



May 1, 2020

To our colleagues at the National Board of Medical Examiners (NBME), the US Medical Licensure Examination program (USMLE), their testing candidates and stakeholders:

Prometric recognizes the critical importance of the USMLE examinations in the effective training, development, and eventual licensure of medical practitioners. We take our role in providing high quality, reliable assessment services to the individuals sitting for these examinations very seriously. This includes ensuring appropriate, convenient access to testing appointments that meet individual and program requirements, as well as providing candidates with timely, accurate, and consistent program information.

As we have worked to re-establish testing at our locations across North America and around the world, we have simultaneously begun to re-open test schedules, prepare for new operational procedures, and communicate with the testing population concerning the status of existing appointments in order to preserve as many of the USMLE testing opportunities as possible. We recognize that our communications to the USMLE test takers and other stakeholders has been inadequate during this time. We have applied additional resources to all areas of our business to improve our communication and response times. We sincerely regret the stress and confusion this has caused to the USMLE test taking community and stakeholders that rely on this program, and we apologize for the unacceptable experience many have had.

The disruption to our business that the COVID-19 pandemic has caused is unprecedented. We are working diligently to restore access to testing as expeditiously and safely as possible, and we are striving to provide each candidate with a positive experience throughout the testing process. We know this is the level of service you expect and deserve, and we hold ourselves to the highest standards as well.

We have a dedicated team, working 24 hours a day, to get test centers back online. Our singular mission is to be able to give you a safe and professional testing experience so you can continue on with your career. If you have a concern or issue in the days ahead, please utilize our "Contact Us" form on Prometric.com and our teams will do everything in our power to get back to you quickly and assist. Until then, stay safe and vigilant.

Sincerely,

Roy Simrell
President and Chief Executive Officer