



May 6, 2020

To our partners at the Federation of State Boards of Physical Therapy (FSBPT), test takers, and stakeholders:

Prometric recognizes the critical importance that the FSBPT assessment program has in the effective administration of the physical therapy licensure process, and that the development and on-going maintenance of this testing program is core to FSBPT's mission. We take our role in providing high quality, reliable assessment services to the individuals sitting for these examinations very seriously. This includes ensuring appropriate, convenient access to testing appointments as well as providing candidates with timely, accurate, and consistent program information.

Recognizing the impact that the necessary cessation of in-center testing has had on the FSBPT program over the past several weeks, we have been working diligently to re-establish testing at our locations across North America and around the world as quickly and safely as possible, where able to do so by local regulations. We have simultaneously begun to re-open test schedules, prepare for new operational procedures, and communicate with the testing population concerning the status of existing appointments in order to preserve as many testing opportunities as possible. We recognize that our communications to your test takers and other stakeholders has at times been inadequate and may have caused unnecessary confusion and frustration. In response, we have applied new processes to improve our communication and response times, and continue to work to identify areas for improved service.

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

Our singular mission is to be able to give you a safe and professional testing experience. If you have a concern or issue in the days ahead, please utilize our "Contact Us" form on Prometric.com. This is the quickest and best way to communicate with us and will ensure we have all of the information required to address your needs. Until then, stay safe and vigilant.

Sincerely,

Roy Simrell
President and Chief Executive Officer