

GMAT[®]

Information Bulletin

Graduate
Management
Admission
Council[®]

Creating Access to Graduate Business Education[®]



» **Learn** about the GMAT



» **Register** for the GMAT



» **Take** the GMAT



» **Understand** your scores



» **Send** your scores



» **Review** policies/procedures



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Effective date: January 1, 2009

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www.mba.com/gmatfocus

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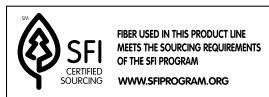
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The Rights and Responsibilities of GMAT Test Takers*

As a GMAT test taker, it is your right to—

1. Have access, at no charge, to the *GMAT Information Bulletin*, which sets forth your rights and responsibilities as a test taker.
2. Be treated with courtesy, respect, and impartiality, regardless of age, disability, ethnicity, gender, national origin, religion, sexual orientation, or other personal characteristics protected by law.
3. Have access, at no charge, to the GMATPrep software to help you familiarize yourself with the format and content of the GMAT exam—and the kinds of questions you can expect—before you take the exam.
4. Be tested in a manner that is consistent with the applicable professional testing standards developed by the American Psychological Association (APA), American Educational Research Association (AERA), and National Council on Measurement in Education (NCME).
5. Have access to information about the purpose of the GMAT exam, the fees that you are expected to pay and the services provided for those fees, the terms and conditions applicable to your testing, the schedule under which the results will be reported to you and to others, and the expected use of the test results by score report recipients.
6. Have access, at no charge, to the *Supplement for Test Takers with Disabilities*, which provides information about testing options available to individuals who qualify under the Americans with Disabilities Act (ADA), and receive information on how to register as a GMAT test taker with disabilities.
7. Have your test administered according to standard technical specifications and under standard environmental conditions by test administrators (TAs) who have been trained in the specific rules and procedures required for the GMAT exam.
8. Receive information on the consequences of taking or not taking the test after you have registered, failing to complete the test, or canceling scores.
9. Know the potential consequences you may face for violating policies and procedures contained in the *GMAT Information Bulletin*.
10. Have access to an explanation of the four scores yielded by the GMAT test: Verbal, Quantitative, Total, and Analytical Writing Assessment; a description of the score ranges for each measure; and an explanation of how the scores are calculated.
11. Have an official score report of your test results sent to you, online or by postal mail, within a reasonable amount of time after testing and in commonly understood terms (subject to your compliance with applicable GMAT policies and absent test irregularities).
12. Have your test results sent to those institutions or organizations you specify or allow (subject to your compliance with applicable GMAT policies and absent test irregularities).
13. Know how your personal information will be collected and used and have the ability to ask related questions.
14. Have your personal information shared only as described in the privacy policy in the *GMAT Information Bulletin* and on www.mba.com and/or as provided by applicable law.
15. Present concerns about the testing process or your results and receive information about procedures that will be used to address such concerns.
16. Contact GMAC with questions or concerns about any other aspect of the testing process, as detailed in the *GMAT Information Bulletin*, and receive a timely response.

As a GMAT test taker, it is your responsibility to—

1. Read and understand your rights and responsibilities as a test taker.
2. Treat others with courtesy and respect at all stages of the testing process.
3. Ask questions prior to testing if you are uncertain about what the test measures, how it will be administered, what your rights and responsibilities are, what tasks you will be asked to complete, and how and to whom the results will be reported.
4. Familiarize yourself with the GMAT exam format, policies, and procedures in advance of testing, and comply carefully with all test instructions.
5. Request approval in accordance with the *Supplement for Test Takers with Disabilities* in advance of testing if you wish to receive test accommodations or if you have a physical or mental condition or illness that may interfere with your ability to take the test under standard conditions.
6. Comply with the terms and conditions, including testing policies and procedures, contained in the *GMAT Information Bulletin* in effect at the time of testing, and, when requesting score reports, those in effect at the time the score reports are requested.
7. Know when and where the test will be given, arrive on time with appropriate forms of identification and any required materials, and be ready for your GMAT exam.
8. Follow the test instructions you are given and represent yourself honestly during the testing.
9. Read the “GMAT Examination Testing Rules & Agreement” presented to you by the test administrator prior to the start of the exam, and confirm your acceptance of the “Rules & Agreement” by signing the document electronically (digital signature).
10. Report all instances of suspected cheating on the part of any test takers, as well as any other inappropriate behavior that becomes known to you, to protect the integrity of GMAT scores, including your own.
11. Be familiar with policies regarding registering for the test but not taking the test, including forfeit of the test fee.
12. Promptly inform the appropriate person(s), as specified to you by the organization responsible for test administration, if you believe that testing conditions affected your results.
13. Inquire about the privacy of your personal information and test results, if you have any questions or concerns.
14. Present any concerns about the testing process or your test results in a timely fashion.
15. Respect the ownership of and intellectual property rights of GMAC in all test items and test materials.
16. Be aware that any violation of the Graduate Management Admission Council intellectual property rights by you could lead to cancellation of your scores, a ban from testing in the future, prosecution in accordance with applicable law, and/or the pursuit of other remedies by GMAC.

*Adapted with permission from the APA, AERA, and NCME Standards for Educational And Psychological Testing.

Taking the GMAT®

About the GMAT Exam

The Graduate Management Admission Test (GMAT) is a computer adaptive examination administered year-round at test centers throughout the world. The GMAT exam measures verbal, mathematical, and analytical writing skills developed over a long period of time. It is specifically designed to help graduate management programs assess the qualifications of applicants for advanced study in business and management. GMAT scores are used by more than 4,000 graduate management programs at almost 1,800 schools, many of which require GMAT scores from each applicant.

The test does not measure subjective factors important to academic and career success—such as motivation, creativity, interpersonal skills, study skills, or overall success on the job. Your GMAT scores are only one predictor of academic performance in the first year of graduate management school. To find out how your GMAT scores will be used in the application review process, you should contact the admissions office at each school to which you are applying. The GMAT exam does not presuppose any specific knowledge of business or other specific content areas, nor does it measure achievement in any particular subject areas. Test takers should note that the GMAT exam is conducted entirely in English, all instructions are provided in English, and all responses must be entered using standard American English characters.

The GMAT exam is sponsored, owned, and directed by GMAC, a global nonprofit organization composed of graduate business schools located in the United States and around the world. Two independent testing organizations assist GMAC in the delivery of the GMAT Program. Pearson VUE, a business of NCS Pearson, Inc., administers the GMAT exam and consults with GMAC about general test administration policy. ACT, Inc. develops test material, provides certain scoring services, and conducts research relating to the test.

About the GMAT Information Bulletin

The *GMAT Information Bulletin* provides important information and outlines the binding terms and conditions for individuals planning to take the GMAT exam. The terms and conditions described in this *Bulletin* apply to all aspects of the GMAT Program and are effective January 1, 2009. Please note that GMAT terms and conditions, including, without limitation, all fees, rules, policies, and procedures, are subject to change without notice. Such changes are prospective in nature, and examinees will be governed by the terms and conditions that are in effect when they take the test. See the Graduate Management Admission Council (GMAC) Web site www.mba.com for the most up-to-date information.

GMAT Customer Service

Visit www.mba.com for quick answers to most of your questions and the latest GMAT information. If you have additional questions, contact GMAT Customer Service in your region by e-mail, telephone, fax, or postal mail. E-mail, fax, and mail inquiries generally will be answered within three business days. Telephone lines are open Monday through Friday in each region, except on local and national holidays. All mail must be sent to the appropriate address in the United States. Please allow enough time for your letter to reach its destination. Please do not direct general GMAT exam inquiries to a test center.

To facilitate a prompt and accurate response, your communication should include your full (legal) name, mailing address, date of birth, the date you tested (if applicable), your test appointment number (if known), your GMAT ID (if known), telephone number, fax number, and e-mail address.

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Planning for Your GMAT Appointment

Admission deadlines for graduate schools vary. Check with the schools to which you are applying, and make your test appointment early enough to allow your scores to be reported before the schools' application deadlines. You will receive an Unofficial Score Report at the test center, but it can take up to 20 days for you and any schools you designate to receive your Official Score Report. Although it *may* be possible to schedule your test appointment a few days before you take the test, available appointments fill up quickly. Please note that you may not schedule an appointment more than six (6) months in advance.

When scheduling your test appointment, be sure that the spelling of your name and the date of birth you provide match EXACTLY the name and date of birth printed on the identification you will present at the test center. If this information does not match, you will NOT be admitted, and your entire test fee will be forfeited. Please check this information carefully before you test, and contact GMAT Customer Service in your region if you need to make a change. For more information about what forms of identification will be accepted, please see page 6.

The GMAT exam is scheduled by Pearson VUE and administered throughout the world through Pearson VUE and affiliated test centers.

If a technical error for which you are not responsible occurs when you schedule a GMAT appointment, Pearson VUE will make every effort to correct the error. If the error cannot be corrected, your only recourse is to reschedule your appointment at no additional cost or receive a refund.

Registering for the GMAT Exam

To register, you must first select a test center location. Test centers operate on their own schedules and can accommodate varying numbers of test takers throughout the day. To choose the most convenient location for your test sitting, refer to the Test Center List in Appendix B or at www.mba.com/testcenterlist. Once you have selected a test location, you will need to schedule a GMAT exam appointment online, by phone, by fax, or by mail. Available time slots

GMAT Customer Service

AMERICAS

E-mail: GMATCandidateServicesAmericas@pearson.com

Telephone: +1 (800) 717-GMAT (4628) (toll-free within the U.S. and Canada only), 7:00 a.m. to 7:00 p.m. Central Time

Telephone: +1 (952) 681-3680, 7:00 a.m. to 7:00 p.m. Central Time

Fax: +1 (952) 681-3681

ASIA PACIFIC

E-mail: GMATCandidateServicesAPAC@pearson.com

Telephone: +60-38318-9961, 5:00 a.m. to 6:00 p.m. AEST

In India: +91 (0) 120 439 7830, 9:00 a.m. to 6:00 p.m. Indian Standard Time

Fax: +60-38319-1092

CHINA

E-mail: gmatservice@neea.edu.cn

Web: gmatservice.neea.edu.cn

Telephone: +86-10-62798877, 8:30 a.m. to 5:00 p.m. Beijing Time

Fax: +86-10-82520243

EUROPE/MIDDLE EAST/AFRICA

E-mail: GMATCandidateServicesEMEA@pearson.com

Telephone: +44 (0) 161 855 7219, 9:00 a.m. to 6:00 p.m. BST

Fax: +44 (0) 161 855 7301

MAIL

All mail inquiries should be sent to the appropriate U.S. address listed below. Please keep in mind that it can take up to eight (8) weeks for letters to reach the United States from some countries.

Pearson VUE – GMAT Program, 5601 Green Valley Drive, Suite 300, Bloomington, MN 55437 USA

change continuously as people register for the test. You will select from available testing times at your chosen test center when you register.

Online: You may schedule your test appointment online at www.mba.com. If you have not already signed up as an mba.com user, you will be required to do so before you schedule your test appointment. Be sure to enter your name and date of birth exactly as they appear on the identification you will present at the test center. Fee payments for test appointments made online can only be made by credit card (see “Paying for the GMAT Exam,” opposite page).

Phone: To schedule your test appointment by phone, contact GMAT Customer Service in your region (see chart above). Fee payments for test appointments made by phone can only be

made by credit card (see “Paying for the GMAT Exam,” opposite page).

Postal Mail or Fax: To schedule your appointment by mail or fax, complete the GMAT Appointment Scheduling Form located on page 29 in this *Bulletin* and mail or fax it using the GMAT Customer Service information provided on the form. Be sure to include appropriate payment (see “Paying for the GMAT Exam,” page 5). *Requests received without payment will be returned unprocessed.*

Your appointment will be confirmed via e-mail if you provide an e-mail address when you register. E-mail confirmation notices are sent soon after Pearson VUE schedules your appointment. If you do not provide an e-mail address, you will receive confirmation in a mailed letter; depending on where you live, this letter may take several

weeks to arrive. If you schedule your appointment within three (3) calendar days of the test administration and do not provide an e-mail address, you will not receive a confirmation letter.

At the time of registration, you will be required to agree to all of the GMAT exam terms and conditions as described in the most current edition of this *Bulletin*.

Paying for the GMAT Exam

Visit www.mba.com/gmatfees to obtain current information about test and service fees. You may also contact GMAT Customer Service in your region using the information on page 4.

PREFERRED FORMS OF PAYMENT

- Credit card* (Visa, MasterCard, American Express, or JCB)
- Debit card (Visa or MasterCard only)
- Cashier's check (mailed forms only)
- Money order (mailed forms only)
- Personal check (mailed forms only)

*If your credit card is declined, your appointment will automatically be canceled. Upon notification of the cancellation, you will be responsible for scheduling your test appointment again using a valid form of payment.

OTHER PAYMENT POLICIES

Payments made by check must be payable in U.S. dollars and drawn on banks located in the United States. Use of a fraudulent credit card may result in your registration being canceled, cancellation of GMAT test scores if you have already tested, and possible notification to both schools and law enforcement authorities.

All payments must be made in full, include the correct numeric and written fee amount, have the appropriate signature(s), and be made payable to Pearson VUE-GMAT. Postdated checks will not be accepted. The bank name and its location should be preprinted on the face of the check. Taxes must be included where applicable, and the appointment date must be at least 10 calendar days after the check is received to allow time for processing. (Refer to www.mba.com/gmatfees for current tax information.) Please keep in mind that it can take up to eight (8) weeks for letters to reach the United States from some countries.

By sending a personal check, you are authorizing Pearson VUE, at its discretion, to use the information on your check to make a one-time electronic debit from your account for the amount of your check; no additional amount will be added. An additional service fee will be debited electronically from your account if your check is returned. For the most up-to-date information about this fee, please refer to www.mba.com/gmatfees.

If payment is not submitted in U.S. dollars, or otherwise does not comply with the above requirements or other standard banking practices, your registration or request for service will not be processed, and your payment will be rejected and/or returned. Any questions regarding billing or refunding should be directed to GMAT Customer Service.

Rescheduling or Canceling Your Appointment

If you decide to reschedule your test appointment, you can do so online or by phone (follow the instructions in "Registering for the GMAT Exam" on the previous page). To avoid having to pay the full test fee again, you must visit www.mba.com or call GMAT Customer Service to reschedule **at least seven (7) calendar days** before the original appointment date and time. You will be charged a service fee for each appointment you choose to reschedule. If you reschedule fewer than seven (7) calendar days before your appointment, the original fee will not be refunded, and you will be charged the full test fee for the new appointment. The new appointment must be within six (6) months of the date you reschedule your appointment. Visit www.mba.com to obtain current rescheduling fee information. Fees are subject to change without notice.

If you decide to cancel your test appointment, you can do so online or by phone (follow the instructions in "Registering for the GMAT Exam.") You must visit www.mba.com or call GMAT Customer Service to cancel. You will receive a partial refund of your test fee if your cancellation request is received at least seven (7) calendar days prior to your scheduled appointment. Visit www.mba.com to obtain current cancellation refund

information. Refunds are made in U.S. dollars. If you paid by credit card, that card will be credited; if you paid by check or money order, you will receive a refund check. Refund amounts are subject to change without notice.

Requesting Test Accommodations

We are committed to providing access to the GMAT exam by offering reasonable accommodations in accordance with the United States Americans with Disabilities Act and other applicable law. Testing accommodations are available for test takers who meet certain criteria and properly document their request. To register as a test taker with a disability, obtain a copy of the *Supplement for Test Takers with Disabilities*. **Note: Accommodation decisions may take three (3) to four (4) weeks, and you must receive accommodation approval before scheduling a GMAT appointment. In most cases, score reports contain no indication of whether a test was taken with accommodations.**

You can download the *Supplement for Test Takers with Disabilities* at www.mba.com or request a copy from GMAT Customer Service in your region.

To request an accommodation not related to a disability, please contact GMAT Customer Service in your region.

Test Takers Under Age 18

You must be at least 13 years old to register for and take the GMAT exam. If you are between the ages of 13 and 18, you are required to send a written form signed by your parent or legal guardian to GMAT Customer Service in your region before taking the test. This form authorizes you to take the GMAT exam and states that you and your parent or legal guardian agree to adhere to all terms and conditions contained in this *Bulletin*, including, but not limited to: those related to testing; score cancellations; privacy policies; and the collection, processing, use, and transmission to the United States of your personally identifiable data (including the digital photograph, signature, fingerprint and/or palm vein pattern, and audio/video recording collected at

the test center); and disclosure of such data to GMAC, its service providers, any score recipients you select, and others as necessary to prevent unlawful activity or as required by law. Please contact GMAT Customer Service to obtain a copy of the authorization form. The form must be received by Pearson VUE at least three (3) days before your scheduled appointment or the appointment will be canceled.

What to Expect on Test Day¹

Make sure you know where the test center is located, and arrive at least 30 minutes prior to your scheduled GMAT appointment. You will need to check in when you arrive at the test center. If you are more than 15 minutes late for your scheduled appointment time, you may not be admitted, and your entire test fee will be forfeited.

Test centers do not have large waiting areas. If friends or relatives accompany you to the test center, they will not be permitted to wait in the center or contact you while you are taking the test.

Part of the check-in procedure will include identification (ID) verification. In addition to the valid ID you must present at the test center, a digital photograph, signature, and fingerprint and/or palm vein pattern will also be collected at the test center. At the test center, you must sign the Test Takers Rules & Agreement and agree to the Non-Disclosure Agreement before starting your test.

Personal items, such as cellular (mobile) phones, watches, food, drinks, backpacks, purses, and handbags are not permitted in the testing room:

No weapons of any type are permitted on test center premises. They may not be stored in the provided lockers.

**Note: If you require wheelchair access or need to use an assistive or medical device, please follow the process to request a test accommodation.*

After you check in and before you enter the testing room, you will be asked to deposit personal items in a locker. Storage space is small, so please plan accordingly. Neither GMAC nor the

test centers assume any responsibility for your personal belongings. We recommend that you dress to adapt to variations in room temperature.

The GMAT exam is administered in an individualized environment with separate workstations. Testing premises are subject to audio/video recording. On occasion, weather conditions or other circumstances beyond the control of the test center or Pearson VUE may require a delayed start or the rescheduling of your test appointment. If technical problems caused by the test center or Pearson VUE necessitate canceling your test session or prevent reporting of your scores, you will be offered the opportunity to schedule another test appointment free of charge or receive a full refund of the original test fee. These are the exclusive remedies available to examinees affected by technical problems. Please see “Examinee Remedies” on page 23 for additional information.

Presenting Appropriate Identification

You **MUST** present acceptable and valid original identification (ID), as described below, to be admitted to the test center. ID requirements are strictly enforced. It is your responsibility to read and understand the instructions and requirements. If you do not present appropriate ID, you will not be admitted to the test center and will forfeit your entire test fee.

Admittance to the test center does not imply that the identification you presented was valid. If it is determined that your ID was fraudulent or otherwise invalid, your test scores will be canceled and your entire test fee will be forfeited. Notification of the cancellation will also be sent to any institutions that received your scores and may include the reason for the cancellation.

Note: If you have questions about or need to request an exception to the following ID requirements, please contact GMAT Customer Service BEFORE you arrive at the testing center.

You must present **at least one** of these forms of government-issued identification when you arrive at the test center. The ID must —

- be current (not expired)
- be legible

Acceptable Forms of ID

- Passport*
- Government-issued driver's license
- Government-issued national/state/province identity card (including European ID card)
- Military ID card
- Laminated government issued learner's permit (U.S. only)
- Permanent resident/green card (U.S. only)

■ bear your name in the Roman alphabet (as used in this *Bulletin*) exactly as you provided when you made your test appointment, and

■ be an originally issued ID (no photocopies).

If your name has changed since you completed your GMAT registration, you may request a name change by contacting GMAT Customer Service in your region.

Your identification must also include—

1. a recent, recognizable photograph,
2. your signature, and
3. the date of birth you provided at registration.

If you cannot provide one form of ID that includes all three (3) of these as well as your exact name in the Roman alphabet, you will be required to present a second ID also from the list that includes the missing element(s). In many countries, the only form of identification that meets the requirement is a passport. Depending on where you are testing, special ID requirements may apply as follows:

*If you are testing in Bangladesh, China (including Hong Kong), India, Japan, Pakistan, Singapore, or South Korea, you must present your passport as your identification.

*If you are a citizen of a European Union or Schengen Zone country testing in another of those countries, you may present your passport or national identification card.

*If you are not a United States citizen but are a permanent U.S. resident testing in the U.S., you may present a passport or permanent resident card (green card).

continued on page 8

¹ Please see Policies and Procedures on page 20 for more details.

WARNING. WE PUNISH CHEATERS!



If you're caught cheating:

- Your GMAT[®] scores will be cancelled.
- You will **not** be allowed to take the GMAT[®] again.
- Business schools will be notified.
- You may be subject to a **civil lawsuit or criminal prosecution.**

We watch every test taker for signs of cheating. Posting, uploading, or discussing questions—*anywhere, anytime*—is *illegal*.

Has someone been trying to get you to act illegally? Report them via e-mail:
pvtestsecurity@pearson.com

continued from page 6

***If you are in any other location and are testing outside your country of citizenship, you must present your passport as identification.**

***If you are a citizen of Cuba, North Korea, or Sudan,** against which trade, export, boycott, or other sanctions have been imposed by the U.S. government, you must be able to prove, prior to testing, primary residence in a country not subject to any such sanctions.

***If you are a citizen of Iran living in Iran,** you must schedule your appointment by phone through GMAT Customer Service.

***If you are a refugee as recognized by the United Nations or certain international laws,** please contact GMAT Customer Service for your region.

Note: No other forms of identification will be accepted at the test center. Unacceptable forms of ID include social security cards, draft classification cards, credit cards, employee or student IDs, letters from your university or college, IDs with physical descriptions in place of photos, photocopies of IDs, or any other kind of ID that does not meet the requirements described in this *Bulletin*.

GMAT Examination Testing Rules & Agreement

You must agree to the GMAT Examination Testing Rules & Agreement during the check-in process. This agreement highlights the testing policies that you are obliged to follow during and after your testing experience. The agreement may vary to comply with local laws in the country in which you are testing. Please visit www.mba.com to access the agreement that is applicable to you. The agreement displayed below is a general agreement that is applicable to candidates testing in most countries.

Please review the following information and ask the administrator if you have questions.

- Access to telephones, cellular (mobile) phones, or other communication devices, hand-held

computers/personal digital assistants (PDAs), pagers, music players, or other electronic devices will not be permitted at any time while I am at the test center, during the test session, or during breaks. Access to books, notes, and study guides is also prohibited while I am at the test center, during the test session, and during breaks. Violation of this policy could lead to confiscation of such materials by the test administrator, and my test may be invalidated.

- No other personal items, including wallets, watches, purses, hats, bags, or coats, are allowed in the testing room. I will store these items in a secure area indicated by the administrator. The testing center is not responsible for lost, stolen, or misplaced personal items.
- Before I enter the testing room, the testing administrator will provide me with an erasable notebook booklet and a marker. I will not use these materials until after the exam has started and will not remove them from the testing room at any time during the exam. If I need a clean booklet during the exam, I will raise my hand to get the administrator's assistance. I will return these items to the administrator immediately after the exam.
- The administrator will log me in to my assigned workstation, verify that I am taking the intended exam, and start the exam. I will sit in my assigned seat. I understand that eating, drinking, smoking, chewing gum, and making noise that creates a disturbance for other test takers are prohibited during the exam.
- I understand that the GMAT Non-Disclosure Agreement and General Terms of Use will be presented to me first and that I must agree to its terms and conditions to be allowed to take the exam.
- To ensure a high level of security, the administrator will monitor me continuously while I take my exam. The session may be audio and video recorded for security or other purposes.
- If I experience hardware or software problems that affect my ability to take the exam, I will notify the administrator **immediately** by raising my hand. If I have other questions or concerns, the administrator will assist me as long as other test takers are not disturbed. The admin-

istrator cannot answer questions related to exam content. If I have questions of this nature, I will contact GMAT Customer Service after I leave the testing center.

- Some test center keyboards do not have the American/English layout but do support American/English characters. I will use **ONLY** standard American English characters when entering my responses, completing my essays, or completing the essay portion of my exam. I will ask the administrator if I need assistance.
- There are two (2) optional **scheduled breaks** during the exam: after the Analytical Writing Assessment and after the Quantitative section. These breaks will be timed. If my break extends beyond the time limit for the break, time will be deducted from the next timed section of the exam. If I choose not to take a break, I will not have additional time to work on the exam sections. I may also take **unscheduled breaks** during timed sections of the exam, if necessary. The exam timer will not stop during an unscheduled break.
- To request any type of break, I will raise my hand to get the administrator's attention. The administrator will set my workstation to the break mode, and I will leave the testing room. The administrator may sign me out after I leave the room. Before I return to my seat, the administrator will sign me in and will then resume my exam for me.
- While I am taking a break, I am permitted to access personal items that I stored during the exam only if necessary—for example, if I need to take medication at a specific time. **I am NOT allowed access to other items, including cellular phones, pagers, electronic devices, study notes and guides; and I understand that if I access any of these, the items may be confiscated and my score may be invalidated at any time.**
- I will not try to record, copy, or disclose any exam question or answer, in whole or in part, in any form or by any means (orally, in writing, on any Internet "chat room," or otherwise).
- When I am finished, I will raise my hand. The administrator will come to my workstation and ensure my exam has ended

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Test Security Guidelines

Incident type	Prohibited behavior	Consequences
Cellular (mobile) phone or other communication device	<ul style="list-style-type: none"> Cellular phones (and other communication devices) are never allowed in the testing room. Test takers may not access their cellular phones, for any purpose, at any time (including breaks). Test takers may store their cellular phones in the provided lockers. If an emergency arises, please see test administrator for assistance with using the test center phone. 	<ul style="list-style-type: none"> Score cancellation
Personal item	<ul style="list-style-type: none"> Personal items are not allowed in the testing room. Personal items include: wallets, purses, food, drink, lip balm, watches, hats, overcoats, writing utensils, etc. 	<ul style="list-style-type: none"> Score cancellation
Weapons	<ul style="list-style-type: none"> Weapons of all types are prohibited on test center premises. They may not be stored in lockers. 	<ul style="list-style-type: none"> Ban from test center Forfeiture of test fee Score cancellation, if applicable
Electronic devices	<ul style="list-style-type: none"> Electronic devices are prohibited in the testing room or after a test taker is admitted into the test center. Electronic devices may be stored in the provided lockers. Electronic devices include: cameras, recording devices, communication devices, music devices, ear phones, calculators, etc. 	<ul style="list-style-type: none"> Score cancellation
Improper storage of items	<ul style="list-style-type: none"> Items may not be stored in any area other than the provided lockers. This includes: Storing items in the hallway, bathrooms or washrooms, emergency exits, etc. 	<ul style="list-style-type: none"> Score cancellation
Accessing study guide	<ul style="list-style-type: none"> Test takers may not access notes, study guides, and/or any other reference material upon arrival at the test center, not even during breaks (scheduled or unscheduled). Items may be stored in the provided lockers. 	<ul style="list-style-type: none"> Score cancellation
Disruptive behavior	<ul style="list-style-type: none"> Actions or activities that interfere with, or disturb other test takers. Actions or activities that interfere with the administrator or other employees from operating the test center in a quiet, safe and efficient manner. 	<ul style="list-style-type: none"> Ban from test center Forfeiture of test fee Score cancellation, if applicable
Falsification of score reports	<ul style="list-style-type: none"> Submitting to any school an Unofficial or Official GMAT score report that has been altered in any manner including changing scores, percentiles, dates, personal information, etc., is prohibited. 	<ul style="list-style-type: none"> Cancellation of GMAT scores Notification to schools (including schools not selected as score recipients) A ban on future testing
Proxy testing	<ul style="list-style-type: none"> Taking the GMAT exam for someone else is not permitted. Proxy testing includes: taking the test for someone else, having someone test for you, using falsified identification, etc. 	<ul style="list-style-type: none"> Cancellation of GMAT scores A ban on future testing Possible referral to government authorities Notification to schools (including schools not selected as score recipients)
Disclosing and/or accessing exam content	<ul style="list-style-type: none"> Disclosing questions from an exam in any format is prohibited before, during, or after the exam is administered. This includes, but is not limited to: online forums, blogs, discussion boards, prep schools, test center communication, books, etc. 	<ul style="list-style-type: none"> Cancellation of GMAT scores A ban on future testing Notification to schools (including schools not selected as score recipients) Other possible legal remedies
Fraudulent payment	<ul style="list-style-type: none"> Using a fraudulent payment method to register for the GMAT exam. 	<ul style="list-style-type: none"> Cancellation of GMAT scores Notification to schools (including schools not selected as score recipients) A ban on future testing Possible referral to government authorities

NOTE: FOR FURTHER INFORMATION, PLEASE REFER TO POLICIES AND PROCEDURES ON PAGE 20.

continued from page 8

properly. My score **may** be displayed on the screen, or I **may** receive a printed score report. If a printed score report is provided, I will receive it **after** I return the erasable notebook booklet and other materials and the administrator signs me out.

Exam results are encrypted and transmitted to Pearson VUE and the owner of the GMAT exam, the Graduate Management Admission Council (GMAC). The test center does not retain any information after confirmed transmission to Pearson VUE. The palm vein pattern template and the digital photograph may be compared against those of other test takers for fraud detection purposes. For additional information concerning the collection, transmission and processing of your personal information (including without limitation exam results, digital fingerprint and/or palm vein pattern template, photograph and signature, and possibly the audio/video recording), refer to the GMAC Privacy Policy available in the *GMAT Information Bulletin* (page 24) and at www.mba.com.

If I do not follow the Rules, or I am suspected of cheating or tampering with the computer, this will be reported to GMAC and Pearson VUE, my exam may be invalidated, GMAC may take other action such as prohibiting me from retesting, and I will not be refunded my exam fee.

By providing a digital signature, I give GMAC and Pearson VUE my explicit consent to retain and transmit my personal data and test responses to GMAC and Pearson VUE, both of which are headquartered in the United States, which may be outside of the country in which I am testing. I understand the information provided above and agree to comply with this Rules & Agreement.

GMAT Non-Disclosure Agreement and General Terms of Use

You must agree to the GMAT Non-disclosure Agreement (NDA) at the computer terminal prior to starting your test. The NDA discusses ownership of the test records as well as your obligation regarding recording and sharing test content. The NDA is a timed section. If you do not agree to the NDA in the allotted time, you will be

prompted to enter a response. If you do not agree to the NDA within an additional 30 seconds, your test will end, and you will forfeit your testing fee. The NDA highlighted below is displayed to all test takers at the test center:

I have read and I understand and agree to the procedures and rules I was shown when I checked in with the Test Administrator.

I certify that I am the person whose name and address appear on the application check-in screen. I also certify that I am taking the GMAT test so that I may be admitted to a graduate educational program, and not for any other purpose.

I have read and I understand and agree to the terms and conditions set forth in the *GMAT Information Bulletin*, including without limitation those related to:

- GMAT fees, retest and other testing policies, and score cancellations for irregularities and inappropriate examinee conduct;
- ownership of the GMAT test, all rights therein, and all test-related records by the Graduate Management Admission Council (GMAC);
- privacy policies describing the collection, processing, use and transmission to the United States of my personally identifiable data (including the digital photograph, fingerprint and/or palm vein pattern, signature, and audio and video recording collected at the test center), and describing the disclosure of such data to GMAC, its service providers, any score recipient I select and others as necessary to prevent fraud or other unlawful activity or as required by law; and
- the exclusive remedies available to me in the unlikely event of an error in administration of the test or my scores.

I understand that the GMAT test is a confidential and secure test, protected by the laws in the United States and elsewhere. I agree that I will not discuss the content of the test with anyone, and I will not record, copy, or disclose any exam question or answer, in whole or in part, in any form or by any means (orally; in writing; in any Internet “chat room,” message board, or forum; or otherwise).

I understand and agree that if I provide false information or if I violate any of the GMAT rules or procedures, or any other terms or conditions stated in the *Bulletin*—

- the Test Administrator may immediately dismiss me from the test session;
- my scores may be canceled, without a refund, and a school receiving my scores may be informed of the reason for the cancellation;
- I may be banned from retaking the GMAT exam; and
- I may face civil or criminal prosecution.

I understand that, after finishing the test, I will be prompted to decide whether to cancel or report my test scores. I understand and agree that if I do not select either the “Report Scores” or “Cancel Scores” option within 10 minutes, my scores will be canceled automatically.

I understand that if I do not agree to these conditions, I will not be permitted to take the test and I will forfeit my test fee.

Test Security Guidelines

At every stage of the testing process, we monitor test takers for signs of fraudulent behavior. Please review the list of prohibited behaviors or actions (see page 9 chart) very carefully. Violating these rules has very serious consequences.

Canceling Your Scores

The only opportunity that you will have to cancel your scores is at the test center on the day of your exam. Immediately after you complete the test—but before you can view your scores—a message will appear asking if you want to cancel your scores. If you choose to cancel your scores, you will not be able to view them. We cannot honor requests for partial cancellation of GMAT scores. For instance, you cannot cancel your Analytical Writing Assessment score and keep your Verbal and Quantitative scores. If you cancel your scores:

- they cannot be reinstated;

- you will not be eligible for a refund of any fees; and
- the score cancellation will remain a part of your permanent record and will be reported on future score reports.

Any other cancellation of your scores is at the sole discretion of GMAC and/or Pearson VUE. Such cancellations may occur, for example, if an examinee violates certain rules regarding impermissible examinee conduct. See pages 20–27 of this *Bulletin*.

Ending Your Exam

If, while testing, you decide to end your exam for any reason before completing the Analytical Writing Assessment (AWA), Quantitative and Verbal Sections of the test, you may do so by raising your hand and requesting the Test Administrator to allow you to leave the center. If you end your exam prior to completion:

- you will not receive a score
- you will not be eligible for a refund of any fees; and
- the incomplete exam will remain a part of your permanent record and will be reported on future score reports.

Sending Your GMAT Scores to Schools

Before test day, you should decide which GMAT programs you want to receive your scores. On test day, before you begin the exam, you will be given the opportunity to select up to five (5) programs to receive your score report. Your basic test registration fee covers the release of your scores only to the programs you select on test day. Once you have made your selections, you will not be able to change or delete the programs you have selected.

You will find a directory of authorized GMAT score-report recipients at www.mba.com. Most institutions have several programs listed, so be sure you select the right one. If you cannot locate your preferred program when you select your score-report recipients on test day, raise your hand and notify the administrator.

It is improper for any examinee to alter a score report in any way or to provide a score report to a school or program that is inaccurate or false. A violation of this rule will result in cancellation of all GMAT scores for that examinee and may result in notification of all schools and programs that use the GMAT scores of the incident in question.

Additional Score Reporting

If you wish to send your scores to any graduate management programs after test day, or if you wish to send your scores to more than five (5) graduate management programs, you may use the Additional Score Reporting service. You will be charged a fee for each Additional Score Report requested. Requests received without payment, or with insufficient payment, will be returned without processing. You will receive a confirmation letter and, if you request, a score report listing the additional programs. Reports will generally be sent within seven (7) days of the request being received. Scores from all the GMAT exams you have taken in the last five (5) years will be reported. You may order an Additional Score Report with a credit card by—

- Going to www.mba.com, or
- Calling GMAT Customer Service or faxing the Additional Score Report Request Form following the instructions on page 32.
- Mailing the form with a check or money order to GMAT Customer Service.

Recipients selected to receive your scores cannot be changed or deleted once your request has been submitted. Requests for Additional Score Reports for tests taken more than five (5) years, but less than 10 years, prior to the day you are making the request, may be charged an additional fee. You must make requests for such score reports by calling GMAT Customer Service in your region. Score reports more than 10 years old are not available.

Accessing Score Reports

When you complete the GMAT exam, a screen will appear asking if you want to report your scores or cancel them. If you choose to report your scores, you will be able to view and print an **Unofficial Score Report** that shows your Quantitative, Verbal, and Total scores, as well as any schools

you designated as score-report recipients. The test administrator will provide you with a printed copy as you leave the testing center. Keep in mind that if you choose to report your scores, you cannot cancel or withdraw them at a later date.

An **Official Score Report** that includes your Analytical Writing Assessment (AWA) score will be made available to you online and to designated score-report recipients within 20 days after the test. Official Score Reports include all GMAT score results you have achieved in the last five (5) years, as well as the essays from your most recent GMAT exam. If you provided an e-mail address when you registered for the GMAT exam, you will receive an e-mail with a security-coded Internet address to view your score report. To access your Official Score Report, you will need the Authentication Code that was provided to you with your **Unofficial Score Report**. If you cannot locate your Authentication Code, please contact GMAT Customer Service in your region for a replacement code.

If you do not have access to the Internet, you may request to have your scores mailed to you. If you choose to receive your score report by mail, please allow for possible delivery delays, particularly to addresses outside the United States.

You must at least start work on both essay questions and each multiple-choice section (Verbal and Quantitative) of the test to get an Unofficial Score Report and an Official Score Report.

The contact and demographic information that you were required to provide to register for the test will appear on your score report. The digital photograph you provide at the test center may be sent with your score report to the score recipients you select, if those recipients have asked to receive it. In addition, if you provided the following background information during registration or on the day of the test, it may also appear on your score report: telephone number; undergraduate institution, grade point average (GPA), major, and date of graduation; intended graduate study; and the highest level of education attained. This information is self-reported and will be marked as such.

You may request additional score reports for tests taken up to 10 years prior to the day you are making the request; test results from exams delivered more than 10 years ago are destroyed. Scores

for exams taken between five (5) and 10 years prior to the requested date may be processed for an additional fee. Because scores that are more than five (5) years old are outdated and can present interpretation problems, they will include a statement indicating the special nature of the scores when sent to schools.

Note: If you have taken the GMAT exam within the past five (5) years, you may not request older score reports.

Retest Policy

You may take the GMAT exam only once within any period of 31 consecutive calendar days and no more than five (5) times within any period of 12 consecutive calendar months. In addition, if you score 800 on the exam, you will be prohibited from testing for five (5) years from your exam date. GMAT Customer Service representatives and test administrators are not authorized to waive or modify the retest policy for any reason. Note that the retest policy will be enforced even if a violation is not immediately identified and test scores have been reported. If you take the GMAT exam more often than allowed, your scores from each unauthorized test administration will be withheld or canceled, and your entire test fee will be

forfeited. You may also be prohibited from future GMAT testing and may be subject to other remedial actions. This policy has been established to enhance the validity and security of the GMAT exam.

Filing a Test Complaint

If you have already taken the GMAT test and have a complaint or concern about the test or a test center, send your written complaint or concern by e-mail, fax, or mail immediately following the test administration. Use the information provided under “GMAT Customer Service” and include “Attention: GMAT Complaints” in your communication.

Reporting Testing Violations

The GMAT exam is administered under strict supervision and security measures. Nevertheless, some test takers may disregard the rules in an effort to gain an unfair advantage. Please report to the test administrator or Pearson VUE any questionable behavior you observe, such as a test taker receiving assistance or copying from another test taker, taking a test for someone else, having access to secure test

questions before or after the exam, attempting to record or otherwise capture test questions during the exam, or using notes or unauthorized aids. Our policy is to keep the names of individuals reporting such information confidential. Report violations using the contact information on this page.

GMAC reserves the right to contact schools and take other appropriate actions with respect to individuals who violate testing terms and conditions.

To report testing violations:

Web:

pearsonvue.com/contact/gmat/security

E-mail: pvtestsecurity@pearson.com

Telephone and Fax:

Contact GMAT Customer Service in your region.

Mail:

Pearson VUE – GMAT Program
5601 Green Valley Drive, Suite 300
Bloomington, MN 55437 USA

Please include “Attention: Test Security” in the subject of your letter or e-mail. Remember, it can take up to eight (8) weeks for letters to reach the U.S. from some countries.

Find the right program for you

mba.com school search service

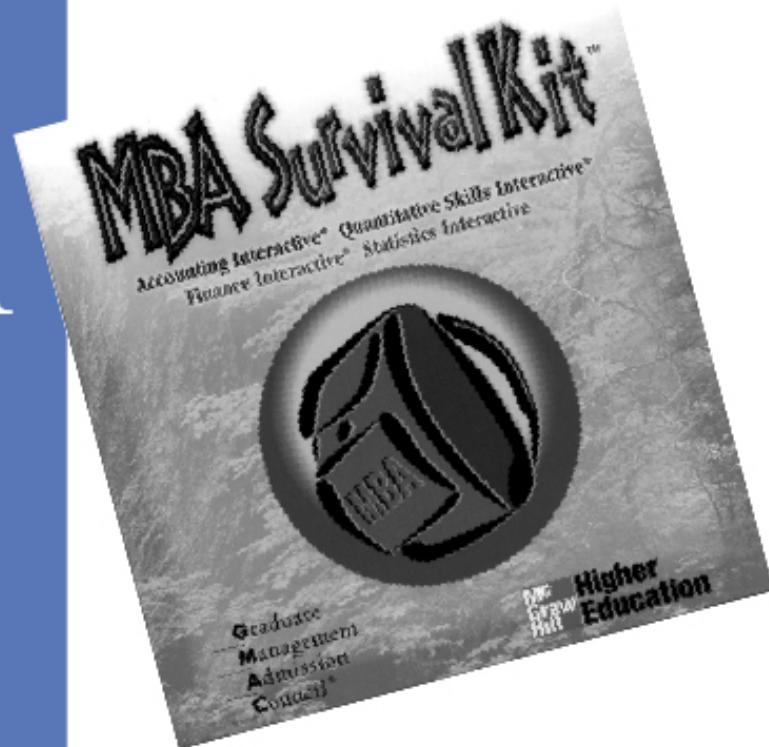
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About the GMAT

What Is a Computer Adaptive Test?

The GMAT exam is a computer adaptive test (CAT), which means that questions are selected as you take the exam. At the start of each multiple-choice section of the GMAT CAT exam, you are presented with a question of medium difficulty. As you answer each question, the computer scores your answer and uses it—as well as your responses to any preceding questions and the test design—to determine which question to present next. As long as you respond correctly to each question, questions of increased difficulty typically will be presented. When you enter incorrect responses, the computer will generally present you with questions of lesser difficulty. As a result, you will get few questions that are either too easy or too difficult for you. Different test takers will be given different questions—the GMAT CAT exam adjusts to your individual ability level.

Because the computer uses your response to each question before selecting the next one, you must answer each question presented. Once you answer a question and move on, you cannot go back and change your previous answers because the computer has already incorporated your answer and the test design requirements into its selection of your next question.

Each test section meets established specifications, including the types of questions asked and the subject matter presented. The statistical characteristics of the questions answered correctly and incorrectly, including their difficulty levels, are taken into account in the calculation of scores. Therefore, all GMAT scores can be compared even though test takers answer different questions.

What Computer Skills Do I Need?

Minimal computer skills are required to complete the GMAT exam. You can download the free GMATPrep test-preparation software to familiarize yourself with the GMAT exam at www.mba.com/gmatprep. Before you go to the test center, we recommend that you review the practice tests included with the software.

The GMAT Format

The GMAT exam includes Analytical Writing Assessment, Quantitative, and Verbal sections. For the Analytical Writing Assessment, you will be presented with two essay topics and will type your responses using the computer keyboard. Data Sufficiency and Problem Solving questions are intermingled throughout the Quantitative section, and Sentence Correction, Reading Comprehension, and Critical Reasoning questions are intermingled throughout the Verbal section. The Verbal and Quantitative sections contain computer adaptive multiple-choice questions. The chart on page 16 provides timing information for each section of the test.

Individual test questions are reviewed on a routine basis to attempt to eliminate any language, symbolism, or content that is considered potentially offensive or inappropriate for major subgroups of the test-taking population or that serves to perpetuate any negative attitude about these subgroups. In addition, statistical procedures are applied to help identify questions that may provide an unfair advantage to members of any particular group.

The GMAT exam is administered in individual computer workstations. You will have the opportunity to take two timed breaks, one after completing the essays and another between the Quantitative and Verbal sections. If you exceed the time allowed for the optional breaks during the GMAT exam, the

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- Instructions to convert your raw score to an equivalent GMAT score

Available only at mba.com. For more information go to www.mba.com/gmatpapertests

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extra time will be deducted from the next section of exam material (the Quantitative or Verbal section). Additional information about identification requirements and test center procedures and rules, as well as test-taking suggestions and information about preparing for the test, are available in this *Bulletin* and at www.mba.com.

Note: There are strict rules regarding the items that examinees are permitted to have at the test center. Cellular (mobile) phones and exam study notes and material, for example, are strictly prohibited anywhere in a test center other than inside an examinee's storage locker. Please be sure to review these rules, which are found on page 8.

Analytical Writing Assessment

The Analytical Writing Assessment (AWA) consists of two 30-minute writing tasks—Analysis of an Argument and Analysis of an Issue. For **Analysis of an Argument**, you will need to analyze the reasoning behind a given argument and then write a critique of that argument. For **Analysis of an Issue**, you will need to analyze a given issue or opinion and then explain your point of view on the subject by citing relevant reasons and/or examples drawn from your experience, observations, or reading.

The AWA is designed as a direct measure of your ability to think critically and to communicate your ideas. More specifically, the Analysis of an Issue task tests your ability to explore the complexities of an issue or opinion and, if appropriate, to take a position informed by your understanding of those complexities. The Analysis of an Argument task tests your ability to formulate an appropriate and constructive critique of a specific conclusion based upon a specific line of thinking.

Your essay scores are based on the overall quality of your ideas about the issue and argument presented; your overall ability to organize, develop, and express those ideas; the relevant supporting reasons and examples you use; and your ability to control the elements of standard written English. (Only standard American English characters may be used when entering your essay responses.) The issue and argument topics that you will find on the test concern subject matter of general interest, some related to business and some

GMAT Exam Format

	Questions	Timing
Analytical Writing Assessment		
Analysis of an Argument	1 topic	30 minutes
Analysis of an Issue	1 topic	30 minutes
Optional Rest Break		
Quantitative		
(Problem Solving and Data Sufficiency)	37 questions	75 minutes
Optional Rest Break		
Verbal		
(Reading Comprehension, Critical Reasoning, and Sentence Correction)	41 questions	75 minutes
Total Time (with breaks)		4 hours (approx.)

to a variety of other subjects. It is important to note, however, that none presupposes any specific knowledge of business or of other specific content areas—only your capacity to write analytically is being assessed.

You may download a list of more than 300 possible AWA topics for both Analysis of an Argument and Analysis of an Issue from www.mba.com. These topics are also available in *The Official Guide for GMAT Review®*. Topics from this list may or may not appear in your actual GMAT exam.

Quantitative Section

The Quantitative section of the test measures mathematical skills and understanding of elementary concepts, and the ability to reason quantitatively, solve quantitative problems, and interpret graphic data. Two types of multiple choice questions are used in the Quantitative section—Problem Solving and Data Sufficiency. Both types of questions require knowledge of arithmetic, elementary algebra, and commonly known concepts of geometry.

Problem Solving questions are designed to test mathematical skills, understanding of elementary mathematical concepts, and the ability to reason quantitatively and solve quantitative problems.

Each **Data Sufficiency** question consists of a question and two statements, labeled (1) and (2), which contain additional information. You must

decide whether the data given in the statements are sufficient for answering the question. Data Sufficiency questions are designed to measure your ability to analyze a quantitative problem, to recognize which information is relevant, and to determine at what point there is sufficient information to solve the problem.

For examples of each quantitative question type and directions for answering them, visit www.mba.com/gmatprep to download the GMATPrep software.

Verbal Section

The Verbal section of the test measures your ability to read and comprehend written material, to reason and evaluate arguments, and to correct written material to conform to standard written English. Three types of multiple-choice questions are used in the Verbal section of the GMAT exam—Reading Comprehension, Critical Reasoning, and Sentence Correction.

Reading Comprehension passages are accompanied by interpretive, applied, and inferential questions. The passages are up to 350 words long and discuss topics from the social sciences, the physical or biological sciences, and such business-related fields as marketing, economics, and human resource management. Reading Comprehension questions measure your ability to understand, analyze, and apply information and concepts presented in written form. All questions are to be answered on the basis of what

is stated or implied in the reading material; no specific knowledge of the material is required.

Critical Reasoning questions are designed to test the reasoning skills involved in (1) making arguments, (2) evaluating arguments, and (3) formulating or evaluating a plan of action. The material on which questions are based is drawn from a variety of sources. No familiarity with the subject matter is presupposed.

Sentence Correction questions ask you which of the five choices best expresses an idea or relationship. The questions will require you to be familiar with the stylistic conventions and grammatical rules of standard written English and to demonstrate your ability to improve incorrect or ineffective expressions.

For examples of each verbal question type and directions for answering them, visit www.mba.com/gmatprep to download the GMATPrep software.

Test Preparation for the GMAT Exam

We believe that all GMAT exam takers should be familiar with the format of the test and the kinds of questions asked on the test before they take the exam. Therefore, we offer the GMATPrep software at no charge to all potential test takers. GMATPrep software features two full-length, timed, computer adaptive GMAT exams and delivery that simulates the actual exam. It includes a set of practice questions for each type of question asked on the exam, answers, and explanations, as well as a comprehensive math review and real-time scoring of the multiple-choice sections. GMATPrep software can be downloaded for free when you sign up as a user on www.mba.com. A free CD-ROM version is also offered to those scheduling their first appointment to take the GMAT exam. The software requires Microsoft Windows and is compatible with Vista (it is not currently compatible with Apple Macintosh products). To access the GMATPrep software, visit www.mba.com/gmatprep.

For a more extensive selection of questions, *The Official Guide for GMAT Review* contains more than 800 retired GMAT questions. If you would

like additional practice on either the Verbal or Quantitative sections, you can purchase *The Official Guide for GMAT Verbal Review* and *The Official Guide for GMAT Quantitative Review*. All are available from the [mba.com](http://www.mba.com) store. Each supplement includes approximately 300 questions for you to use in your review. You can also practice with the GMAT Paper Tests available at www.mba.com. Each set of three retired tests includes the multiple-choice sections of the exam, an answer sheet, and instructions for converting your raw score to the equivalent GMAT score.

Note: It is improper and illegal for test takers to post, reproduce, or distribute test-preparation materials that GMAC has published, such as *The Official Guide for GMAT Review* and the supplements. It is also improper and illegal to post, copy, reproduce, or distribute questions from the actual GMAT exams.

Test-preparation courses and tutorials are also available from individuals and companies not associated with GMAC, many of which are Web-based. It is unlawful for any test-preparation service or program (or employees from test-preparation organizations) to use, disclose, distribute, or otherwise provide access to questions or answers from actual GMAT exams that have not been publicly released by GMAC. In addition, when preparing to take the GMAT exam, it is unethical, improper, and potentially illegal for prospective test takers to access, discuss, or otherwise use any GMAT questions or answers that have not been released to the general public. **If you enroll or participate in any test-preparation program or process that distributes, provides access to, or uses such GMAT questions or answers, or provides a forum for others to share such information, your scores on the GMAT exam may be canceled, and GMAC may pursue other remedies.**

Test Taking Suggestions

Although each test taker must decide what approach to take in preparing for and taking the GMAT exam, we offer the following suggestions:

Become familiar in advance with the test, the kinds of questions asked, and direc-

tions for each section by downloading the GMATPrep software. Once you start the test, an onscreen clock display will count down the remaining time. You can hide this display if you want, but it is a good idea to check the clock periodically to monitor your progress. The clock will automatically alert you by turning yellow and, if hidden, reappearing when five minutes remain for the section you are working on.

Read all test directions carefully. The directions explain what is required to answer each type of question. To review directions during the test, click the Help icon, but be aware that this will count against your allotted time for that section of the test.

Read each question carefully and thoroughly. Before answering a question, determine exactly what is being asked, then eliminate the wrong answers and select the best choice. Never skim a question or the possible answers; skimming may cause you to miss important information or nuances. However, if you do not know the correct answer, or if the question is too time-consuming, try to eliminate choices you know are wrong, select the best of the remaining answer choices, and move on to the next question.

Keep moving through the test and try to finish each section. The best strategy is to pace yourself so that you have time to consider each test question and make your best answer choice. Not completing sections and randomly guessing answers to questions at the end of each test section can significantly lower your scores.

Confirm each answer only when you are certain that you want to move on to the next question. Remember, you cannot skip questions or go back and change answers. The computer selects the next question you see based upon your previous responses.

Pace yourself so that you have enough time to answer every question. Pay attention to the number of questions and the amount of time remaining during your testing session. On average, you have about 1¼ minutes for each verbal question and about two (2) minutes for each quantitative question. (If you do not finish in the allotted time, you will still receive scores as long as you have worked on every section.

However, your scores will reflect the number of questions answered, and your score will decrease significantly with each unanswered question.)

To prepare for the Analytical Writing Assessment, practice with sample writing topics listed on www.mba.com or in *The Official Guide for GMAT Review*. These topics may appear in your actual GMAT exam.

Understanding Your Scores

Your GMAT scores will depend on several characteristics of the questions presented to you, including difficulty level, your answers to those questions, and the number of questions you answer. The questions in an adaptive test are weighted according to their difficulty and other statistical properties, not according to their position in the test.

The GMAT exam yields four scores: Verbal, Quantitative, Total, and Analytical Writing Assessment. Each of these scores is reported on a fixed scale. Total scores range from 200 to 800, with about two-thirds falling between 400 and 600. Verbal and Quantitative scores range from zero to 60, although scores below 10 and above 50 are rare. The Verbal and Quantitative scores measure different constructs and are not comparable with each other. Analytical Writing scores, which range from zero to six (6), are computed separately from the scores for the multiple-choice sections of the test and have no effect on the Verbal, Quantitative, or Total scores. All questions regarding your GMAT scores must be directed to GMAT Customer Service in your region. Test center staff cannot answer questions about test scores, nor can they help you obtain your Official Score Report.

How Schools Use and Interpret Scores

GMAT scores have two (2) important characteristics:

- They are reliable measures of certain developed skills important in the study of management at the graduate level, and they have been shown to be good predictors of academic success in the first year of study at graduate business schools.
- Unlike undergraduate grade point averages (or assessments) and curricula, which vary in their meaning across regions and institutions, GMAT scores provide school professionals with a consistent, objective evaluation tool for all applicants.

GMAC provides guidelines for the use of GMAT scores to all graduate schools that use GMAT scores. The test alone does not measure all the characteristics related to success in graduate school. Admissions officers may also consider an applicant's undergraduate record and other information obtained from applications, interviews, and letters of recommendation.

Each school evaluates the scores in its own way; there are no "passing" or "failing" GMAT scores. Your GMAT performance can be related by a school to the total testing population for the past three (3) years, or to others applying to the same school (local norms).

Retaking the GMAT Exam

You may take the GMAT exam more than once. However, unless your scores seem unusually low compared with other indicators of your preparation for graduate management study, or unless there are other reasons to believe that you did not do your best on a test for which scores have been reported, taking the GMAT test again may not be helpful. It is unlikely to result in a substantial increase in your scores; in fact, your scores may decrease. Remember, all scores for tests you have taken in the past five (5) years will be reported to the graduate management programs you designate as score recipients. If you repeat the test and want to resend your scores to programs that previously received your scores, you must reselect those programs at the time you take the test or order an Additional Score Report after your exam. Any repeated GMAT testing is subject to the GMAT retest policy.

Guidelines for the Use of GMAT Scores

These guidelines have been prepared to provide information about the appropriate use of GMAT scores to evaluate candidates for graduate man-

agement study. They are also intended to protect students from unfair decisions based on inappropriate use of scores. The guidelines are based on several policy and psychometric considerations:

- We have a responsibility to inform users of the scores' strengths and limitations. Users have a responsibility to use the scores in an appropriate manner.
- The purpose of any testing instrument, including the GMAT exam, is to provide information to assist in making decisions; test scores should not be used in isolation when making decisions.
- GMAT exam scores are one of a number of sources of information and should be used, whenever possible, in combination with other information and, in every case, with full recognition of what the test can and cannot do. The primary advantage of the GMAT exam is that it provides a common measure of candidates' abilities, administered under standardized conditions, with known reliability, validity, and other psychometric qualities. It cannot and does not measure all the qualities important for successful graduate study in management and other related pursuits. There are psychometric limitations to any test—for example, only score differences of certain magnitudes are reliable indicators of real differences in performance. Such limits should be taken into consideration as GMAT scores are used.

Specific Guidelines

1. EVALUATE CANDIDATES USING MULTIPLE CRITERIA.

The GMAT exam alone does not measure every skill necessary for graduate management academic work, nor does it measure subjective factors important to academic and career success, such as motivation, creativity, and interpersonal skills. All available pertinent information about an applicant should be considered before a selection decision is made. GMAT scores should be used as only one of several criteria.

2. INTERPRET THE AWA SCORE ON THE BASIS OF THE CRITERIA AND STANDARDS ESTABLISHED IN THE GMAT SCORING GUIDES.

These criteria and standards are the best source for interpreting the Analytical Writing Assessment (AWA) score. Recognize that the score is based on two 30-minute written responses that represent first-draft writing samples. Each response is evaluated according to the scoring guides, but the average score can result from different combinations of ratings.

3. ESTABLISH THE RELATIONSHIP BETWEEN GMAT SCORES AND PERFORMANCE IN A SPECIFIC GRADUATE MANAGEMENT SCHOOL.

To the extent feasible, each program using GMAT scores should evaluate the relationship between test scores and measures of performance in its academic program. In addition, other criteria used in combination with test scores should be reviewed to determine whether the weights attached to the particular measures are appropriate for optimizing the prediction of performance in the program.

4. AVOID THE USE OF "CUTOFF" SCORES.

The use of arbitrary cutoff scores (below which no applicant will be considered for admission) is strongly discouraged. Distinctions based on score differences not substantial enough to be statistically meaningful should be avoided. Cutoff scores should be used only when there is clear evidence that a large proportion of the

applicants scoring below the cutoff scores cannot perform satisfactory work. In addition, schools should attempt to ensure that the use of cutoff scores does not result in the systematic exclusion of members of either sex, of any age or ethnic groups, or of any other relevant groups.

5. DO NOT COMPARE GMAT SCORES WITH THOSE OF OTHER TESTS.

Although GMAT scores may resemble those used for other tests, the scores should not be compared.

General Appropriate Uses of GMAT Scores

1. FOR SELECTION OF APPLICANTS FOR GRADUATE MANAGEMENT STUDY.

A person's GMAT scores tell you how the person performed on a test designed to measure general verbal, quantitative, and analytical writing skills that are associated with success in the first year of study at graduate schools of management and have been developed over a long period of time. Scores should be used in conjunction with other information to help estimate performance in a graduate management program.

2. FOR SELECTION OF APPLICANTS FOR MERIT-BASED FINANCIAL AID.

3. FOR COUNSELING AND GUIDANCE.

Undergraduate counselors may be able to help students gauge their readiness for graduate management programs by reviewing their GMAT scores.

Inappropriate Uses of GMAT Scores

1. AS A REQUIREMENT FOR AWARDING A DEGREE.

The GMAT exam is designed for selection for graduate management study, financial aid awards, or counseling and guidance. Any other purpose should be avoided.

2. AS A REQUIREMENT FOR EMPLOYMENT, LICENSING OR CERTIFICATION TO PERFORM A JOB, OR FOR JOB-RELATED REWARDS (RAISES, PROMOTIONS, ETC.).

The use of the GMAT scores for these purposes is inappropriate. Further, programs using the GMAT exam may not supply score reports for any of these purposes.

3. AS AN ACHIEVEMENT TEST.

The GMAT exam is not designed to assess an applicant's achievement or knowledge in specific subject areas.

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Policies and Procedures

Test Policies and Procedures

GMAC and Pearson VUE have established terms and conditions, including testing policies and procedures to enhance the testing environment and the validity and security of the GMAT exam. **When you register for the GMAT exam, you are agreeing to all terms and conditions contained in the GMAT Information Bulletin in effect at the time of testing, including, without limitation, privacy policies describing the collection, processing, use, and transmission to the United States of personally identifiable data and the disclosure of such data to GMAC, its service providers and others as stated in the Bulletin.**

We reserve the right to contact schools and take other appropriate actions with respect to individuals who violate testing terms and conditions.

Test Administration Rules

Test administration begins at check-in, ends at check-out, and includes breaks. Test administrators are required to report any violation of testing policies or procedures and any other irregularity.

- When you check in at the test center, the test administrator will ask you to present valid, original identification as noted on page 6. The administrator will also ask you to confirm your agreement to the GMAT Examination Testing Rules and Agreement with a digital signature.
- The test administrator will digitally take your photograph and fingerprint and/or palm vein pattern (except where collection is prohibited by law). Audio and video are recorded in the testing room at all centers during the exam. If you refuse to participate in any part of the check-in process, you will not be permitted to test and you will forfeit your test fee. Note: This is in addition to the requirement that you must present acceptable and valid identification (see page 6).
- Before you start the GMAT exam at a test center workstation, you will be asked to agree to comply with the GMAT Nondisclosure Agreement and General Terms of Use statement.
- Electronic confirmation of your agreement is required. If you do not agree to comply, you will not be permitted to take the test and you will forfeit your entire test fee.
- Personal items, including watches, wallets, purses, hats, bags, and coats are not permitted in the testing room; limited storage space is available. *Note: If you require wheelchair access or need to use an assistive or medical device, please follow the process to request a test accommodation.*
- **No devices or testing aids may be used or accessed during the test session or during breaks.** Prohibited items include, but are not limited to, beepers, pagers, pens, pencils, calculators, watch calculators, books, pamphlets, notes, blank sheets of paper, rulers, stereos or radios, digital music players, telephones or cellular (mobile) phones, stopwatches, watches (including those with flashing lights or alarm sounds), dictionaries, translators, thesauri, personal digital assistants (PDAs), and any other electronic or photographic devices or potential aids of any kind.

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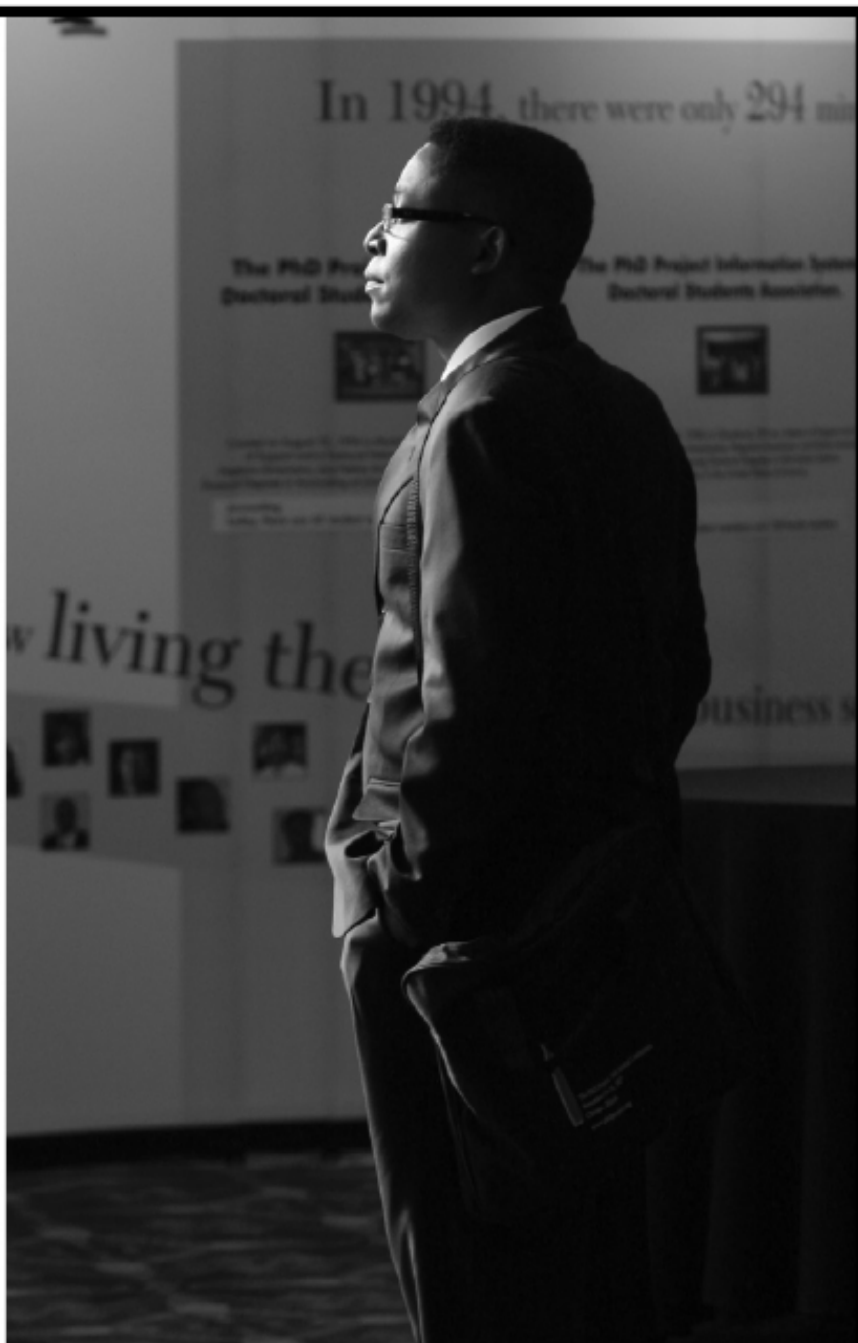
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- Weapons, including but not limited to firearms, knives, or any object that could be used as a weapon, are prohibited from the test center including the testing room and waiting areas. These items are not allowed on the premises and may not be stored in the provided lockers. This policy includes off-duty law enforcement officers and persons with conceal and carry permits. Only emergency personnel responding to an incident in a test center are excluded from this policy.
- Access to telephones, cellular (mobile) phones, pagers, other communication devices, books, notes, or study guides will not be permitted at the test center at any time, including during the test session or during breaks. Violation of this policy could lead to confiscation of such materials by the test administrator and invalidation of your scores.
- The test administrator will provide you with the equivalent of five (5) erasable noteboards. If you fill up your noteboards during the test, please raise your hand; the administrator will collect the noteboards you have and give you replacements. You may not remove the noteboards from the testing room, and you must return them to the administrator after the test.
- Testing must begin promptly once you are seated at the computer. **The length of your appointment is approximately four hours.**
- Two optional breaks are scheduled during the test administration. If you exceed the time allowed for these breaks, the excess time will automatically be deducted from the next section of the test.
- You will not be allowed to eat, drink, or use tobacco in the testing room—you may store food, drink, or tobacco items in a locker and use them during breaks.
- Testing premises are subject to audio/video recording and other monitoring.
- You may not communicate with anyone about the content of the GMAT exam while the test session is in progress, during any breaks, or after administration of the test. Removing or attempting to remove test content from the test center is strictly prohibited. Under no circumstances may any part of the test content viewed during a test administration be removed, reproduced, and/or disclosed in any form by any means (for example, verbally, in writing, or electronically) to any person or entity at any time. This includes, but is not limited to, discussing or disclosing such test content via e-mail; in any Internet “chat room,” message board, or other forum; or otherwise. This disclosure prohibition applies before, during, and after any administration of the GMAT exam.
- You will not be permitted to leave the testing room without the test administrator’s permission. You will generally be required to provide a digital fingerprint and/or palm vein pattern any time you enter the testing room to match the identity verified at registration.
- During a break, you are required to remain in the test center building or in the immediate area. This policy varies depending on the test center location, and it is your responsibility to ask the test administrator where you are permitted to go—for example, to the nearest restroom or smoking area. If you violate test center policy, the administrator may refuse to allow you to re-enter the testing room and continue your exam. Again, if you exceed the time allowed for each optional break, the extra time is deducted from your remaining exam time.
- For the Analytical Writing Assessment (AWA) section of the GMAT exam, you will be required to compose two original essays. Plagiarism in any form is unacceptable. GMAC and Pearson VUE reserve the right to cancel GMAT test scores when, in their judgment, there is evidence of plagiarism. As with all other test records, the AWA essays are the property of GMAC, not examinees.
- You may not leave your workstation while timed sections of the test are being administered. If, due to an emergency, you must leave your seat during the test session, raise your hand and notify the test administrator. The time clock for the test section you are working on will not stop during your absence. Repeated or lengthy departures from your workstation will be documented, reported by the administrator, and investigated by Pearson VUE.
- Raise your hand to notify the test administrator if you believe you have a problem with your computer, need new noteboards or a noteboard pen, or need the administrator for any other reason.
- Disruptive behavior in any form will not be tolerated. The test administrator has sole discretion in determining what constitutes disruptive behavior. To understand the consequences of disruption, please see the “Misconduct” section on the following page.
- Once you have completed the exam, you will receive a series of optional questions asking about your demographics, background, plans for graduate school, and whether you would like to participate in surveys or receive information from GMAC, graduate business schools, scholarship-granting organizations, and/or certain strategic partners of GMAC participating in the Graduate Management Admission Search Service (GMAS[®] service). The answers to these questions may be pre-populated with answers you previously provided.
- The test administrator is authorized to dismiss you from a test session for various reasons, including, without limitation, providing false information; attempting to take the test for someone else; failing to provide acceptable identification; possessing unauthorized personal items or testing aids; disrupting the testing environment; refusing to comply with an administrator’s reasonable requests; giving or receiving unauthorized help; attempting to tamper with the operation of the computer; refusing to follow directions; or failing to adhere to any other procedures, policies, or rules. The test administrator is also authorized to confiscate any and all unauthorized items found in a test taker’s possession in violation of these terms and conditions. GMAC and Pearson VUE reserve the right to determine whether such items will be returned.

Note: GMAC and Pearson VUE reserve the right to take all action that they deem appropriate if an individual fails to comply with the test terms and conditions or the test administrator’s directions. This includes, but is not limited to, barring an individual from future testing, canceling, or withholding the individual’s scores, and/or reporting

any rule violations, fraud, or other irregularities to schools or other appropriate third parties, including law enforcement authorities. If your scores are canceled or withheld, they will not be reported and your entire test fee will be forfeited. For additional information about cancellation or withholding of scores by Pearson VUE or GMAC see “Invalid Scores,” this page. For information about challenging a decision concerning your testing, see “Examinee Remedies,” this page.

Testing Irregularities

The phrase “testing irregularities” refers to events that affect the administration of a test. When testing irregularities occur, they may affect an individual examinee or multiple test takers. Such irregularities include, but are not limited to, administrative errors (such as improper timing, improper seating, defective materials, or defective equipment); improper or inadvertent access to or disclosure of test content involving individuals who cannot be identified; and disruptions of test administrations (such as natural disasters or other emergencies). If a testing irregularity occurs, GMAC and/or Pearson VUE may decline to score the applicable test(s) or may cancel or withhold test scores; the cancellation will appear on the Official Score Report of the responsible party. When, in our sole judgment, it is appropriate to do so, we give affected test takers the opportunity to take the test again as soon as possible without charge.

Test Security Issues

GMAT scores, responses to test questions, and AWA essays are measurement information and are part of your test record. These and other test records are owned by GMAC. They are not the property of the examinee. However, the use, reporting, and cancellation of scores are subject to various rights and restrictions as indicated in this *Bulletin*.

The various components that compose the GMAT exam, including, but not limited to, the GMAT test questions, software, and algorithm, are embodiments of valuable intellectual property rights of GMAC, ACT, and/or Pearson VUE. These rights include copyright and/or trade secret rights, and they are zealously protected. In particular, the GMAT test questions administered at test centers are

valuable, copyrighted trade secret property of GMAC. These test questions have not been previously published or disclosed to the public at large. You must maintain the confidentiality of all test questions administered to you during the test. A disclosure of test questions in any form by any means in violation of this confidentiality agreement undermines the integrity and security of the GMAT exam.

Any unauthorized access, reproduction, distribution, or disclosure of GMAT test questions or answers before, during, or after you take the GMAT exam is a violation of U.S. and international intellectual property laws and treaties and of your confidentiality obligations. We will pursue all available remedies (including those enumerated in this *Bulletin*), which may include prosecution to the maximum extent possible under such laws and may result in severe civil and criminal penalties.

GMAC and Pearson VUE strive to report scores that accurately reflect the skill and performance of each test taker. Accordingly, our standards and procedures for administering tests have two related goals: giving test takers comparable opportunities to demonstrate their abilities, and preventing any test takers from gaining an unfair advantage over others. To promote these objectives, we reserve the right to cancel or withhold any test scores when, in our judgment, a testing irregularity occurs; there is an apparent discrepancy in, or falsification of, a test taker’s identification; a test taker engages in misconduct or plagiarism; there is a falsification of your score report; or the scores are believed to be invalid for any other reason. When GMAC and/or Pearson VUE cancels test scores that have already been reported, the cancellation will appear on the test taker’s Official Score Report. Score recipients will generally be told that the scores have been canceled but not the reason for cancellation, unless requested by the test taker; however, GMAC and Pearson VUE reserve the right in all cases to report the reason for a score cancellation. We also reserve the right to prohibit a test taker from future GMAT testing and to pursue other remedies.

Identification Discrepancies

When, in the judgment of GMAC and/or

Pearson VUE or the judgment of test center personnel, there is a discrepancy in, or falsification of, a test taker’s identification, the test taker may be denied access to or dismissed from the test center; in addition, we may decline to score the test, cancel or withhold the test scores, and we may pursue other appropriate remedies. In the event the test taker’s scores are canceled, the cancellation will appear on the test taker’s Official Score Report.

Misconduct

When, in the judgment of GMAC and/or Pearson VUE or the judgment of the test center personnel, there is misconduct in connection with a test, the test taker may be dismissed from the test center; in addition, we may decline to score the test, cancel or withhold the test scores, and/or pursue other appropriate remedies. (Score cancellation will appear on the test taker’s Official Score Report.) Misconduct includes, but is not limited to, disruptive behavior that interferes with other test takers or the test center personnel, noncompliance with any terms and conditions as described in this Bulletin, in the GMAT Examination Testing Rules and Agreement, or in the GMAT Non-Disclosure Agreement and General Terms of Use statement. Misconduct also includes any unauthorized access to or any disclosure of test content prior to, during, or after the test administration and the falsification of your score reports.

Invalid Scores

GMAC and/or Pearson VUE may cancel or withhold scores if, in our judgment, there is a good-faith basis to question the validity of the scores for any reason. Evidence of invalid scores may include, without limitation, unusual answer patterns, unusual score increases from one exam to another, inconsistent performance on different parts of the test, improper access to secure test content, or failure to obey exam administration rules. Score cancellation will appear on the test taker’s Official Score Report.

Examinee Remedies

CHALLENGING A DECISION CONCERNING YOUR TESTING

In some, but not all, situations, GMAC and/or

Pearson VUE will notify the test taker in writing in advance about a planned score cancellation or invalidation, give the test taker an opportunity to submit information that addresses the concerns raised, consider any information that is submitted, and offer the test taker a choice of options. The options may include voluntary score cancellation, a free retest, and appealing the cancellation decision through procedures provided by GMAC or Pearson VUE. In any such appeal, the issue to be decided would be whether GMAC and/or Pearson VUE have a good-faith reason to question the validity of the GMAT score.

There are circumstances, however, in which examinees may have their scores canceled or withheld without prior notice or an opportunity to appeal. Those circumstances generally involve disruptions or other improper conduct by an examinee during exam administration, advance disclosure of exam content (even if a specific examinee's actual access to disclosed test content cannot be confirmed by GMAC or Pearson VUE), and cases in which an examinee is observed violating exam policies by a test administrator and is discharged from the testing site; in these situations, examinees will simply be informed that their scores have been canceled or invalidated. Score cancellation will appear on the test taker's Official Score Report.

Errors in Registration, Test Development, Test Administration, or Scoring

GMAC, Pearson VUE, and ACT make every effort to ensure that GMAT test registration and scheduling information is properly processed, and that GMAT tests are properly prepared, handled, administered, and scored. In the unlikely event that an error occurs in the preparation, handling, processing, administration, or scoring of your GMAT test, or in the reporting of your GMAT scores, GMAC and/or Pearson VUE will make reasonable efforts to correct the error. If the error cannot be corrected, you may reschedule your appointment at no additional fee or request a refund.

These are the exclusive remedies available to examinees for errors that occur during the registration or scheduling process; in prepar-

ing, programming, coding, administering, printing, handling, or processing exams; or in determining or reporting scores.

Disruptions in Testing and Potential Compromises

GMAC, Pearson VUE, and ACT also endeavor to ensure that the GMAT test is administered in a standardized and uninterrupted manner. If events occur that cause testing to be canceled or interrupted, involve a mistiming on any part of the test, result in a deviation from required testing procedures, raise concerns about possible advance access to exam content by one or more examinees, or otherwise disrupt or compromise the normal testing process, GMAC and/or Pearson VUE will examine the situation and determine if corrective action is warranted, including score cancellation(s) or nonscoring of exams. If GMAC and/or Pearson VUE, in their sole discretion, determine that such action is warranted, each affected examinee will be offered the option either to retest at no additional fee or to receive a refund of his or her examination fee (unless the affected examinee is found to have caused or been involved in the conduct that resulted in the corrective action, in which event GMAC and/or Pearson VUE shall have the right to withhold either or both of these options and to pursue all available remedies with respect to that examinee). If a retest is offered and an examinee selects that option, the examinee must retake the entire exam in order to produce a valid score. These are the exclusive remedies available to examinees affected by disruptions in testing or potential compromises through prior access to exam content by one or more examinees.

Legal Proceedings

GMAC is headquartered in the United States, in the Commonwealth of Virginia. In the event that GMAC seeks judicial relief to protect its rights or resolve other disputes with you relating to the GMAT exam, it may do so in a state or federal court in Virginia. By registering to take the GMAT exam and agreeing to the terms set forth in this *Bulletin*, you consent to having such a lawsuit proceed in a court located in Virginia and waive any right that you might otherwise have to object on

personal jurisdiction or venue grounds. This consent and waiver applies with respect to any lawsuit that GMAC elects to file in Virginia, including, but not limited to, lawsuits that involve (i) a claimed violation of any terms, conditions, policies, or procedures applicable with respect to the GMAT exam; or (ii) a claimed infringement of the copyrights, trademarks, or other intellectual property rights of GMAC. In the event that you elect to seek judicial relief regarding any action taken by GMAC, ACT, or Pearson VUE relating to the development, administration, or scoring of the GMAT exam or the reporting of scores for the GMAT exam, or the handling, use, or disclosure of examinee-related information, you agree to file any lawsuit against GMAC in a Virginia state or federal court with jurisdiction over the subject matter of your dispute, and the applicable Virginia court shall be the exclusive venue for resolving all such disputes.

Privacy Policy

When GMAT registrants, test takers, and others who participate in GMAC programs or purchase or use GMAC education-related products provide personally identifiable information ("PII") to GMAC, we process their PII in accordance with the Privacy Policy in effect when the data are collected. This PII will include data used primarily for identity verification and protecting the security and integrity of the test, such as the digital photograph, signature, fingerprint and/or palm vein pattern, and audio/video recording collected at the test center. To view the current Privacy Policy, including its description of current data collection, processing, use, and transmission to the United States; information concerning GMAC strategic partners and service providers; and a link to the "GMAC Statement of Privacy Principles," please visit **www.mba.com/privacy**.

The GMAC Privacy Policy covers PII collected directly from you by GMAC and/or its service providers online through **www.mba.com** and offline by facsimile, postal mail, or phone. It also covers the data collected at test centers. For the processing of such information, GMAC is the "data controller" as that term is used under certain international laws.

By registering for the test, you consent to the collection, processing, use, and transmission to the United States of your PII for the purposes and in accordance with the principles stated in this Privacy Policy and the one on www.mba.com/privacy at the time you provide your information. You further consent to receiving educational survey invitations and to the disclosure of your PII to GMAC, its service providers, any score recipient you select (who might be located in a country that does not provide for a level of data protection that is equivalent to the one in your home country) and others as necessary to prevent unlawful activity or as required by law. You also acknowledge that you are aware of your ability to access, modify, or correct certain personal data, as explained in this Privacy Policy and the current one at www.mba.com/privacy.

Collection and Use of Your Information

You may register for the GMAT exam through GMAT Customer Service via telephone, fax, postal mail, or on our Web site at www.mba.com. To administer the GMAT exam, we require test takers to provide certain personal information. We clearly identify data that must be provided for you to be able to take the exam. We also identify information required for you to purchase GMAC products or voluntarily participate in other GMAC programs or services. You may choose to provide additional or optional information to enhance the services provided to you. The categories of information we may collect include:

- basic contact information, including full legal name, address, telephone or fax number, and e-mail address;
- background information such as demographics, country of citizenship, and education history; and for U.S. citizens who are residing in the United States, race and ethnicity;
- payment information for fees required to take the GMAT exam or for related products, facilitated by Pearson VUE and, at times, other service providers;
- data used to verify your legal identity during GMAT registration and subsequently at test

centers, and to help your selected score recipients verify your identity (including, but not limited to, a government-issued identification, a digital photograph, signature, fingerprint and/or palm vein pattern, and the audio/video recording of the test experience captured at the test center—see special note about fingerprint and/or palm vein pattern collections on the following page); and

- opt-in selections at test registration or after completing the test at the test center. These opt-ins allow you to participate in additional GMAC programs and services, such as the Graduate Management Admission Search Service (GMASS); through the GMASS search service, certain contact and background information and your GMAT score range, if available, may be shared with schools, scholarship-granting organizations, and certain other GMAC strategic partners so that such organizations may offer you information and services (see www.mba.com/privacy for more information).

We use the information we collect about GMAT registrants and test takers to—

- Register you for the GMAT test, reschedule or cancel test appointments, provide additional score reports, and allow you to view past and future test appointments.
- Maintain your data and preferences, and contact you concerning graduate business programs and services offered by GMAC, such as the GMASS search service, if you opt in.
- Contact you regarding participation in survey research.
- Authenticate and verify your identity to maintain the integrity, quality, and security of the GMAT exam and other products and services.
- Fulfill your score report requests by sending your score reports to the institutions that you selected at the time of the exam or through subsequent Additional Score Reports ordered.
- Cooperate as required by law or in legal proceedings and as necessary to detect or prevent unlawful activity.

Choices and Control of Your Personal Information

GMAC retains personal information only to the extent necessary to: serve your needs; administer the GMAT exam; fulfill our GMAT exam and other GMAC program responsibilities, including maintaining the integrity of the test and detecting and preventing unlawful activity; conducting research; and fulfill legal requirements. GMAT test takers may manage their profile data and may opt in to or out of additional programs and services offered by GMAC through their profile on www.mba.com or via GMAT Customer Service. For a current list of opt-in choices, please refer to the Privacy Policy located at www.mba.com/privacy.

Access, Modification, Data Integrity, and Retention

Personal information such as your address and plans for graduate business school may be accessed, modified, deactivated, and rectified through My Profile or by contacting GMAT Customer Service, except as stated below.

A test taker may change his or her name only in certain circumstances, by calling or faxing GMAT Customer Service; name changes cannot be made online. To protect the integrity of the GMAT exam and provide you with access to your GMAT scores, scores are maintained for 10 years. As a result, certain information cannot be altered or destroyed during those 10 years, including your test scores, records related to your testing experience (“test records”), and the digital photograph and signature required to help verify your identity. The digital fingerprint and/or palm vein pattern template collected at a test center are maintained, and cannot be altered or destroyed, for five (5) years.

Also, to protect the security and integrity of the exam, test takers will not have access to: audio/videotape of the testing experience; their digital photograph, signature and/or palm vein pattern template; and key stroke statistics, exam answers, essays, and similar test records.

Special Note Regarding Fingerprint and/or Palm Vein Pattern Collection

Where allowed by law, a fingerprint from a single finger and/or a palm vein pattern template will be collected when you first arrive at the test center, and each time you leave and re-enter the test room for a break. Palm vein scans will also be taken as you leave the testing room for a break. These data are stored separately from your personally identifiable information, and transmission of the data is encrypted. Personnel and system access to this data is limited. A palm vein pattern and/or a digital photograph collected at the test center may be compared against those of other test takers for fraud detection purposes. Other than for use by GMAC, Pearson VUE, the test center, and for law enforcement, legal proceedings, or fraud prevention, as discussed later in this *Bulletin*, this information is not shared with or allowed to be used or viewed by third parties.

Security of Your Information

GMAC utilizes security safeguards incorporated within an enterprise security program. The security program is administered by appropriate GMAC officials and incorporates administrative, technical, and physical safeguards over your data and our systems to protect your information from loss, unauthorized disclosure, misuse, alteration, or destruction. The security program is designed to incorporate biannual audit and review processes and employee awareness training.

The GMAT registration information you submit online at our Web site is sent to our authorized service provider (Pearson VUE) using Secure Sockets Layer (SSL) encryption. Pearson VUE is subject to strict security requirements and confidentiality restrictions.

Data Sharing and Onward Transfer

We recognize our responsibility to safeguard the information in our files from unauthorized or inappropriate disclosure. GMAT scores and other personally identifiable examinee information will be released only at your specific

request unless required by law, as necessary to detect or prevent unlawful activity, or to cooperate in a judicial or governmental proceeding.

GMAC Key Service Providers and Strategic Partners

GMAC has a number of key service providers that fulfill services for the GMAT Program, related products and services, and survey research. GMAC also builds strategic partnerships with organizations that share its commitment to creating access to graduate management education. Such organizations are subject to strict terms of use and/or confidentiality requirements. These include:

- **Pearson VUE:** A key service provider for GMAT registration, customer service, test administration at test centers worldwide, and score reporting.
- **ACT, Inc.:** A key service provider for test development and certain scoring services.
- **GMAT score recipients:** Institutions that you have selected to receive your scores. These institutions will see your GMAT scores and essay responses as well as certain personal data, including contact, background, and demographic information and, if the institution has elected to receive it, the digital photograph collected at the test center. Please see “Score Reports” on page 11 for additional information.
- **GMASS subscriber schools:** These include GMAT programs, scholarship-granting organizations, and certain GMAC strategic partners that share our commitment to creating access to graduate business education. These organizations have agreed to strict terms of use agreements concerning your personal information. They will see your information only if you voluntarily opt in through the GMASS search service in your profile on **www.mba.com**, during test registration, or after completing the test at a test center. These organizations are required by GMAC to provide you with a chance to opt out in the event you decide you do not want to be contacted by them. If you desire a list of participating organiza-

tions, or wish to report problems in opting out, you may contact the GMAC chief privacy official using the contact information provided on the next page.

- **Information Technology (IT) vendors:** IT vendors may provide IT development assistance, store information, or host our internal servers.

Transborder Data Flows

GMAC is a global organization. Those purchasing GMAC products or participating in GMAC programs and services, including GMAT test takers, who provide their personal information, understand and consent to their information being processed and controlled in the countries in which the data are collected, and then transmitted into and out of the United States, the primary processing location for GMAC and its service providers. Also, because a GMAT test taker's score report is sent to the recipients that he or she has selected, the test taker consents to his or her personal information being transmitted to such recipients, which may be located in a country that does not provide for a level of data protection that is equivalent to the one in his or her home country. Those who opt in to the GMASS search service likewise agree that their personal information may be transmitted to countries that do not provide for a level of data protection that is equivalent to the one in their home country.

Notices concerning specific data protection and/or privacy rights applicable to test takers under the laws of certain countries and states (within the United States) are available within the **www.mba.com** Privacy Policy or by contacting the GMAC chief privacy official using the contact information on this page. As of the date of this publication, specific notices are provided for residents of France and Greece, and in the United States, for residents of the State of California.

Law Enforcement and Fraud Prevention

Your GMAT scores and other information in the files of GMAC or its service providers may be released to third parties (such as gov-

ernment agencies or parties to a lawsuit) if requested pursuant to a subpoena or otherwise in a legal proceeding, or as necessary to detect or prevent unlawful activity or to protect the security and integrity of the GMAT exam.

Children's Privacy

The exam and other GMAC programs are not directed toward children, defined in the United States by the Children's Online Privacy Protection Act (COPPA) as individuals under age 13. Children should not submit any personal information to GMAC and may not take the GMAT exam. If you are between the ages of 13 and 18 and would like to take the exam, please see "Test Takers Under Age 18" on page 5.

Enforcement of This Policy

GMAC is a global organization that collects and processes data within the United States and other countries. We adhere to our Privacy Policy, comply with applicable laws, including the European Union (EU) Data

Protection Directive and U.S. state and federal laws, and participate in the TRUSTe Privacy Seal Program. For more information, view the Privacy Policy at www.mba.com/privacy.

Changes to This Policy

From time to time, we may need to change our Privacy Policy or procedures to accommodate changes in applicable law, our programs or business needs, or for other reasons. If we make any material changes to our Privacy Policy, including changes in our use of personal information, we will post a prominent notice on the www.mba.com homepage and other places we deem appropriate to make you aware of what information we collect, how we use it, and under what circumstances. For our current Privacy Policy, please visit www.mba.com/privacy.

Contact Us

If you have questions about this policy or believe we have not adhered to it, please contact the GMAC chief privacy official by e-mail

at privacy@gmac.com* or by calling +1 (703) 749-0131 or toll-free in the United States (800) 811-8042. You may also write to:

Graduate Management Admission Council®

Attention: Chief Privacy Official
1600 Tysons Boulevard, Suite 1400
McLean, VA 22102
USA

* Please note that opt-out requests should be addressed by deselecting your preferences in your profile on www.mba.com, or by calling or faxing GMAT Customer Service.

For the most up to date information, please visit
mba.com

Instructions for the GMAT Appointment-Scheduling Form

Submitting by Mail

- GMAT Customer Service in the United States must receive this form **at least three (3) weeks before your earliest requested test date**. Remember letters mailed from some countries can take up to eight (8) weeks to reach the United States.
- Include proper payment with this form.

Pearson VUE

Attention: GMAT Program
PO Box 581907
Minneapolis, MN 55458-1907
USA

Submitting This Form by Fax

- GMAT Customer Service in your region must receive this form **at least seven (7) business days before your earliest requested test date**.
- Include your credit card information on this form.

- Fax: Americas: +1-952-681-3681
APAC: +60-38319-1092
EMEA: +44 161 855 7301

Scheduling Process

- We will try to schedule your first-choice test date, then your second-, third-, fourth-, or fifth-choice test date in chronological order at your first-choice test center.
- If you select a second-choice test center and we are unable to schedule you at your first-choice center, we will try to schedule your first-choice, then second-, third-, fourth-, or fifth-choice test date at your second-choice test center.
- If none of the test dates requested are available, we will try to contact you so that you may select another date. If we are unable to reach you, your form and payment will be returned to you.
- If you have a problem with the appointment scheduled for you, contact GMAT Customer Service in your region as soon as possible.

- If you miss your appointment and do not call GMAT Customer Service, your test fee will not be refunded.

Retaking the Test

- You may take the GMAT exam only once within a 31-day period and no more than five (5) times within a 12-month period. (See “Retest Policy” on page 12.)

Confirmation Letter

- Your appointment will be confirmed via e-mail if you provide an e-mail address when you register. E-mail confirmation notices are sent soon after Pearson VUE schedules your appointment. If you do not provide an e-mail address, you will receive confirmation in a mailed letter; depending on where you live, this letter may take several weeks to arrive. If you schedule your appointment within three (3) calendar days of the test administration and do not provide an e-mail address, you will not receive a confirmation letter.

GMAT Appointment Scheduling Form

Mail: Pearson VUE
Attention:

GMAT Program
PO Box 581907
Minneapolis, MN
55458-1907
USA

Fax:

Americas Region:
1-952-681-3681

Asia-Pacific Region:
+60-38319-1092

Europe, Middle East, Africa
(EMEA) Region:
+44 (0) 161 855 7301

Please use black ink.

If the form is not properly filled out (contains incomplete information, unclear letters, or non-English characters), it MAY cause a delay in processing your registration and appointment request. Please read the instructions carefully.

Important: If you are paying by credit card, you can quickly search for and schedule an appointment at www.mba.com. You can also schedule your appointment by phone through GMAT Customer Service (refer to page 4 for the phone number in your region).

For office use only

Date Received

Order Number

Remittance No.

Batch ID

Exam Date

Exam Time

Test Center

Test Date and Center Information

- Indicate your first five test date choices by month (MM) and day (DD); for example, May 21 would be listed as 0521.
- Fill in the site ID for the test center at which you want to test, along with the name of the city and country in which the test center is located. (See Appendix B.)
- Include a second-choice test center, if possible.
- Use the country codes in Appendix A to complete this form.
- If your information will not fit in the space provided, write outside the lines or use additional sheets.

Test Date

1st Choice: MM/DD*

2nd Choice: MM/DD

3rd Choice: MM/DD

4th Choice: MM/DD

5th Choice:MM/DD

Test Center

Site ID—1st Choice*

City*

Country Code (see page 35)*

Site ID—2nd Choice*

City*

Country Code (see page 35)*

*Required Information

Identification (ID) Requirements

- Be sure the name you provide on this form matches the valid ID you will present on the day of the test. See page 6 for specific identification requirements.
- If you fail to present an acceptable, valid form of ID or if your name on the ID does not match the name you provide on this form, you will be **TURNED AWAY** from the test center. Your test fee will not be refunded. See page 6 of the *Bulletin* for more information.
- Use the country codes in Appendix A to complete this form.
- If your information will not fit in the space provided, write outside the lines or use additional sheets.

Title

☐ Mr. ☐ Mrs. ☐ Miss ☐ Ms. ☐ Dr. ☐ Other

First Name (Given Name)*

M.I.

Last Name (Family or Surname)*

Suffix

☐ Jr. ☐ Sr. ☐ II ☐ III ☐ IV ☐ Other

Address Line 1 (Number and Street)*

Address Line 2

City

State or Province

Country Code* (see pg 35)

Postal Code

Country of Citizenship Code* (see pg. 35)

Daytime Telephone Number,* including Country Code

Evening Telephone Number, including Country Code

Fax Number, including Country Code

E-mail Address

Date of Birth (MM/DD/YYYY)*

Gender*

☐ Male ☐ Female

If you are a U.S. citizen residing in the U.S., select your ethnic or racial identification:

☐ African American ☐ Asian ☐ Multiracial ☐ White
☐ American Indian, or ☐ Mexican ☐ Hispanic ☐ Other
Other Native American ☐ Multiethnic ☐ Puerto Rican

Have you taken the GMAT® exam before?*

☐ Yes ☐ No

If yes, enter your GMAT® ID (if available)

When do you plan to start a graduate management program (MM/YYYY)?

(Leave blank if undecided)

* Required Information

Payment Information

- Fax or mail this form if you are paying with a credit card.
- Mail this form if you are paying with a cashier's check, money order, or personal check.
- See page 5 for detailed payment information.
- If you do not submit payment with this form, your test appointment will not be made and your form will be returned to you.
- If the cardholder name and billing address for the credit card you are using do not match the name and address entered elsewhere on this form, you must enter the cardholder information requested. The name and address provided must match the name and address on the credit card billing statement.
- Use the country codes in Appendix A to complete this form.
- If your information will not fit in the space provided, write outside the lines or use additional sheets.

Credit Card Information
☐ VISA® ☐ MasterCard® ☐ JCB® ☐ American Express®

Credit Card Number

Expiration Date (MM/YY) Security Code

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Cardholder Signature

Date (MM/DD/YYYY)

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Or Other Payment Method (must be enclosed)
☐ Cashier's Check ☐ Money Order ☐ Personal Check

Cardholder Information (if different from personal information)

First Name (Given Name)*

M.I.

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Last Name (Family or Surname)*

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Address Line 1 (Number and Street)*

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Address Line 2

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City

State or Province

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Country Code* (see pg 35)

Postal Code

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Daytime Telephone Number,* including Country Code

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* Required Information

Other Information

- GMAT Score Report: Select one or both of the options on the right at no additional charge.
- GMATPrep CD (optional): To receive the CD, select a shipping method and enter the appropriate amount at right. To get GMATPrep software immediately, visit **www.mba.com** to download the file.
- For current GMAT registration fee and applicable tax information, please visit **www.mba.com** or call GMAT Customer Service in your region.

Exam Fee

- ☐ I want to view my score report electronically. I have entered an e-mail address on this form.
☐ I want to receive a paper copy of my score report, which will be mailed to the address provided on this form.
☐ I would like to download GMATPrep program
☐ I would like a GMATPrep CD-ROM
- ☐ Standard shipping – no charge
☐ Express shipping to United States – US \$20.00
☐ Express shipping outside United States – US \$27.00

Tax (Visit **www.mba.com** for information on taxes that may be applicable.)

Amount Enclosed

I hereby agree to the terms and conditions set forth in the *GMAT Information Bulletin* in effect at the time I take the GMAT exam, including without limitation those related to testing; score cancellations; exclusive remedies for testing or scoring errors; examinee misconduct and test irregularity policies; confidentiality of the test; and Privacy Policies. As provided in the Bulletin's Privacy Policy and the up-to-date Privacy Policy on **www.mba.com**, I expressly consent to the collection, processing, use, and transmission to the United States of my personally identifiable information (including my test records and the digital photograph, signature, fingerprint and/or palm vein pattern, and audio/video recording collected at the test center), exclusively for the purposes and in accordance with the principles set forth in the Privacy Policies; I also expressly consent to the disclosure of such data to GMAC (the "data controller" under certain international laws), its service providers, any score recipient I select (which may be located in a country that does not provide for a level of data protection that is equivalent to the one in my home country), and others as necessary in connection with any investigation of unlawful activity or as required by law. I am fully aware that I have certain rights to access, modify, or rectify personal data as set forth in the Privacy Policies. I certify that I am the person who will take the test at the test center and whose name and address appear on this form.

Signature

Date (MM/DD/YYYY)

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Additional Score Report Request Form

Please use black ink.

If the form is not properly filled out (contains incomplete information, unclear letters, or non-English characters), it MAY cause a delay in processing your request. ALL information is required, unless you do not have certain information (such as a fax number). Please refer to page 4 for mailing and faxing instructions.

Important: To send your GMAT scores to more institutions than those you selected previously, complete this form and return it with the appropriate payment. Scores from all of your GMAT test dates within the last five (5) years will be reported to the institutions you list below.

For office use only

Date Received

Order Number

Remittance No.

Batch ID

Identification (ID) Requirements

- Be sure the name you provide on this form matches the one you used for your test appointment.
- Your appointment ID is located on your Unofficial and Official Score Reports.
- Use the country codes in Appendix A to complete this form.
- If your information will not fit in the space provided, write outside the lines or use additional sheets.

Title

☐ Mr. ☐ Mrs. ☐ Miss ☐ Ms. ☐ Dr. ☐ Other

First Name (Given Name)*

M.I.

Last Name (Family or Surname)*

Suffix

☐ Jr. ☐ Sr. ☐ II ☐ III ☐ IV ☐ Other

Address Line 1 (Number and Street)*

Address Line 2

City

State or Province

Country Code* (see pg 35)

Postal Code

Country of Citizenship Code*(see pg. 35)

Daytime Telephone Number,* including Country Code

Evening Telephone Number, including Country Code

Fax Number, including Country Code

E-mail Address

* Required Information

Date of Birth (MM/DD/YYYY)*

MM	DD	YYYY
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Appointment Number (if known)

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If yes, enter your GMAT ID (if available)

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Most Recent Testing Date (MM/DD/YYYY)

MM	DD	YYYY
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Payment Information

- Fax or mail this form if you are paying with a credit card.
- Mail this form if you are paying with a cashier's check, money order, or personal check.
- See page 5 for detailed payment information.
- If you do not submit payment with this form, your order will not be processed and your form will be returned to you.
- If the cardholder name and billing address for the credit card you are using do not match the name and address entered elsewhere on this form, you must enter the cardholder information requested. The name and address provided must match the name and address on the credit card billing statement.
- Use the country codes in Appendix A to complete this form.
- If your information will not fit in the space provided, write outside the lines or use additional sheets.

Credit Card Information
☐ VISA® ☐ MasterCard® ☐ JCB® ☐ American Express®

Credit Card Number

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Expiration Date (MM/YY) Security Code

MM	YY				
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Cardholder Signature

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Date (MM/DD/YYYY)

MM	DD	YYYY
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Or Other Payment Method (must be enclosed)
☐ Cashier's Check ☐ Money Order ☐ Personal Check

Contact Information (if different from personal information)

First Name (Given Name)*

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M.I.

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Last Name (Family or Surname)*

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Address Line 1 (Number and Street)*

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Address Line 2

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City

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State or Province

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Country Code* (see pg 35)

CC

Postal Code

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Daytime Telephone Number,* including Country Code

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* Required Information

Additional Score Report Recipients

- Refer to program codes posted at **www.mba.com**. The program code list is updated monthly. If institution is not listed, leave the code number box blank.
- Use the country codes in Appendix A to complete this form.

1. Name of School/Institution

Name of Program

City

Country Code (see Appendix A)

2. Name of School/Institution

Name of Program

City

Country Code (see Appendix A)

3. Name of School/Institution

Name of Program

City

Country Code (see Appendix A)

Other Information

- For Additional Score Report fee and applicable taxes, please refer to **www.mba.com** or call GMAT Customer Service in your region.

Additional Score Report Fee

Number of score reports requested

Total (fee X number of score reports requested)

☐ Please send a paper copy of my score report to me (no charge)
Tax (Refer to **www.mba.com** for information on taxes that may be applicable.)

Amount Enclosed

In addition to the policies I agreed to at registration and during my testing session, I expressly consent to the disclosure of score reports to GMAC (the "data controller" under certain international laws), its service providers, any score recipient I select (which may be located in a country that does not provide for a level of data protection that is equivalent to the one in my home country), and others as necessary in connection with any investigation of unlawful activity or as required by law.

Signature

Date (MM/DD/YYYY)

Country Code List

Appendix A

NOTE: You will need this list only for filling out the mail-in or fax registration form. Some of the countries on this list can only be used for the country of residence field; others may only be used in the country of citizenship field. If you have questions, please contact GMAT Customer Service in your region.

Country	Code	Country	Code	Country	Code
Afghanistan	AFG	Central African Republic	CAF	Ghana	GHA
Albania	ALB	Chad	TCD	Gibraltar	GIB
Algeria	DZA	Chile	CHL	Greece	GRC
American Samoa	ASM	China	CHN	Greenland	GRL
Andorra	AND	Christmas Island	CXR	Grenada	GRD
Angola	AGO	Cocos (Keeling) Islands	CCK	Guadeloupe	GLP
Anguilla	AIA	Colombia	COL	Guam	GUM
Antarctica	ATA	Comoros	COM	Guatemala	GTM
Antigua and Barbuda	ATG	Congo	COD	Guinea	GIN
Argentina	ARG	Cook Islands	COK	Guinea-Bissau	GNB
Armenia	ARM	Costa Rica	CRI	Guyana	GUY
Aruba	ABW	Côte d'Ivoire (Ivory Coast)	CIV	Haiti	HTI
Australia	AUS	Croatia	HRV	Heard Island/McDonald Islands	HMD
Austria	AUT	Cuba	CUB	Honduras	HND
Azerbaijan	AZE	Cyprus	CYP	Hong Kong, China	HKG
Bahamas	BHS	Czech Republic	CZE	Hungary	HUN
Bahrain	BHR	Denmark	DNK	Iceland	ISL
Bangladesh	BGD	Djibouti	DJI	India	IND
Barbados	BRB	Dominica	DMA	Indonesia	IDN
Belarus	BLR	Dominican Republic	DOM	Iran	IRN
Belgium	BEL	East Timor	TLS	Iraq	IRQ
Belize	BLZ	Ecuador	ECU	Ireland	IRL
Benin	BEN	Egypt	EGY	Israel	ISR
Bermuda	BMU	El Salvador	SLV	Italy	ITA
Bhutan	BTN	Equatorial Guinea	GNQ	Jamaica	JAM
Bolivia	BOL	Eritrea	ERI	Japan	JPN
Bosnia and Herzegovina	BIH	Estonia	EST	Jordan	JOR
Botswana	BWA	Ethiopia	ETH	Kazakhstan	KAZ
Bouvet Island	BVT	Falkland Islands	FLK	Kenya	KEN
Brazil	BRA	Faroe Islands	FRO	Kiribati	KIR
British Indian Ocean Territory	IOT	Fiji Islands	FJI	Korea, North	PRK
Brunei	BRN	Finland	FIN	Korea, South	KOR
Bulgaria	BGR	France	FRA	Kuwait	KWT
Burkina Faso	BFA	French Guiana	GUF	Kyrgyzstan	KGZ
Burundi	BDI	French Polynesia	PYF	Lao Peoples Democratic Republic	LAO
Cambodia	KHM	French Southern Territories	ATF	Latvia	LVA
Cameroon	CMR	Gabon	GAB	Lebanon	LBN
Canada	CAN	Gambia	GMB	Lesotho	LSO
Cape Verde	CPV	Georgia	GEO	Liberia	LBR
Cayman Islands	CYM	Germany	DEU	Libyan Arab Jamahiriya	LBY

Country and Region Code List

Country	Code	Country	Code	Country	Code
Liechtenstein	LIE	Pitcairn Island	PCN	Turkey	TUR
Lithuania	LTU	Poland	POL	Turkmenistan	TKM
Luxembourg	LUX	Portugal	PRT	Turks and Caicos Islands	TCA
Macau, China	MAC	Puerto Rico	PRI	Tuvalu	TUV
Macedonia	MKD	Qatar	QAT	Uganda	UGA
Madagascar	MDG	Republic of Congo	COG	Ukraine	UKR
Malawi	MWI	Reunion	REU	United Arab Emirates	ARE
Malaysia	MYS	Romania	ROU	United Kingdom	GBR
Maldives	MDV	Russia	RUS	United States	USA
Mali	MLI	Rwanda	RWA	Uruguay	URY
Malta	MLT	Saint Helena	SHN	U.S. Minor Outlying Islands	UMI
Marshall Islands	MHL	Saint Kitts and Nevis	KNA	Uzbekistan	UZB
Martinique	MTQ	Saint Lucia	LCA	Vanuatu	VUT
Mauritania	MRT	St. Pierre and Miquelon	SPM	Vatican City	VAT
Mauritius	MUS	St. Vincent and Grenadines	VCT	Venezuela	VEN
Mayotte	MYT	Samoa	WSM	Vietnam	VNM
Mexico	MEX	San Marino	SMR	Virgin Islands, British	VGB
Micronesia	FSM	São Tome and Principe	STP	Virgin Islands, U.S.	VIR
Moldova	MDA	Saudi Arabia	SAU	Wallis and Futuna Islands	WLF
Monaco	MCO	Senegal	SEN	Western Sahara	ESH
Mongolia	MNG	Serbia	SRB	Yemen	YEM
Montenegro	MNE	Seychelles	SYC	Zambia	ZMB
Morocco	MAR	Sierra Leone	SLE	Zimbabwe	ZWE
Mozambique	MOZ	Singapore	SGP		
Myanmar	MMR	Slovakia	SVK		
Namibia	NAM	Slovenia	SVN		
Nauru	NRU	Solomon Islands	SLB		
Nepal	NPL	Somalia	SOM		
Netherlands	NLD	South Africa	ZAF		
Netherlands Antilles	ANT	South Georgia/Sandwich Islands	SGS		
New Caledonia	NCL	Spain	ESP		
New Zealand	NZL	Sri Lanka	LKA		
Nicaragua	NIC	Sudan	SDN		
Niger	NER	Suriname	SUR		
Nigeria	NGA	Svalbard and Jan Mayen	SJM		
Niue	NIU	Swaziland	SWZ		
Norfolk Island	NFK	Sweden	SWE		
Northern Mariana Islands	MNP	Switzerland	CHE		
Norway	NOR	Syrian Arab Republic	SYR		
Oman	OMN	Taiwan, China	TWN		
Pakistan	PAK	Tajikistan	TJK		
Palau	PLW	Tanzania	TZA		
Palestinian Territory	PSE	Thailand	THA		
Panama	PAN	Togo	TGO		
Papua New Guinea	PNG	Tokelau	TKL		
Paraguay	PRY	Tonga	TON		
Peru	PER	Trinidad and Tobago	TTO		
Philippines	PHL	Tunisia	TUN		

Test Center List

Test Center List

Appendix B

For the most current test center list, please visit www.mba.com/testcenterlist or contact GMAT Customer Service in your region.

United States and U.S. Territories

State/City	Site ID	State/City	Site ID	State/City	Site ID
Alabama		Connecticut (continued)		Indiana (continued)	
Birmingham	46960	Wethersfield	46988	Fort Wayne	47018
Decatur	46962	Delaware		Indianapolis	47020
Dothan	46961	Dover	46991	Merrillville	47019
Mobile	46963	Newark	46992	Muncie	51813
Montgomery	46964	District of Columbia		Terre Haute	47021
Tuscaloosa	51803	Washington	46990	Iowa	
Alaska		Florida		Coralville	47010
Anchorage	46959	Deerfield Beach	54858	Davenport	47169
American Samoa		Gainesville	46994	Sioux City	47011
Pago Pago	46968	Jacksonville	46995	West Des Moines	47009
Arizona		Miami	46996	Kansas	
Flagstaff	52244	Orlando	46997	Hays	47415
Mesa	46969	Plantation	46993	Pittsburg	52243
Phoenix	46970	Port Charlotte	46998	Topeka	47172
Tucson	46971	St. Petersburg	54863	Wichita	47173
Arkansas		Tallahassee	46999	Kentucky	
Fayetteville	52906	Tampa	47000	Lexington	47174
Fort Smith	46965	Georgia		Louisville	47022
Little Rock	46966	Albany	47001	Louisiana	
State University	52476	Atlanta–North	47003	Baton Rouge	47023
Texarkana	46967	Atlanta–South	47002	Metairie	47024
California		Augusta	47004	Monroe	53845
Anaheim	46972	Macon	47005	Shreveport	47025
Fresno	46973	Savannah	47006	Maine	
Gardena	46974	Guam		Bangor	47035
Oakland	46975	Tamuning	47007	Westbrook	47175
Ontario	46976	Hawaii		Marianas Protectorate	
Pasadena	46977	Honolulu	47008	Saipan	47030
Redding	46978	Idaho		Maryland	
Roseville	46979	Boise	47012	Baltimore	47031
San Diego	46980	Pocatello	51814	Bethesda	47032
San Diego – North	54866	Illinois		Columbia	47033
San Francisco	46981	Champaign	53142	Salisbury	47034
San Jose	46982	Chicago–N. LaSalle	47168	Massachusetts	
Santa Maria	46983	Chicago–Wacker	53460	Boston–Back Bay	53457
Westlake Village	46984	Chicago–Financial District	54559	Boston–Financial District	47026
Colorado		Marion	47013	Springfield	47028
Greenwood Village	46986	Peoria	47014	Waltham	47027
Pueblo	46987	Schaumburg	47015	Worcester	47029
Westminster	46985	Springfield	47016	Michigan	
Connecticut		Indiana		Ann Arbor	47036
Wallingford	46989	Evansville	47171	Grand Rapids	47037

State/City	Site ID
Michigan (continued)	
Lansing	47176
Marquette	48014
Mt. Pleasant	52223
Southfield	47039
Troy	47040
Minnesota	
Bloomington	48623
Brooklyn Park	47043
Eagan	47042
Hermantown	47041
Rochester	47044
St. Cloud	53530
Mississippi	
Ridgeland	47049
Tupelo	47050
Missouri	
Columbia	47045
Kansas City	47046
Springfield	47047
St. Louis–Brentwood	47048
St. Louis–South	54861
Montana	
Billings	47051
Helena	47052
Missoula	45511
Nebraska	
Lincoln	47061
North Platte	47178
Omaha	47063
Nevada	
Las Vegas	47070
Reno	47071
New Hampshire	
Concord	47064
New Jersey	
Atlantic City	47065
Lyndhurst	47068
Princeton	47067
Somerset	47066
New Mexico	
Albuquerque	47069
New York	
Albany	47072
Brooklyn	47074
East Syracuse	47082
Endicott	47073
Islandia	47076
New York–Lower Manhattan	47077

State/City	Site ID
New York (continued)	
New York–Manhattan	53459
New York–Midtown Manhattan	49074
Potsdam	52507
Rego Park	47079
Rochester	47080
Staten Island	47081
Utica	47083
Watertown	47084
White Plains	47085
Williamsville	47075
North Carolina	
Asheville	47053
Boone	52150
Charlotte	47054
Greenville	47055
Raleigh	47056
Wilmington	47057
Winston–Salem	47058
North Dakota	
Bismarck	47059
West Fargo	47177
Ohio	
Bath	47086
Beachwood	47089
Cincinnati	47087
Columbus	47090
Dayton	47092
Gahanna	47091
Maumee	47093
Westlake	47088
Oklahoma	
Oklahoma City	47094
Stillwater	51815
Tulsa	47095
Oregon	
Beaverton	47097
Eugene	52807
Medford	47096
Salem	47098
Pennsylvania	
Allentown	47099
Erie	47100
Harrisburg	47101
Horsham	47104
Indiana	54085
Lancaster	47102
Pittsburgh–East	47105
Pittsburgh–West	47106

State/City	Site ID
Pennsylvania (continued)	
Scranton	47107
Wayne	47103
Puerto Rico	
San Juan	47108
Rhode Island	
Warwick	47019
South Carolina	
Columbia	47111
Greenville	47112
Myrtle Beach	52453
North Charleston	47110
South Dakota	
Sioux Falls	47113
Tennessee	
Chattanooga	47114
Johnson City	47115
Knoxville	47116
Martin	52466
Memphis	47117
Nashville	47118
Texas	
Abilene	47119
Amarillo	47120
Austin	50509
Beaumont	52024
Bellaire	47121
Corpus Christi	47122
Dallas	47123
Edinburg	50860
El Paso	47124
Houston	47126
Houston – North	54860
Hurst	47125
Lubbock	47127
Midland	47128
Nacogdoches	50353
San Antonio	47129
Tyler	47130
Waco	47131
Wichita Falls	53283
Utah	
Draper	47133
Ogden	47132
Vermont	
South Burlington	47140
Virginia	
Lynchburg	47135
Newport News	47136

State/City	Site ID
Virginia (continued)	
Richmond	47137
Roanoke	47138
Vienna	47134
Virgin Islands	
St. Thomas	47139
Washington	
Renton	47141
Seattle	53458
Spokane	47142
Yakima	47143
West Virginia	
Charleston	47150
Morgantown	47151
Wisconsin	
Brookfield	47146
Eau Claire	47144
Kenosha	47149
Madison	47145
Wyoming	
Casper	47152
Laramie	52222

Americas

Argentina	
Buenos Aires	54350
Bolivia	
La Paz	48161
Brazil	
Belo Horizonte	200050192
Brasília	43594
Curitiba	44771
Porto Alegre	200050417
Rio de Janeiro	54645
São Paulo	50483
Canada	
Calgary, Alberta	54974
Edmonton, Alberta	47255
Halifax, Nova Scotia	54203
Montreal, Quebec	50485
Ottawa, Ontario	42200
Pickering, Ontario	39515
Regina, Saskatchewan	53978
St. John's, Newfoundland	53720
Toronto, Ontario	50484
Vancouver/Burnaby, British Columbia	50486
Victoria, British Columbia	55496
Windsor, Ontario	200050133
Winnipeg, Manitoba	53471

State/City	Site ID
Chile	
Santiago	54566
Colombia	
Bogota	50682
Medellin	46802
Costa Rica	
San Jose	44928
Dominican Republic	
Santo Domingo	48351
Ecuador	
Quito	46801
El Salvador	
San Salvador	47746
Guatemala	
Guatemala City	50734
Honduras	
Tegucigalpa	46138
Jamaica	
Kingston	200049541
Mexico	
Guadalajara	53336
Mexico City	50503
Monterrey	51601
Nicaragua	
Managua	51111
Panama	
Panama City	51026
Paraguay	
Asuncion	54797
Peru	
Lima	10329
Trinidad and Tobago	
San Fernando	53813
Uruguay	
Montevideo	48695
Venezuela	
Caracas	48834

Asia-Pacific

Australia	
Adelaide	52717
Brisbane	51337
Melbourne	52061
Melbourne - South	43250
Perth	51338
Sydney	50482
Bangladesh	
Dhaka	51276
China	
Beijing	50488

State/City	Site ID
China (continued)	
Chang Sha	51045
ChengDu	51046
Dalian City	51047
Guangzhou	50489
Harbin City	51048
Hong Kong	50493
Jinan City	51049
Nanjing	51051
Shanghai	50487
Wuhan City	51052
Xiamen City	51053
Xian City	51054
India	
Ahmadabad	51274
Allahabad	51275
Bangalore	50497
Calcutta	49441
Chennai	50498
Cochin	51277
Hyderabad	50496
Mumbai	50494
New Delhi	50495
Patna	55030
Ranchi	200049038
Uttar Pradesh	51275
Indonesia	
Jakarta	51279
Surabaya	48597
Japan	
Fukuoka - shi	200049015
Nagoya - shi	42954
Okinawa - Naha	51449
Osaka - shi	53935
Sapporo - Hokkaido	49315
Tokyo	50500
Yokohama	50501
Korea	
Pusan	TBD
Seoul	50502
Malaysia	
Kuala Lumpur	52661
Bayan Lepas	50063
Myanmar	
Rangoon	55682
Nepal	
Lalitpur	47729
New Zealand	
Auckland	47223

State/City	Site ID	State/City	Site ID	State/City	Site ID	State/City	Site ID
New Zealand (continued)		Denmark		Kenya		Serbia	
Christchurch	51057	Viborg	55249	Nairobi	44298	Belgrade	55116
Pakistan		Copenhagen	44980	Kuwait		South Africa	
Islamabad	51626	Egypt		Kuwait City	50285	Johannesburg	55315
Karachi	51631	Cairo	50557	Latvia		Cape Town	54579
Lahore	51385	Ethiopia		Riga	55577	Spain	
Philippines		Addis Ababa	43294	Lebanon		Barcelona	46419
Cebu City	49491	Finland		Beirut	46832	Madrid	50505
Manila	23011	Helsinki	46247	Zalka-Metn	45171	Seville	31188
Singapore		France		Lithuania		Sweden	
Singapore	50504	Aix-en-Provence	50996	Vilnius	49448	Göteborg	43711
Sri Lanka		Bordeaux	50995	Macedonia		Stockholm	55626
Colombo	2923	Lille – Villeneuve d’Ascq	52450	Skopje	55123	Switzerland	
Taiwan, China		Lyon	51594	Mauritius		Lausanne	42479
Kaohsiung	43587	Saint-Herblains	51071	Quatre Bornes/Port Louis	50378	Wallisellen/Zurich	55791
Taipei	50506	Paris	50490	Moldova		Tanzania	
Thailand		Strasbourg Cedex	3666	Chisinau	55294	Dar es Salaam	48823
Bangkok	50507	Toulouse	51720	Morocco		Tunisia	
Chiang Mai	51272	Georgia		Rabat	46539	Tunis	48405
Vietnam		Tbilisi	55371	Netherlands		Turkey	
Hanoi	200050247	Tbilisi II	46684	Amsterdam	48019	Ankara	47374
Ho-Chi-Minh City	50923	Germany		Utrecht	200048860	Istanbul	50508
Europe, Middle East, and Africa		Berlin	47950	Nigeria		Izmir	55379
		Düsseldorf	TBD	Abuja	51024	Uganda	
		Frankfurt	50491	Lagos	27688	Kampala	50972
		Hamburg	1164	Norway		Ukraine	
		Munich	44796	Oslo	43795	Kiev	43302
Armenia		Ghana		Oman		United Arab Emirates	
Yerevan	48471	Accra	44443	Muscat	55286	Abu Dhabi	49336
Austria		Greece		Poland		Dubai	49335
Vienna	55758	Athens	50492	Warsaw	50971	United Kingdom	
Azerbaijan		Thessaloniki	49042	Portugal		Belfast	48868
Baku	55176	Hungary		Lisboa	31655	Crawley	48891
Bahrain		Budapest	43001	Porto	37044	Edinburgh	48901
Manama	48200	Iceland		Qatar		Glasgow	48909
Belgium		Reykjavik	44017	Doha	46778	London	50140
Brussels	29154	Ireland		Romania		Manchester	48978
Botswana		Dublin	52158	Bucharest	46816	Reading	48974
Gaborone	45647	Israel		Russia		Stockport	48995
Bulgaria		Tel Aviv	50499	Moscow	28866	Sutton Coldfield	49001
Sofia	43146	Italy		Novosibirsk	200050065	Watford	49011
Cameroon		Milano	55341	St. Petersburg	42462	Uzbekistan	
Yaounde, Douala	44584	Milano II	200050326	Saudi Arabia		Tashkent	42424
Croatia		Roma	54739	Damman (Men only)	44647	Yemen	
Zagreb	55222	Ivory Coast (Côte d’Ivoire)		Damman (Females only)	51379	Sana’a	55732
Cyprus		Abidjan	46743	Riyadh (Men only)	36112	Zambia	
Nicosia	200049010	Jordan		Riyadh (Females only)	51380	Lusaka	53964
Czech Republic		Amman	40103	Senegal		Zimbabwe	
Prague	41962	Kazakhstan		Dakar	55731	Harare	55167
		Almaty	49554				

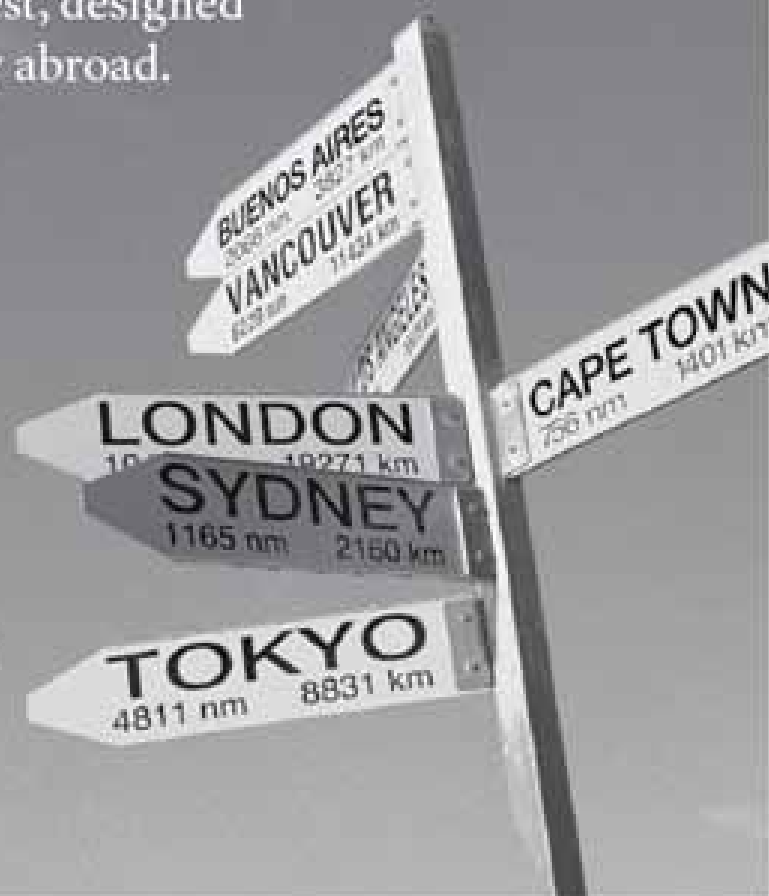
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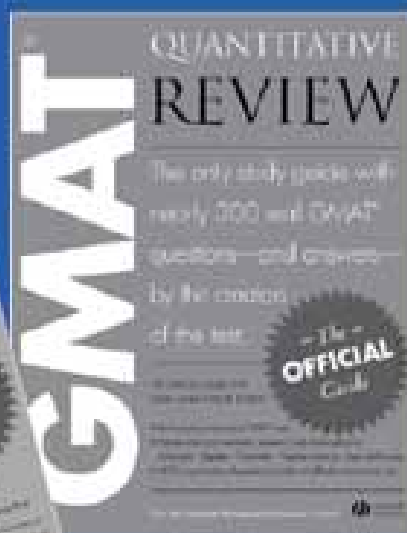
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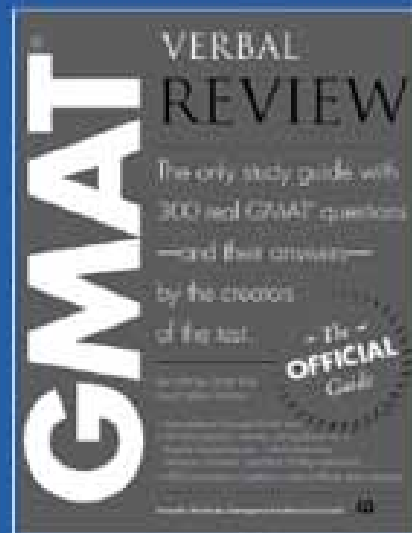
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