 PDUs</b> (PMI-ACP/PMI-RMP/PMI-SP)</p>	<p><b>15 PDUs</b> (CAPM)</p>
<p>Education – 35 minimum</p> <ul style="list-style-type: none"> <li>▲ 8 technical</li> <li>▲ 8 leadership</li> <li>▲ 8 business/strategic</li> <li>- Remaining 11 in any area of triangle</li> </ul>	<p>Education – 18 minimum</p> <ul style="list-style-type: none"> <li>▲ 4 technical</li> <li>▲ 4 leadership</li> <li>▲ 4 business/strategic</li> <li>- Remaining 6 in any area of triangle</li> </ul>	<p>Education – 9 minimum</p> <ul style="list-style-type: none"> <li>▲ 2 technical</li> <li>▲ 2 leadership</li> <li>▲ 2 business/strategic</li> <li>- Remaining 3 in any area of triangle</li> </ul>
<p>Giving Back – 25 maximum</p> <ul style="list-style-type: none"> <li>• Volunteering</li> <li>• Creating knowledge</li> <li>• Working as a professional (8 maximum)</li> </ul>	<p>Giving Back – 12 maximum</p> <ul style="list-style-type: none"> <li>• Volunteering</li> <li>• Creating knowledge</li> <li>• Working as a professional (4 maximum)</li> </ul>	<p>Giving Back – 6 maximum</p> <ul style="list-style-type: none"> <li>• Volunteering</li> <li>• Creating knowledge</li> <li>• Working as a professional (2 maximum)</li> </ul>

## CCR Process

There are a few key steps that encompass the process around participation in the CCR program.



### CCRS

The Continuing Certification Requirements System (CCRS) is an online tool to guide you through the CCR process. CCRS can be accessed [here](#).

In CCRS you may do the following:

- Understand where you are in your certification cycle
- Track your progress against CCR requirements
- Search activities (e.g. courses or events) that award PDUs
- Report PDUs as you earn them
- Check your PDU Transcript

## Professional Development Units Explained

PDUs are the measuring unit used to quantify approved learning and professional service activities.

Education PDU activities must be related to the skill areas of the PMI Talent Triangle and topics that are substantially consistent with domains and knowledge areas represented within the respective exam content outline for your certification.

The exam content outline can be used as a resource to provide examples of topics and concepts for education activities.

Certification	Exam Content Outline
PMP	<a href="#">PMP Exam Content Outline</a>
PgMP	<a href="#">PgMP Exam Content Outline</a>
PfMP	<a href="#">PfMP Exam Content Outline</a>
PMI-PBA	<a href="#">PMI-PBA Exam Content Outline</a>
PMI-ACP	<a href="#">PMI-ACP Exam Content Outline</a>
PMI-RMP	<a href="#">PMI-RMP Exam Content Outline</a>
PMI-SP	<a href="#">PMI-SP Exam Content Outline</a>
CAPM	<a href="#">CAPM Exam Content Outline</a>

Each professional development activity yields one PDU for one hour spent engaged in the activity. Some limitations apply and can be found in the **Ways to Earn PDUs** section that discusses PDU activities and associated policies.

Fractions of PDUs may also be reported. The smallest increment of a PDU that can be reported is 0.25. This means that if you spent 15 minutes participating in a qualifying PDU activity, you may report 0.25 PDU. If you spend 30 minutes in a qualifying PDU activity, you may report 0.50 PDU.

### Report PDUs

You are responsible for recording your PDU activities as they occur. The most efficient way to record PDUs is by using [CCRS](#). You must record your PDUs and complete the renewal process before your CCR cycle ends to maintain an active certification status. If you do not earn and record the required PDUs within your CCR cycle, your certification will be suspended. Refer to the **Certification Status** section of this handbook for more details.



## Ways to Earn PDUs

There are many opportunities and ways to earn PDUs. The CCR program organizes PDUs based upon the type of development activity conducted. Detailed below you will find a description of each activity, examples, and any associated policies.

### Education

#### Course or Training

*Instructor-led formal education courses or classes held in-person or online*

Participating in educational training courses is a traditional and effective way to learn. There are many outlets for these activities offered by PMI and third-party providers across the globe.

- [Training courses offered by a PMI Registered Education Provider \(R.E.P.\)](#)
- [Educational events held by a PMI chapter](#)
- [Face-to-face, instructor-led courses from PMI SeminarsWorld®](#)
- [e-Learning On Demand courses](#)
- [Academic education through programs accredited by the PMI Global Accreditation Center \(GAC\)](#)
- Courses from other third party providers

PDU Rules:

- 1 hour of instruction equals 1 PDU
- When only a portion of a course relates to topics relevant to the PMI Talent Triangle skill areas, calculate PDUs by the percentage of the overall curriculum focused on the applicable topic
- Report each course separately. Entire degree programs will not be recognized for PDU credits, only individual courses

Documentation required for audit: Registration form, certificate or letter of attendance

#### Organization Meetings

*Meetings, activities and local events related to the profession*

Professional meetings that include an educational component provide an opportunity to learn and also to network. PMI chapters and third parties host these activities throughout the year on a local basis. Your organization may conduct professional events as well.

- [Search the PMI events calendar](#)
- [Check for chapter events near you](#)

PDU Rules:

- Typically limited to 1–2 PDUs

Documentation required for audit: Registration form, letter of attendance or other form of documentation confirming participation in event

## Education

### Online or Digital Media

*Self-paced learning conducted online or through varied forms of digital media*

Technology allows you to customize learning and educational opportunities to your schedule and needs. Many educational webinars, videos and other types of digital content are available online and on demand. Look into the opportunities that are available through these resources.

- [ProjectManagement.com](https://www.pmi.com/education)
- [PMI Online Courses](https://www.pmi.org/education)
- [PMI Registered Education Providers \(R.E.P.s\)](https://www.pmi.org/education)

PDU Rules:

- 1 hour of learning equals 1 PDU
- Qualifying activities must be relevant to PMI Talent Triangle skill area topics, meet a specified purpose, and use knowledgeable resources

Documentation required for audit: Evidence supporting your reported learning, including notes from and dates of activities conducted.

Note: PDUs will be reported automatically if the projectmanagement.com account is linked to the PMI.org account containing the certification/credential.

### Read

*Self-directed reading that is relevant to the certification you hold*

Reading is a valuable component of learning, and there are countless reading materials pertinent to the profession. You can read books, articles, whitepapers, or blogs to stay informed and support your ongoing professional development. Check out some of the available content.

- [PMI's Store](https://www.pmi.com/store)
- [ProjectManagement.com](https://www.pmi.com/education)

PDU Rules:

- 1 hour of learning equals 1 PDU

Documentation required for audit: Evidence supporting your reported learning, including notes from and dates of reading.

### Informal Learning

*Educational opportunities focused on structured discussions*

Sometimes learning comes through interaction with others. You can earn PDUs by engaging in structured professional discussions with others, for example while you're being mentored or participating in a "lunch and learn" session with your organization.

PDU Rules:

- 1 hour of learning equals 1 PDU

Documentation required for audit: Evidence supporting your reported learning, including notes from and dates of activities conducted.

## Giving Back to the Profession

### Work as a Practitioner

*Working in your certified role*

Each day, your work in a domain area related to your certification(s) allows you to apply your knowledge and skills in a practical setting. Using these competencies actively contributes to sustaining and growing the profession.

PDU Rules:

- This activity has a maximum number of PDUs that can be claimed per cycle:
  - PMP, PgMP, PfMP, PMI-PBA – no more than 8 PDUs claimed per cycle
  - PMI-ACP, PMI-RMP, PMI-SP – no more than 4 PDUs claimed per cycle
  - CAPM – no more than 2 PDUs claimed per cycle
- You can claim Working as Professional PDUs once per certification cycle.
- The PDUs claimed in this category count against the maximum PDUs allowed in the “Giving Back to the Profession” category
- These PDUs only apply to your current cycle and cannot be transferred.

Documentation required for audit: Proof of employment (job description)

### Create Content

*Creating new knowledge resources for use by practitioners and the public at large*

By developing knowledge resources, you can share your knowledge and insight with others and contribute to their ongoing learning. There are many ways to create new content, such as authoring books, blogs or articles, or creating webinars or presentations.

- [Become a content creator on ProjectManagement.com](#)
- [Author an article for the Knowledge Shelf](#)

PDU Rules:

- 1 hour spent creating content equals 1 PDU

Documentation required for audit: Copies of publications, sample educational materials or course agendas

### Give a Presentation

*Presenting on topics relevant to the profession*

There are many occasions when you could give a formal presentation to others, and share knowledge that relates to your certification. For example, you could speak at a PMI chapter event, professional conference, or within your organization. These are just a few examples. Consider the opportunities available to you.

PDU Rules:

- 1 hour spent presenting equals 1 PDU

Documentation required for audit: Copies of presentation.

## Giving Back to the Profession

### Share Knowledge

*Sharing your domain knowledge to help others learn and grow*

By sharing your skills with others, you grow the profession and enhance the practices that are essential to your certified role. Whether you're mentoring, teaching or applying your subject matter knowledge toward an activity, others will benefit from your experience and perspective.

PDU Rules:

- 1 hour spent sharing knowledge equals 1 PDU

Documentation for audit: Evidence supporting your coaching or mentoring arrangement, including notes from and dates of discussions and activities.

### Volunteer

*Providing volunteer services to non-employer or non-client organizations*

PMI has an active community of thousands of volunteers who support the Institute and the profession in a wide range of roles. By volunteering, you can serve on a PMI committee or team. You can also volunteer your domain-related services to other not-for-profit organizations.

- [Learn about volunteering at PMI](#)
- Already a PMI volunteer? Check for new opportunities in the [Volunteer Relationship Management System \(VRMS\)](#)

PDU Rules:

- 1 hour spent sharing knowledge equals 1 PDU

Documentation for audit: Evidence supporting your coaching or mentoring arrangement, including notes from and dates of discussions and activities.

### Other PDU Policies

- Activities you completed before you earn a PMI certification are not eligible as PDUs. Further, you cannot claim participation in the same course or activity more than once.
- If you earn more than the required PDUs in your CCR cycle, you may apply a portion of the PDUs to your next cycle. Only PDUs earned in the final year (12 months) of your certification cycle can be applied to a future cycle.

Certification	PMP	PgMP	PfMP	PMI-PBA	PMI-ACP	PMI-RMP	PMI-SP	CAPM
Future Cycle PDUs Allowed	20	20	20	20	10	10	10	5

## Certification Renewal Fees and Policies

After PMI confirms that you have met the PDU requirements, you will receive electronic notification to apply for certification renewal. Once you receive the notification, you will be directed to submit the renewal fee payment on the online certification system.

PMI Membership Status	CCR Renewal Fee
PMI member*	US\$60
Non-member	US\$150

**\*Note:** PMI's membership renewal fee is different and separate than the certification renewal fee.

You can complete the renewal process at any point in your cycle after the PDU requirements have been met by submitting payment. However, you must submit payment no later than 90 days after your cycle end date.

After processing the completed application and the renewal payment, PMI will send you an updated certificate with the new active certification/CCR cycle dates. Please allow six to eight weeks for postal delivery.

### PMI Audit Process

As the recipient of a PMI certification, you have agreed to comply with its terms of use, including adherence to the terms of the audit process. The terms of the audit process provide that all certification holders are subject to an audit. In the event of an audit, you will be permitted to renew your certification only after you successfully complete the audit and meet all the terms of the audit.

A percentage of certification holders will be randomly selected for PMI's audit process. If you are selected for an audit, you will be asked to submit supporting material to verify any PDUs submitted. Therefore, it is important to keep documentation for all PDU claims for at least 18 months after the CCR cycle has ended.

### Extenuating Circumstances

You may cancel your certification at any time. To do so, contact Customer Care in writing at [customercare@pmi.org](mailto:customercare@pmi.org). PMI will refund one-third of the renewal fee for each full year of the renewed certification/CCR cycle that you have not used following the date of the written cancellation request.

If there are other extenuating circumstances that prohibit you from completing the certification renewal process detailed in this handbook, please contact Customer Care. PMI will review all claims on a case-by-case basis.

## How to Maintain Multiple PMI Certifications

PMI makes it simple for you to earn PDUs that you may use to maintain more than one certification at the same time. You can earn PDUs for multiple certifications in the following ways:

### Education PDUs

#### ***Leadership and Strategic & Business Management PDUs Apply Across All Certifications***

Since leadership and strategic & business management concepts are broader educational topics and not specific to any one certification domain area, the PDUs claimed in these education areas can be applied across all certifications.

For example, if you attend a course that awards two leadership PDUs, you will be able to count them towards every certification you hold.

#### ***Technical PDUs Can Apply to Multiple Certifications***

Education around technical skills is specific to each certification domain area (e.g., the technical skills needed to perform program management are different than those for business analysis). However, certain technical topics are applicable to multiple certification domain areas. If an educational activity contains technical content that is applicable to multiple certifications, then technical PDUs can be claimed for all relevant certifications. The number of PDUs claimed should be equivalent to the amount of time spent on those specific technical topics.

Additionally, all technical PDUs earned will be counted towards the maintenance of the PMP certification.

For example, if you took a 10 hour project/program management course covering multiple areas including risk management (3 hours), scheduling (2 hours), business analysis/requirements management (2 hours) and agile (1 hours), the PDU breakdown would be as follows:

Certification	PMP	PgMP	CAPM	PfMP	PMI-PBA	PMI-ACP	PMI-RMP	PMI-SP
Technical PDUs claimed	10	10	10	0	2	1	3	2

### Giving Back to the Profession PDUs

#### ***Giving Back PDUs Apply Across All Certifications***

Since giving back to the profession activities are more broadly applicable, the PDUs claimed through these activities can be applied across all certifications.

As an example, if you claim 2 PDUs for volunteering at a PMI event, you may count them towards every certification you hold.

## Certification Status

Your participation in the CCR program and fulfilling its requirements determines your certification status. A certification holder can have one of the following certification statuses:

### Active Status

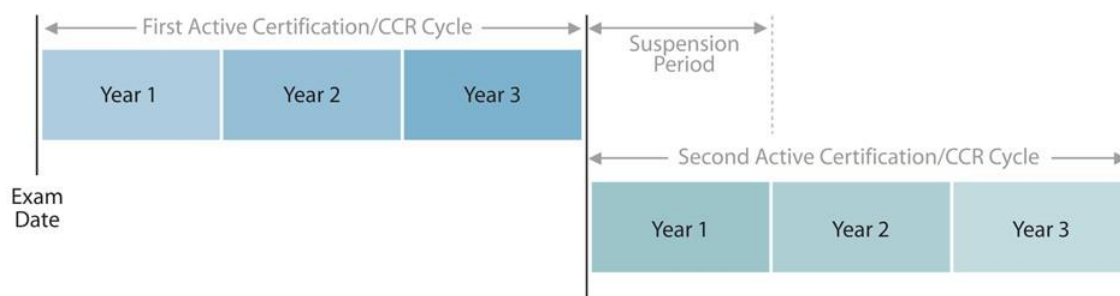
When you first earn a certification, you are considered to be in active status. When you fulfill all CCR requirements for your certification, including earning and reporting PDUs as well as submitting the renewal payment before the cycle end date, you are in good standing with an active status.

Certification holders in active status will be automatically listed in the online [Certification Registry](#). You can choose to be removed from the registry, so the absence of your name in the registry does not necessarily mean that you are not certified.

### Suspended Status

If you do not satisfy the CCR program requirements within your current cycle dates, you will be placed in suspended status. The suspension period lasts one year (12 months). If you are in suspended status, you may not refer to yourself as a certification holder or use the certification designation until you earn the necessary PDUs or complete the renewal process within the one-year suspension period.

The date of your next CCR cycle will not change after you are reinstated to active status from suspended status. (The suspension period overlaps the time frame of your next cycle as shown here.)



### Expired Status

If you do not earn the necessary PDUs or do not complete the renewal process within the suspension period, you will lose your certification and go into an expired status. If you let your certification expire, you may not refer to yourself as a certification holder or use the certification designation. To attain the certification again, you will be required to reapply by completing a new application, submitting the associated fees and retaking the examination.

### Retired Status

If you are a certification holder in good standing and wish to voluntarily relinquish your active status due to retirement, you are eligible to apply for retired status. To qualify, you must no longer earn primary remuneration for practicing project management and must have been a

certification holder in good standing for at least 10 consecutive years. Once you are in retired status, you do not need to earn or report PDUs.

To apply for retired status, submit a written request to PMI by email ([Certification.CCR@pmi.org](mailto:Certification.CCR@pmi.org)) or fax (1 610 239 2257). PMI will send you guidelines about retired status and a form to complete.

If you begin practicing project management again, you can apply for active status again by contacting PMI's Customer Care by email. Once you have active status again, you will be required to earn and report PDUs.



# Appendix

## PMI Certification Application/Renewal Agreement

- 1) I agree to satisfy and conduct myself in accordance with all PMI certification program policies and requirements, including this Agreement and the PMI Code of Ethics and Professional Conduct (as they may be revised from time to time); and I shall maintain confidentiality of PMI examination questions and content. Furthermore, I agree not to discuss, debrief or disclose, in any manner, the specific content of PMI examination questions and answers, to any individual.
- 2) I agree that I shall at all times act in a truthful and honest manner and provide truthful and accurate information to PMI. I agree that any intentional or unintentional failure to provide true, timely and complete responses to questions in this application or renewal form may lead to further investigation and/or sanctions by PMI. I also agree to promptly report to PMI any possible violations of the terms of this Agreement or the PMI Code of Ethics and Professional Conduct by PMI members or by persons who have applied for a PMI credential or have been awarded a credential by PMI.
- 3) I agree to notify the PMI Certification Department in a timely manner of changes concerning the information I have provided, including my current address and telephone number.
- 4) I have reported, and will continue to report, to the PMI Certification Department, within sixty (60) days of occurrence, any matters, proceedings, lawsuits, settlements and/or other agreements, administrative agency actions, or organizational actions relating to my profession or occupation, including all complaints relating to my professional activities as a project management practitioner, and matters or proceedings involving, but not limited to certification, credentialing, malpractice, disciplinary ethics or similar matters. I also agree to promptly report, within sixty (60) days of occurrence, any felony criminal charges, convictions, or plea agreements or other criminal charges, convictions, or plea agreements relating to acts of dishonesty or unethical conduct.
- 5) I agree that if my compliance with any of the terms of this agreement requires or includes an explanation and supporting documents, I will provide a complete and accurate explanation and true copies of the materials to the PMI Certification Department with this application.
- 6) I agree that the PMI Certification Department has the right to communicate with any person, government agency or organization to review or confirm the information in this application or any other information related to my application for PMI credentialing. Further, I agree to and authorize the release of any information requested by the PMI Certification Department for such review and confirmation.
- 7) I agree that the PMI credential status does not imply licensure, registration or government authorization to practice project management or to engage in related activities.
- 8) I agree that all materials that I submit to the PMI Certification Department become the property of the PMI Certification Department, and that the PMI Certification Department is not required to return any of these materials to me.
- 9) I agree that upon achieving the PMI credential, my name may be posted on the PMI website as part of an Online Registry to be created and maintained by PMI.
- 10) I agree that information related to my participation in the PMI certification process may be used in an anonymous manner for research purposes only.
- 11) I agree that all disputes relating in any way to my application for a PMI credential and/or my involvement generally in a PMI certification program, will be resolved solely and exclusively by means of PMI Certification Department policies, procedures and rules, including the Appeals Process.

- 12) PMI reserves the right to suspend or revoke the credential of any individual who is determined to have failed to uphold, or otherwise breached this Agreement, or committed a violation of the PMI Code of Ethics and Professional Conduct.
- 13) I release and indemnify PMI and the PMI Certification Department from all liability and claims that may arise out of, or be related to, my project management and related activities.
- 14) I hereby release, discharge and indemnify PMI, its directors, officers, members, examiners, employees, attorneys, representatives, agents and the PMI Certification Department from any actions, suits, obligations, damages, claims or demands arising out of or in connection with this application, the scores given with respect to the examination or any other action taken by PMI with regard to credentialing, testing and professional development including, but not limited to, all actions related to ethics matters and cases. I understand and agree that any decision concerning my qualification for any credential, as well as any decisions regarding my continuing qualification for any credential and my compliance with the PMI Code of Ethics and Professional Conduct, rest within the sole and exclusive discretion of PMI, and that these decisions are final.

This Agreement may be updated or revised from time to time. It is your responsibility to obtain the most up-to-date copy online. **Document last updated January 2019.**



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