

®

Information Bulletin

» **Learn**
about the GMAT



» **Register**
for the GMAT



» **Take**
the GMAT



» **Send**
your scores

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your scores



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The *GMAT® Information Bulletin* contains all you need to know about taking the Graduate Management Admission Test® (GMAT®), used in admission decisions by graduate business and management programs around the world.

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Notice: The information contained in this edition of the *GMAT Information Bulletin* pertains to the GMAT exam consisting of a 60-minute Analytical Writing Assessment, followed by 75-minute Quantitative and Verbal Sections. The Next Generation GMAT exam will include a 30-minute Analytical Writing Assessment and a 30-minute Integrated Reasoning section. A new *GMAT Information Bulletin* for the Next Generation GMAT exam will be released in early 2012. For more information on how the exam will change in 2012, go to mba.com.

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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, 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 as amended, 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 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 exam: 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 issues, misconduct, or serious violations).
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 issues or 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 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 respond to 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 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 forfeiture of the test fee.
12. Promptly inform the appropriate person(s), as specified to you by Pearson VUE, 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 confidentiality and intellectual property rights of GMAC in all test items and test materials.
16. Be aware that any violation of the GMAC testing rules or 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 almost 5,000 graduate management programs at approximately 1,900 schools.

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 core curriculum of study in 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 area. 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, 2011. 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 mba.com for the most up-to-date information and mba.com/bulletinupdates for updates since this publication was printed.

GMAT Customer Service

Visit mba.com for quick answers to most of your questions and the latest GMAT information. If you have additional questions, complaints, or concerns, contact GMAT Customer Service in your region (see page 4) by email, telephone, fax, or postal mail. Email, fax, and mail inquiries generally will be answered within three business days of receipt. 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

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(if known), your GMAT ID (if known), telephone number, fax number, and email address.

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 in advance, available appointments fill up quickly. Please note that you may not schedule an appointment more than six 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. You must also list the country of citizenship on the identification you will present on test day. If this information does not EXACTLY 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 example, if your first (given) and last (family) names do not exactly match the ID that you will be presenting. 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 to 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

GMAT Customer Service

AMERICAS

Email: GMATCandidateServicesAmericas@pearson.com

Telephone: 1(800) 717-GMAT (4628) (toll-free within the US and Canada only),
7 am to 7 pm Central Time

Telephone: +1 (952) 681-3680, 7 am to 7 pm Central Time

Fax: +1 (952) 681-3681

ASIA PACIFIC

Email: GMATCandidateServicesAPAC@pearson.com

Telephone: +60 38318 9961, 9 am to 6 pm Australian Eastern Standard Time

In India: +91 120 439 7830, 9 am to 6 pm Indian Standard Time

Fax: +60 38319 1092

CHINA

Email: gmatservice@neea.edu.cn

Web: gmat.etest.edu.cn or gmat.etest.net.cn

Telephone: +86 10 62798877, 8:30 am to 5 pm Beijing Time

Fax: +86 10 82520243

EUROPE/MIDDLE EAST/AFRICA

Email: GMATCandidateServicesEMEA@pearson.com

Telephone: +44 (0) 161 855 7219, 9 am to 6 pm Greenwich Mean Time

Fax: +44 (0) 161 855 7301

MAIL

All mail inquiries should be sent to the address listed below. Please keep in mind that it can take up to eight 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

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 at 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 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 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, date of birth and country of citizenship exactly as they appear on the identification you will present at the test center.**

Do not use nicknames in your registration if your identification is in your full, formal name. Fee payments for test appointments made online can be made only by credit card (see “Paying for the GMAT Exam,” page 5).

Phone: To schedule your test appointment by phone, contact GMAT Customer Service in your region (see above). Fee payments for test appointments made by phone can be made only by credit card (see “Paying for the GMAT Exam,” page 5).

Postal Mail or Fax: To schedule your appointment by mail or fax, complete the GMAT appointment scheduling form located on mba.com 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,” below). *Requests received without payment will be returned unprocessed.*

Your appointment will be confirmed via email if you provide an email address when you register. Email confirmation notices are sent soon after Pearson VUE schedules your appointment.

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*. Therefore, please read this *Bulletin* carefully to make sure you understand all of the terms and conditions. Updates since this publication was printed are available at mba.com/bulletinupdates.

Paying for the GMAT Exam

Visit 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 or your check fails to clear your bank, 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 US 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 mba.com/gmatfees for current tax information.) Please keep in mind that it can take up to eight 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 mba.com/gmatfees.

If payment is not submitted in US 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, Changing, or Canceling Your Appointment

If you decide to reschedule or cancel your test appointment or make any changes to your test confirmation, you can do so online or by phone (follow the instructions in “Registering for the GMAT Exam” on page 4). To avoid having to pay the full test fee again, you must visit mba.com or call GMAT Customer Service to reschedule at least seven calendar days before the original appointment date and time. You will be charged a service fee for each appointment you choose to change or reschedule. The new appointment must be within six months of the date you reschedule your appointment. Depending on local laws, if you reschedule within seven calendar days of your original appointment, the fee may not be refunded, and you may be charged the full test fee for the new appointment. Visit mba.com to obtain current rescheduling fee information. Refunds are made

in US 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. Fees and refund amounts are subject to change without notice.

Requesting Test Accommodations

GMAC is committed to providing access to the GMAT exam by offering reasonable accommodations in accordance with the United States Americans with Disabilities Act, as amended, 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 to four weeks, and you must receive an accommodation approval before scheduling a GMAT appointment. Score reports contain no indication of whether a test was taken with accommodations.

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

To request an accommodation not related to a disability (i.e., personal care product accommodations), please contact GMAT Customer Service in your region. You must contact GMAT Customer Service prior to testing, as these items are not allowed in the testing room without an accommodation.

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, palm vein pattern (and in some cases, a fingerprint), and audio/video recordings 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 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 verification. You must present a valid ID at the test center that **exactly matches** the name you used when scheduling your exam. In addition, a digital photograph, signature, palm vein pattern (and, in some cases, a fingerprint) will be collected at the test center. You must sign the GMAT Examination Testing Rules & Agreement and agree to the Non-Disclosure Agreement before starting your test.

Personal items, such as cellular (mobile) phones, watches, hats (and other head coverings) food, drinks, backpacks, purses, personal care (lip balm, tissue, earplugs etc.), and handbags are not permitted in the testing room. Certain personal care items (such as tissue and ear plugs) may be available at the test center upon request. Please contact GMAT Customer Service in your region prior to testing to make arrangements.

¹ Please see Policies and Procedures on page 12 for more details.

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. You should dress to adapt to variations in room temperature.

The GMAT exam is administered in an individualized environment with separate workstations. The test room is 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 15 for additional information.

Presenting Appropriate Identification

You **MUST** present acceptable and valid original identification, 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, which include providing official identification in which the spelling of your name, date of birth, and country of citizenship exactly match what you provided when you registered. 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 institu-

tions that received your scores and may include the reason for the cancellation.

If your country of citizenship changes between when you register for your appointment and your actual testing appointment, **it is your responsibility** to update your profile on **mba.com** or by contacting GMAT customer service.

Note: If you have questions about or need to request an exception to the following ID requirements, please contact GMAT Customer Service at least 24 hours **BEFORE** your scheduled appointment.

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

Acceptable Forms of ID

- Passport (mandatory in some countries and required if testing outside your country of citizenship)*
- 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 (US only)
- Permanent resident/green card (US only)

- be an originally issued ID (no photocopies)

Your identification must also include:

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

If you cannot provide one form of ID that includes all of these, you will be required to present a sec-

continued on page 8

continued from page 6

ond ID from the above list of acceptable IDs that includes the missing element(s). In many countries, the only form of identification that meets the requirement is a passport.

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

***Depending on where you are testing or if you are testing outside your country of citizenship, special ID requirements may apply as follows:**

*Your ID (passport or other government-issued identification) may be scanned or copied during check-in as part of the GMAT exam security procedures.

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

*If you are a citizen of Taiwan and testing in China, you can present your Chinese entry permit and the Mainland Travel Permit (Tai Bao Cheng) as your identification document.

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

***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, against which trade, export, boycott, or other sanctions have been imposed by the US 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, or a citizen of Syria living in Syria, you must schedule your appointment by phone through GMAT Customer Service.

*If you are a citizen of North Korea or Sudan, living in your country of citizenship, you may visit mba.com or contact GMAT Customer Service to schedule your appointment.

*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, PAN cards, voter ID cards, employee or student IDs, letters from your university or college, IDs with physical descriptions in place of photos, photocopies, any ID that appears altered, 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 required to follow during and after your testing experience. The agreement may vary to comply with the local laws in the country in which you are testing. Please visit mba.com/mba/thegmat/testday/testcenterregulations.htm 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 is not 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. If I have brought these into the test center, I will leave them in my locker and will not access them until after I have finished taking my exam and I have checked out with the test administrator. I am not to access any of these, even to check the time, as a clock is provided in the test center. Violation of this policy could lead to confiscation of the prohibited devices by the test administrator, and my test may be invalidated.

- Other personal items, including but not limited to wallets, personal care products (lip balm, tissues, ear plugs), watches, purses, hats, bags, or coats, are not allowed in the testing room. I will store these items in the locker indicated by the administrator. Neither GMAC nor the testing center is responsible for lost, stolen, or misplaced personal items.

- Before I enter the testing room, the testing administrator will provide me with one erasable noteboard booklet and a marker. I will not use these materials until after the tutorial 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, making noise, or doing any activity that creates a disturbance for other test takers or the test center personnel is 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 administrator 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 or completing the essay portion of my exam. I will ask the administrator if I need assistance.

- There are two 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 section of the exam. If I choose not to take a break, I will not have additional time to work on the exam sections. If there is an emergency, I may also take an **unscheduled break** during timed sections of the exam. 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 certain 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, any type of electronic or communication devices, study notes or 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 record, copy, or disclose any exam question or answer, in whole or in part, in any form or by any means, before, during or after the exam (orally, in writing, on any Internet “chat room,” or otherwise).
- I will not write on my clothing, body, or identification at any time before, during or after the exam. Any writing found on my person, clothing, etc. constitutes cheating and will result in a canceled score and a ban from testing. It is not the test administrator's responsibility to verify what is written; any writing found is forbidden.
- When I am finished, I will raise my hand. The

administrator will come to my workstation and ensure my exam has ended 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 noteboard 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 personal information (including without limitation exam results, digital photograph, signature, audio/video recording, palm vein pattern template and, in some cases, a digital fingerprint), I can refer to the GMAC Privacy Policy available in the *Bulletin* and at **mba.com**.

If I do not follow the rules or if 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 before starting your test. This NDA discusses the ownership of the test records as well as your obligations 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 exam for a valid educational or legal purpose, and agree to the GMAT NDA and Terms of Use policies.

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

- GMAT fees, re-test 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
- Privacy policies describing the collection, processing, use and transmission to the United States of my personally identifiable data (including the digital photograph, palm vein pattern, and in some cases, a fingerprint, 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
- 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 before, during or after the exam (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 test.
- I may be subject to other consequences, as GMAC deems appropriate.

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 the time allotted, 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.

Self-Canceled 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. GMAT scores cannot be partially canceled. 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.
- 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 exam-

inee violates certain rules regarding impermissible examinee conduct. See pages 12–21 of this *Bulletin*.

Ending Your Exam

If you decide, while testing, 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 test 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.
- The canceled score will be reported on future score reports.

Sending Your GMAT Scores to Schools

Before test day, you should decide which GMAT using programs at graduate business schools 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 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 submitted 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 mba.com/gmatprograms. 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 immediately.

It is improper for any examinee to alter a score report in any way or to provide a score report that is inaccurate or false to a school or program. 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 where a GMAT score was sent or requested, and a ban on future testing.

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 programs, you may use the Additional Score Reporting service. Please remember that you should not order Additional Score Reports until after you have received your Official Score Report. 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 days of the request being received. Scores from all the GMAT exams you have taken in the last five years will be reported. You may order an Additional Score Report by:

- Going to mba.com and ordering by credit card
- Calling GMAT Customer Service or faxing the Additional Score Report Request Form found on mba.com with a credit card number
- 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 years, but less than 10 years, prior to the day you are making the request, can be made by calling GMAT Customer Service in your region. Because scores that are more than five years old are outdated and can present interpretation problems, they are sent to schools with a statement indicating the special nature of the scores. Score reports more than 10 years old are not available. **Note: If you have taken the GMAT exam within the past five years, you may not request older score reports.**

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 test center. 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 your designated score-report recipients within 20 days after the test. Official Score Reports include all GMAT score results you have achieved in the past five years, as well as the essays from your most recent GMAT exam. You will receive an email 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 by phone for a replacement code.

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 taken 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.

Retest Policy

You may take the GMAT exam only once within any 31 consecutive calendar days and no more than five times within any 12 consecutive calendar months. In addition, if you score 800 on the exam, you will be prohibited from testing for five 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 exam and have a complaint or concern about the test or a test center, send your written complaint or concern by email, 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. These activities could give an unethical and potentially unqualified test taker an unfair advantage in the test—and in business school admissions—over those who have taken the test honestly. It is in the interest of ethical test takers to report questionable behavior of others. Our general 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 GMAT testing terms and conditions.

To report testing violations or to appeal a decision that was made in an incident that occurred with you, please contact Pearson VUE Test Security in writing:

Web:

pearsonvue.com/contact/gmat/security

Email: 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 email. Remember, it can take up to eight weeks for letters to reach the US from some countries.

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.**

GMAC reserves 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 (when you walk into the test center doors), 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 & Agreement (see page 8) with a digital signature.
- The test administrator will digitally take your photograph, palm vein pattern, and in some cases, a fingerprint (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 also be asked to agree to comply with the GMAT Non-Disclosure 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, bags, hats (and other head coverings), large jewelry and hair clips, 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, or comfort aid, we highly recommend that you contact customer service prior to your testing appointment.* **No devices or testing aids may be used or accessed during the test session or during breaks.** Prohibited items and conduct include, but are not limited to, ear plugs, beepers, pagers, pens, pencils, calculators, lip balm, watch calculators, books, pamphlets, notes, including writing on articles of clothing or on one's body, 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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- 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 the prohibited devices or materials by the test administrator and invalidation of your scores.
- The test administrator will provide you with the equivalent of five 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 and 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 email; 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 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 designated area. This policy varies depending on the test center location, and it is your responsibility to ask the test administrator in advance 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 there is an emergency and 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 page 15.
- 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[®]) database. 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. 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 “Testing Issues,” “Misconduct,” and “Serious Violations,” this page. For information about challenging a decision concerning your testing, see “Examinee Remedies,” this page.

Test Ownership and Security

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 of the GMAT exam, including, but not limited to, the GMAT test questions, software, and algorithm, are the valuable intellectual property of GMAC, ACT, and/or Pearson VUE, whose rights include copyright and/or trade secret rights. These rights are protected. In particular, the GMAT test questions administered at test centers are the 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 violates this confidentiality obligation.

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 US and international intellectual property laws and treaties and of your confidentiality obligations. GMAC 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. Testing irregularity identifiers that may be listed on Official Score Reports include “Testing Issues,” “Misconduct,” and “Serious Violations.”

Testing Issues

The phrase “testing issues” refers to events that affect the administration of a test. When testing issues occur, they may affect an individual examinee or multiple test takers. Such issues include, but are not limited to, administrative errors (such as improper timing, improper seating, defective materials, or defective equipment); issues related to registration or payment; improper or inadvertent access to or disclosure of test content; and disruptions of test administrations (such as natural disasters or illness, or other emergencies). In addition, 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 which may include, without limitation, unusual answer patterns, unusual score increases from one exam to another, and inconsistent performance on different parts of the test. If a testing issue 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. In addition, a notation that a “testing issue” occurred may appear on the report. When, in the judgment of GMAC and/or Pearson VUE, it is appropriate to do so, GMAC will give affected test takers the opportunity to take the test again as soon as possible without charge.

Misconduct

Misconduct includes disruptive behavior that interfered with other test takers or test center personnel or noncompliance with any term or condition in the GMAT Information Bulletin, the GMAT Examination Testing Rules & Agreement, or the GMAT Non-Disclosure Agreement and General Terms of Use Statement (e.g., accessing a cellular phone or study materials during a break), other than incidents that are characterized as “Serious Violations,” as defined below.

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.

If your score is canceled due to a policy violation, your Official Score Report sent to schools will reflect a reason code of “M” for Misconduct and explain the types of incidents that cause score invalidation for misconduct as detailed above.

Serious Violations

Serious violations include but are not limited to, discrepancies in or falsification of a test taker’s identification, improper or unauthorized access to or any disclosure of test content prior to, during, or after the test administration; proxy testing; or falsification of score reports. If a serious violation occurs as determined in the sole judgment of GMAC, Pearson VUE or test center personnel, we may deny access to or dismiss the test taker from the test center or decline to score the test and/or cancel or withhold the test scores and may also pursue other appropriate remedies.

If your score is canceled due to a serious incident such as cheating, proxy testing, or providing falsified score reports or identification, your score report will reflect a reason code of “S” for Serious Violation. The Official Score Report sent to schools explains the types of incidents that cause score invalidation for serious violations as detailed above. In addition, a detailed letter outlining your offense may be provided to schools. Official Score Reports may be updated, and schools may be notified, if serious violations are discovered long after the incident occurred.

Examinee Remedies

CHALLENGING A DECISION CONCERNING YOUR TESTING

In most, 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 or appealing the cancellation decision by contacting GMAT Customer Service in the test taker's region by email, phone, mail or fax (see page 4). 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. 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 or personal knowledge of such access 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. These examinees may appeal the cancellation by contacting GMAT Customer Service in their region by email, phone, mail or fax (see page 4). A score cancellation will appear on the test taker's Official Score Report and may include a notation that the cancellation was for a "serious violation."

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 are properly processed, and that GMAT exams 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 exam, 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 preparing, 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 exam 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 non-scoring 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 state or federal 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, palm vein pattern, audio/video recording collected at the test center, and in some cases, a digital fingerprint. 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 mba.com/privacy.

The GMAC Privacy Policy covers PII collected directly from you by GMAC and/or its service providers online through 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 generally 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 mba.com/privacy at the time you provide your information. If you are submitting an accommodation request, you also consent to the processing of this request

in the United States by GMAC, Pearson VUE, and their service providers and external reviewers, exclusively for the purpose of allowing GMAC to evaluate your request for a test accommodation. 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 mba.com/privacy.

Collection and Use of Your Information

You may register for the GMAT exam through GMAT Customer Service (see page 4) via telephone, fax, postal mail, or on our Web site at 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 email address
- Background information such as demographics, country of citizenship, native language, and education history; and for US 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 identifi-

cation, a digital photograph, signature, palm vein pattern, audio/video recording of the test experience captured at the test center, and in some cases, a digital fingerprint—see special note about palm vein pattern, and fingerprint collections on page 18)

- 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) database. 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 mba.com/privacy for more information).

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

- Register you for the GMAT exam, 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
- Conduct research concerning the GMAT exam
- 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 test related activity; conducting research; and fulfilling 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 mba.com or via GMAT Customer Service. For a current list of opt-in choices, please refer to the Privacy Policy located at 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 palm vein pattern template, or fingerprint collected at a test center are maintained, and cannot be altered or destroyed, for five years from your most recent testing date.

Also, to protect the security and integrity of the exam, test takers generally 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. We may retain information about certain test takers who have been found to have engaged in Misconduct or Serious Violations, as defined in this Bulletin, for longer periods than those

listed above. Test takers in countries where access may be allowed by applicable law may request access by contacting privacy@gmac.com; these requests will be handled in accordance with applicable law.

Special Note Regarding Palm Vein Pattern and Fingerprint Collection

Where allowed by law, a palm vein pattern template, and in some cases, a fingerprint from a single finger, will be collected when you first arrive at the test center, and again each time you leave and re-enter the test room after 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 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

GMAC recognizes its 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, certain scoring services, and test related surveys.
- 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 “Accessing Score Reports” on page 11 for additional information.
- GMASS subscribers: 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 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 organizations, or wish to report problems in

opting out, visit this page: mba.com/mba/schoolsandprograms/howschoolsfindyou, or you may contact the GMAC chief privacy official using the contact information provided on page 20.

- 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 mba.com Privacy Policy or by contacting the GMAC chief privacy official using the contact information on page 20. As of the date of this publication, specific notices are provided for residents of Argentina, Croatia, France, Greece, Hungary, Romania, Spain, and Sweden, and in the United States, for residents of the State of California.

Law Enforcement and Fraud Prevention

GMAC may provide access to personal information as required by law, to comply with requirements in a judicial or other governmental

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proceeding (for example, a court order, warrant or subpoena), or in instances where we determine that it is necessary in order to detect or prevent fraud or other unlawful activity.

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 US state and federal laws, and participate in the TRUSTe Privacy Seal Program. For more information, view the Privacy Policy at 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 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 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:

- Email privacy@gmac.com*
- Call +1(703) 668-9600 or toll-free in the United States 1(800) 811-8042
- Write to:
Graduate Management Admission Council
Attention: Chief Privacy Official
11921 Freedom Drive
Suite 300
Reston, VA 20190
USA

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

Test Security Rules

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 or to be accessed in the test center. ■ 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. 	<ul style="list-style-type: none"> ■ Score cancellation ■ Additional consequences if used in an attempt to disclose or access exam content
Personal item	<ul style="list-style-type: none"> ■ Personal items are not allowed in the testing room. ■ Personal items include: wallets, purses, food, drink, tissue, lip balm, watches, hats, overcoats, writing utensils, large jewelry or hair clips, ear plugs, 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 and may not be accessed for any reason 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, digital watches, ear phones, etc. 	<ul style="list-style-type: none"> ■ Score cancellation ■ Additional consequences if used in an attempt to disclose or access exam content
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 or test center personnel are prohibited. ■ Actions or activities that interfere with the administrator or other employees from operating the test center in a quiet, safe and efficient manner are not allowed. 	<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"> ■ Altering an unofficial or Official GMAT Score Report in any manner, including changing scores, percentiles, dates or creating a fraudulent report, personal information, etc., is prohibited. 	<ul style="list-style-type: none"> ■ Score cancellation ■ Notification to schools, including the general reason for cancellation ■ A ban on future testing ■ Other possible legal remedies
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 fake or altered identification, etc. 	<ul style="list-style-type: none"> ■ Score cancellation ■ A ban on future testing ■ Notification to schools, including the reason for cancellation ■ Other possible legal remedies
Disclosing and/or accessing exam content	<ul style="list-style-type: none"> ■ Disclosing or accessing 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, test prep programs, test center communication, books, etc. 	<ul style="list-style-type: none"> ■ Cancellation of GMAT scores ■ A ban on future testing ■ Notification to schools, including the general reason for cancellation ■ Other possible legal remedies
Fraudulent payment	<ul style="list-style-type: none"> ■ Using a fraudulent payment method to register for the GMAT exam is prohibited. 	<ul style="list-style-type: none"> ■ Cancellation of GMAT scores ■ Notification to schools, including the general reason for cancellation ■ A ban on future testing ■ Other possible legal remedies

AT THE TEST CENTER, YOU MUST SIGN THE GMAT EXAMINATION TESTING RULES & AGREEMENT AND AGREE TO THE NON-DISCLOSURE AGREEMENT BEFORE STARTING YOUR TEST.

About the GMAT Exam

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 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 as the GMAT 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 mba.com/gmatprep. Before you go to the test center, GMAC recommends that you review the practice tests included with the software.

The GMAT Format

The GMAT exam includes Analytical Writing Assessment, Quantitative, and Verbal sections, administered in that order. For the Analytical Writing Assessment, you will be presented with two essay topics, one requiring analysis of an argument and another requiring analysis of an issue. You will type your essays using the computer keyboard. The Quantitative section consists of Data Sufficiency and Problem Solving questions that are intermingled throughout the section. The Verbal section consists of Sentence Correction, Reading Comprehension, and Critical Reasoning questions that are also intermingled throughout the section. The Verbal and Quantitative sections contain computer adaptive multiple-choice questions.

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.

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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 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 mba.com. The chart on this page provides timing information for each section of the test.

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 Argument task tests your ability to formulate an appropriate and constructive critique of a specific conclusion based upon a specific line of thinking. 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.

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

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.)

control the elements of standard written English. (Only standard American English characters may be used when entering your essay responses.) The argument and issue topics that you will find on the test concern subject matter of general interest, some related to business and some 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 sample AWA topics for both Analysis of an Argument and Analysis of an Issue from 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 your 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. The section requires knowledge of arithmetic, elementary algebra, and commonly known concepts of geometry, but the difficulty of the questions stems from the logic and analytical skills required, not the underlying math skills.

Problem Solving questions require you to use logic and analytical reasoning skills to solve quantitative problems. For each question, you solve the problem and indicate the best of the answer choices given.

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 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 mba.com/gmatprep to download the GMATPrep software.

Test Preparation for the GMAT Exam

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, GMAC offers 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 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 mba.com/gmatprep.

For a more extensive collection 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 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 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, download, print 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, download, print, reproduce, or distribute questions from the actual GMAT exams.

Test-preparation courses and materials 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, 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, participate in or use any test-preparation program or service 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, GMAC offers the following suggestions:

Become familiar in advance with the test, the kinds of questions asked, and directions 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, because you may 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 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, you won't earn points for questions you never get to see.)

To prepare for the Analytical Writing Assessment, practice with sample writing topics listed on 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, 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 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 core curriculum 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 usage guidelines 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 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 to 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, taking the GMAT exam 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 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.

Appropriate Use of GMAT Scores

The GMAT exam is designed to help in the selection for graduate management study, financial aid awards, and counseling and guidance. Its validity, appropriateness, and value in admissions have been well-established through numerous validity studies.

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 core curriculum 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.

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 management 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:

- GMAC has 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 should be used 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' academic 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.

WHAT YOU NEED TO KNOW ABOUT REGISTERING FOR AND TAKING THE GMAT EXAM

The GMAT® exam is your gateway to a graduate management degree at nearly 5,000 programs at approximately 1,900 schools worldwide.

REGISTER FOR THE EXAM:

- Select a test center.** The GMAT exam is delivered by computer at more than 530 test centers in more than 110 countries around the world. Go to mba.com/testcenterlist to find the closest test centers.
 - Schedule your exam.** (Note: If you are requesting testing accommodations for a disability, you must apply for them before you schedule your exam.) Be sure the spelling of your name, your birth date and your country of citizenship EXACTLY match what appears on the government-issued photo ID you will bring to the test center.
 - Online:** Go to mba.com to schedule an appointment. You must register as an mba.com user and check to see if your country charges tax. You must pay with a credit card.
 - Phone:** Contact GMAT Customer Service in your region (see chart below). You must pay with a credit card.
 - Fax or mail:** Printed appointment scheduling forms are available online at mba.com or upon request from GMAT Customer Service in your region. Faxed forms must include a credit card number to be billed; mailed forms can be accompanied by a cashier's check, money order, personal check, or credit card number.
 - Sign up for GMATPrep test.** Go to mba.com/gmatprep to receive a free download with two full-length, computer adaptive tests with retired GMAT questions. The software will help you study and get familiar with the format.
 - Choose up to five programs** where you would like your scores sent as part of your registration fee. Go to mba.com/gmatprograms to find specific programs; note that one institution may have multiple programs. You will select the programs at the test center before you take the exam.
- and include your name in the Roman alphabet. Acceptable IDs include a passport, driver's license, military ID, or permanent resident (green) card. If you're testing outside your country of citizenship, you must bring an unexpired passport. For a complete list of acceptable IDs, please visit mba.com or page 6 of the *Bulletin*.
- Leave study materials, scratch paper, and unneeded personal items at home.** Study materials, cellular (mobile) phones, and other electronic devices are never allowed in the testing rooms, and you are prohibited from accessing them before, during and after the exam. Test centers do have small lockers where personal items may be stored, but most items may not be accessed during breaks. The test center is not responsible for lost, stolen, or misplaced items. Scratch paper and personal writing utensils are not allowed. You will be given five erasable noteboards and a marker to use during the test; they must be returned before you leave.
 - Plan to arrive at least 30 minutes before your appointment time** to check in. If you are more than 15 minutes late for your appointment, you won't be admitted, and you will forfeit your test fee.
 - Be prepared** to present your ID and to have your digital photograph and palm vein pattern taken. You must agree to the GMAT Examination Testing Rules & Agreement with a digital signature and agree to the Non-Disclosure Agreement on the screen before taking the test.
 - After testing, decide whether to keep or cancel your scores.** You must decide whether to cancel your scores before seeing them. You may not cancel some scores, but keep others.
 - If you cancel your scores, you will not see what they are, but the cancellation will be noted on future score reports.
 - If you keep your scores, you will get an unofficial score report at the test center. It will include Verbal, Quantitative, and Total scores. (Analytical Writing Assessment scores are not included.) Your unofficial score report will include an authentication code, which you can use to access your Official Score Report online within 20 days.

ON TEST DAY:

- Bring appropriate ID.** You must bring a government-issued photo ID that is original and valid (not expired). It must be legible

GMAT CUSTOMER SERVICE

Mail:	Pearson VUE-GMAT Program, 5601 Green Valley Drive, Suite 300, Bloomington, MN 55437 USA
Americas:	Email: GMATCandidateServicesAmericas@pearson.com; Fax: +1(952) 681-3681 Telephone: 1(800) 717-GMAT (4628) or +1(952) 681-3680, 7 am to 7 pm Central Time
Asia Pacific:	Email: GMATCandidateServicesAPAC@pearson.com; Fax: +60 38319 1092 Telephone: +60 38318 9961, 9 am to 6 pm Australian Eastern Standard Time; in India, +91 120 439 7830, 9 am to 6 pm Indian Standard Time
China:	Email: gmatservice@neea.edu.cn; Fax: +86 10 82520243; Web: gmatservice.etest.edu.cn or gmatservice.net.cn Telephone: +86 10 62798877, 8:30 am to 5 pm Beijing Time
Europe/Middle East/Africa:	Email: GMATCandidateServicesEMEA@Pearson.com; Fax: +44 (0) 161 855 7301 Telephone: +44 (0) 161 855 7219, 9 am to 6 pm Greenwich Mean Time

FREQUENTLY ASKED QUESTIONS ABOUT THE GMAT EXAM

Q: What ID do I need to bring to the test center?

A: The ID must be government-issued, valid (not expired), original (no photocopies), legible and include:

- A recent, recognizable photo
- Your name in the Roman alphabet, spelled exactly as you provided when you registered
- Your signature
- Your date of birth as you provided at registration

Acceptable IDs include a driver's license, government-issued ID, military ID, permanent resident/green card, or passport. Please visit mba.com or page 6 of the *Bulletin* for more information.

Q: What if I am a citizen of one country and testing in another?

A: You must present a valid, unexpired passport. If you do not have proper identification, contact GMAT Customer Service in your region before your test date.

Q: What if my name has changed between the time I registered and the test appointment?

A: Contact GMAT Customer Service in your region to request a name change.

Q: What if I need my cellular (mobile) phone at the test center?

A: You may not take your cellular (mobile) phone in the testing room, nor may you check or use your phone during breaks. You may store your phone in a locker during your test, but the test administrator is not responsible for lost or stolen items. If there is an emergency, you may ask the test administrator to use the center's telephone during breaks.

Q: Can I access anything from the storage locker during break?

A: You are permitted to access snacks and necessary items, such as medication that has to be taken at a specified time. You may not access study aids, phones, or other electronic devices during breaks.

Q: What if I need more break time than I am given?

A: Breaks are timed, and any extra time taken will be deducted from the time you are given to complete the next section.

Q: What if I need an unscheduled break?

A: If there is an emergency, raise your hand to get the administrator's attention. The administrator will set your workstation to break mode, and you may leave the testing room. The exam timer will NOT stop during your unscheduled break.

Q: What if I need to reschedule my exam?

A: Visit mba.com or call GMAT Customer Service. If you reschedule at least seven days before your original test date, you will be charged a service fee but won't forfeit the entire test fee. The new appointment must be within six months of the original appointment.

Q: When do I get my scores?

A: You will get an unofficial score report with Verbal, Quantitative, and Total scores immediately after you test. Official Score Reports are available online within 20 days to you and to the programs you requested to receive them.

Q: If I've taken the GMAT exam more than once, will the score report contain all the scores?

A: Official Score Reports include all GMAT exams you've taken within the past five years. If you have taken the exam and canceled your scores, your report will note that scores are unreportable but not include what they were.

Q: How do I order additional score reports, and how long do they take?

A: As part of your test fee, you may have your scores sent to up to five school programs, which you must select before you take the test. Additional score reports can be ordered for a fee by credit card at mba.com or by faxing a request. You can download the form on mba.com or call GMAT Customer Service in your region to request a form, which can also be mailed with a check or money order.

Q: What if I want a score report for a GMAT exam taken over five years ago?

A: Score reports from tests taken from five to 10 years ago are available, but they are sent to schools with the caveat that they should be interpreted with caution. Check with the school before requesting an old score report, because many do not accept them. Scores more than a decade old are not available. If you have a score within five years, only scores from the last five years will be reported.



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Mail:	Pearson VUE-GMAT Program, 5601 Green Valley Drive, Suite 300, Bloomington, MN 55437 USA
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Asia Pacific:	Email: GMATCandidateServicesAPAC@pearson.com; Fax: +60 38319 1092 Telephone: +60 38318 9961, 9 am to 6 pm Australian Eastern Standard Time; in India, +91 120 439 7830, 9 am to 6 pm Indian Standard Time
China:	Email: gmatservice@neea.edu.cn; Fax: +86 10 82520243; Web: gmt.etest.edu.cn or gmt.etest.net.cn Telephone: +86 10 62798877, 8:30 am to 5 pm Beijing Time
Europe/Middle East/Africa:	Email: GMATCandidateServicesEMEA@Pearson.com; Fax: +44 (0) 161 855 7301 Telephone: +44 (0) 161 855 7219, 9 am to 6 pm Greenwich Mean Time