



2018–2019 Information and Registration

BULLETIN

TOEFL iBT® Test

IMPORTANT!

Make sure you have the correct *Bulletin*!

Please read this *Bulletin* carefully and completely prior to taking the TOEFL iBT® test.

This *Bulletin* is for the TOEFL iBT test **ONLY**.

Information about TOEFL® paper testing is in a separate *Bulletin*.



For up-to-date lists of test locations, institution codes and other information, please visit the Test Takers section of the TOEFL website at **www.ets.org/toefl**.

Policies in this *Bulletin* are in effect from July 2018 through June 2019 and are subject to change without notice.

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Please read this *Bulletin* carefully and completely before taking the TOEFL iBT® test. The contents, terms and conditions of this *Bulletin* form a legally binding contract between you and ETS, and by registering for and/or taking the test, you agree to be bound by these terms and conditions.

The TOEFL® Program does not operate, license, endorse or recommend any schools or study materials that claim to prepare people for the test in a short time or that promise them high scores on the test. The TOEFL Program does not endorse and is not responsible for the unauthorized activities of any independent enterprise that purports to offer local services to facilitate registration for the test. The TOEFL Program assumes no liability for the failure to provide any unauthorized services.

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ETS administers the test under the general direction of a board that was established by and is affiliated with the College Board and the Graduate Record Examinations Board. ETS is an Equal Opportunity/Affirmative Action Employer.

The policies and procedures explained in this *Bulletin* are effective only for the 2018-19 testing year and supersede previous policies and procedures. The fees, terms and conditions in this *Bulletin* are subject to change without notice. See the TOEFL website for the most up-to-date information.

THE TOEFL iBT® TEST AT A GLANCE

Registration

- The best way to register for the TOEFL iBT test is online at www.ets.org/toefl. Test centers can fill up quickly, so early registration is recommended to get your preferred test location and date. Registration opens 3-4 months prior to the test date.
- To register online, you need a credit/debit card, a PayPal® account, or an e-check in U.S. dollars. There are restrictions on payment methods for certain locations. Check the website at www.ets.org/toefl/ibt/about/fees.
- In Mainland China (not Hong Kong, Macau, or Taiwan), register at <https://toefl.neea.cn>. Some policies and procedures for China may differ from those in this *Bulletin*.
- Regular online registration closes 7 full days before the test date. Late online registration closes 4 days before the test date. Test takers who register after the regular deadline will be charged a late fee of US\$40. See page 7 for further information about fees.
- You can also register by phone or by mail. To register by phone, you need a debit/credit card or an e-check in U.S. dollars. To register by mail, you need a debit/credit card, a personal check or money order in U.S. dollars, or you can use the Western Union Quick PaySM service. For more about phone and mail registration, see page 6 or visit the website at www.ets.org/toefl/ibt/register.
- You will be required to enter your identification (ID) information before you can register for a test. ID requirements depend on where you plan to test and your citizenship. See www.ets.org/toefl/ibt/register/id for details.
- Make sure the first (given) name and the last (family) name you use when you register **matches exactly** the name on the ID you will bring to the test center. Without the required ID, you will not be permitted to test and your test fee will not be refunded.
- Consider purchasing a TOEFL® Value Pack or another test prep product at a discounted price when you register. Value Packs include test preparation materials, additional official score reports, and even discounts on future test registrations – all at savings of up to 38%.

Test Takers with Disabilities or Health-related Needs

- ETS is committed to serving test takers with disabilities or health-related needs by providing services and accommodations that are reasonable and appropriate given the purpose of the test. If you are requesting testing accommodations, including oral instructions for directions, **you must request the accommodations through ETS Disability Services and have them approved before you can register for the test.**
- The *TOEFL Bulletin Supplement for Test Takers with Disabilities or Health-Related Needs* contains contact information, registration procedures and forms. The *Supplement* should be used together with the information in this *Bulletin*. The *Supplement* and registration form are available for download on the TOEFL website at www.ets.org/toefl/ibt/about/bulletin or by contacting TOEFL Disability Services (see page 4). Also contact TOEFL Disability Services to request large-print versions of the *Bulletin* and *Supplement*.

Test Preparation Material

- To familiarize you with the types of questions on the test, you have access to a free practice opportunity — the TOEFL® Interactive Sampler. Try it today at www.ets.org/toefl/ibt/prepare.
- Prepare for the test with TOEFL® Practice Online, the **only** practice test that simulates the TOEFL iBT testing experience by covering all 4 skills: Reading, Listening, Speaking, and Writing. It offers targeted practice to monitor progress and help confirm readiness for test day, and gives you scores and diagnostic reports for your completed practice tests within 24 hours. See www.ets.org/toeflpractice.
- Access free practice questions at www.ets.org/toefl/ibt/prepare/sample_questions.
- Find more free and priced test prep products at www.ets.org/toefl/ibt/prepare.

On Test Day

- **Report to the test center at least 30 minutes prior to your scheduled start time.** If you arrive later than 30 minutes before your start time, you may not be admitted and your test fee will not be refunded.
- **You must bring an acceptable, valid identification (ID) document that includes your name, photograph, and signature.** The first (given) name and the last (family) name on your ID must **exactly match** the name you used when you registered for the test. If you do not present acceptable ID, you may not be admitted and your test fee will not be refunded. See page 10 for details.
- **Personal belongings** other than your ID document(s) will not be allowed in the testing room. Test center staff will instruct you as to where to store personal items. Items you choose to bring to the test center may be inspected and/or confiscated. You cannot have access to personal items during the test or during breaks.
- The entire TOEFL iBT testing session, including check-in, is approximately 4½ hours long. For more information regarding test day, see **Test Center Procedures and Regulations** on pages 13-15.

ABOUT THE *TOEFL*® TEST

The TOEFL test measures the ability of non-native English speakers to communicate in English in an academic setting. It accurately measures how well students can read, listen, speak and write in English in the college or university classroom.

TOEFL scores are accepted by more than 10,000 institutions and agencies around the world. More institutions accept TOEFL scores than any other English-language test, and over 35 million people have taken the test since it began in 1964.

All test centers are open to everyone who is properly registered, regardless of race, color, creed or national origin (subject to U.S. sanctions and embargoes).

The TOEFL iBT Test

You will have up to 4 hours to complete the TOEFL iBT test. The test has 4 sections:

- **Reading** measures your ability to understand academic reading material written in English – 60-80 minutes; 36-56 questions
- **Listening** measures your ability to understand spoken English as it is used in colleges and universities – 60-90 minutes; 34-51 questions
- **Speaking** measures your ability to speak English in an academic context – 20 minutes; 6 tasks
- **Writing** measures your ability to write in English in a way that is appropriate for college and university course work – 50 minutes; 2 tasks

The test is delivered via the internet at secure, ETS-approved test centers. It emphasizes integrated skills and helps confirm that you are ready to communicate your ideas about what you will read and listen to in English in your academic courses. Integrated tasks require you to combine more than one skill. You'll be asked to:

- Read, listen, and then speak in response to a question
- Listen and then speak in response to a question
- Read, listen, and then write in response to a question

The test you take may include extra questions in the Reading or Listening section that do not count toward your score. These questions are used either to enable ETS to make scores comparable across test administrations, or they may be new questions being used to help determine how such questions will function under actual testing conditions.

Each section of the test has a time limit. If you finish a section early, you can go on to the next section, but you cannot go back to a section you have already completed or for which time has been called. However, you can go back to previous passages within the Reading section during the time for that section. There is a mandatory 10-minute break midway through the testing session.

You should work quickly but carefully on the Listening and Reading sections. Some questions are more difficult than others, but you should try to answer every one to the best of your ability. If you are not sure of the answer to a question, make the best guess that you can. The questions in the Speaking and Writing sections are each separately timed. Try to answer every one of these questions as completely as possible in the time permitted. For the Speaking and Writing sections, respond only on the assigned topic. If you respond on a different topic, your response will not be scored.

Computer Keyboard

The TOEFL iBT test uses a standard English-language (QWERTY) computer keyboard. QWERTY takes its name from the first 6 letters in the third row of the keyboard. If you haven't used this type of keyboard before, practice on one before taking the test. In some countries the common keyboard used is configured to QWERTY and a template is provided to each test taker to help with locating the few keys that are in a different location.

Resources

The TOEFL Program offers many resources to help you prepare for the test, including:

- Online prep and books
- The Official Guide to the *TOEFL*® Test
- Official *TOEFL iBT*® Tests with Audio
- *TOEFL*® Practice Online
- *TOEFL*® Value Packs
- *TOEFL iBT*® Interactive Sampler
- *TOEFL*® Test Prep Planner
- *TOEFL iBT*® Quick Prep
- Study tips and practice questions
- *TOEFL*® TV Channel on YouTube
- Meet the Study Group video series
- Inside the TOEFL Test video series
- Tips from English-language teachers
- TOEFL Facebook page
- TOEFL Sina Weibo page

For more information, visit www.toeflgoanywhere.org.

CONTACT INFORMATION

We offer several options for you to contact us. Go to www.ets.org/toefl/contact to see the options that are available in your location and what services they offer.

To contact ETS for the following specific questions, or if your country is not listed on the Contact page, see below:

General Inquiries

Email: toefl@ets.org

Phone: 1-877-863-3546 (U.S., U.S. Territories or Canada only) or +1-609-771-7100 (all other locations)

(September-May - Monday-Friday, 8am-7:45pm U.S. Eastern Time, except U.S. holidays)

(June-August - Monday-Friday, 8am-5:45pm U.S. Eastern Time, except U.S. holidays)

Fax: +1-610-290-8972

Regular mail:

TOEFL Services

ETS

PO Box 6151

Princeton, NJ 08541-6151 USA

Courier/delivery service:

TOEFL Services (25Q-310)

Distribution and Receiving Center

225 Phillips Boulevard

Ewing, NJ 08618-1426 USA

Test Takers with Disabilities or Health-related Needs

Email: stassd@ets.org

Phone:

1-866-387-8602 – U.S., U.S. Territories, Canada

+1-609-771-7780 – all other locations

Monday-Friday, 8:30am-5:00pm U.S. Eastern Time

Fax: +1-609-771-7165

Mail:

TOEFL Disability Services

ETS

PO Box 6054

Princeton, NJ 08541-6054 USA

Test Question Inquiries

Mail:

MS 42N-208

TOEFL Test Question Inquiries

ETS

Rosedale Road

Princeton, NJ 08541-0001 USA

Fax: +1-609-683-2600

If you have a question about or problem with a test question, notify the test center administrator before you leave the test center, or contact ETS immediately after the test. See **Test Question Inquiries** on page 22.

Test Preparation Materials/Publications

Online: See the Prepare for the Test section of the TOEFL website at www.ets.org/toefl.

Phone:

1-800-446-3319 – U.S., U.S. Territories, Canada

+1-609-771-7243 – all other locations

Monday-Friday, 8:00am-5:00pm U.S. Eastern Time

Mail:

TOEFL Order Services

ETS

PO Box 6151

Princeton, NJ 08541-6151 USA

Test Center Complaints

Email: toefl@ets.org

Mail:

MS 16-Z

TOEFL iBT Complaints

ETS

Rosedale Road

Princeton, NJ 08541-6163 USA

Fax: +1-609-771-7710

Please contact ETS as soon as possible to report any conduct you see at or in connection with testing that may be in conflict with the policies and procedures stated in this *Bulletin*. Your identity will be held in the strictest confidence.

Email: reportcheating@toefl.org

Phone: 1-800-353-8570 – U.S., U.S. Territories or Canada only)
+1-609-406-5430 – all other locations

Fax: +1-609-406-9709

REGISTRATION INFORMATION

How to Register

The best way to register is online in the Test Takers section of the TOEFL website at www.ets.org/toefl. Test centers can fill up quickly, so early registration is recommended to get your preferred test location and date.

Test Takers with Disabilities or Health-related Needs: If you are requesting testing accommodations, you must request them by mail or email through ETS Disability Services, and the **accommodations must be approved before you can register for the test**. The *TOEFL Bulletin Supplement for Test Takers with Disabilities or Health-Related Needs* contains contact information, procedures and forms. The *Supplement* is to be used together with this *Bulletin*.

The *Supplement* and registration form are available for download on the TOEFL website at www.ets.org/toefl/ibt/about/bulletin or by contacting TOEFL Disability Services (see page 4). Also contact ETS TOEFL Disability Services to request large-print versions of the *Bulletin* or the *Supplement*.

Online Registration

Note: Check the TOEFL website to see if there are any restrictions on payment methods for your location.

You can register online at www.ets.org/toefl using a credit/debit card, a PayPal account, or an electronic check (e-check) in U.S. dollars. (In **Mainland China** - not Hong Kong, Macau, or Taiwan - register at <https://toefl.neea.cn>. Note that some policies and procedures for China may differ from those in this *Bulletin*.) For more information on payment methods, see **Payment Policies** on pages 7-8.

Any credit/debit card branded with one of these 5 logos can be used: American Express®, Discover®, JCB®, MasterCard® or VISA®. Test takers with U.S. bank accounts can register online and pay using electronic checks (e-checks).

ETS reserves the right to add, modify, or remove a payment method at its own discretion and without notice. See **Payment Policies** on pages 7-8.

Registration is open 24 hours a day. Regular online registration closes 7 full days prior to the test date. Late online registration closes 4 days prior to the test date. Test takers who register after the regular deadline will be charged a late fee of US\$40. See page 7 for further information about fees.

When you register online, you will create a profile for your account, with a user name and password. **Your online account is not transferable.** Return to your account to:

- Update personal information such as your email or mailing address
- Update your identification (ID) information
- Change your password
- View your registration information
- Reschedule or cancel your registration
- View your scores
- Download and print a PDF of your test taker score report
- Order score reports or other services
- Check the status of previous orders
- Pay an outstanding balance

Once you enter your name and date of birth, you cannot change those fields. Make sure the information you enter **exactly matches** the identification document(s) you will bring with you to the test center. If you need to make a name change, contact TOEFL Services (see page 4).

You will be required to enter your identification (ID) information before you can register for a test. ID requirements depend on where you plan to test and your citizenship. See www.ets.org/toefl/ibt/register/id for more information.

Be sure to return to your online account the day before the test and check your registration confirmation. If there is a change at the test center (for example, a different starting time or a different building), it will be updated in your account under **View Orders**. Print the confirmation or **note your registration number** — you will need the number if you need to contact TOEFL Services on or after test day.

There is no limit to the number of times you can take the test, but you cannot take it more than once in a 12-day period. If you already have a test appointment, you cannot register for another test date that is within 12 days of your existing appointment. This policy will be enforced even if a violation is not immediately identified. If a violation is not identified until after scores have been reported, ETS will cancel your scores and notify any recipients of the cancellation. Your test fee will not be refunded. Each time you take the test, you will need to register and pay the test fee.

ETS Use of Personal Information

By providing personal information to us and registering for a test, you expressly consent (or confirm your consent) to allow ETS to use your personal information in accordance with the ETS Privacy and Security Policy and the Test Taker Privacy and Information Security Policy, which are located at www.ets.org/legal/privacy.

ETS may collect information by phone, audio/video, biometric identification such as voice, fingerprints, or still photographs.

REGISTRATION INFORMATION *(continued)*

Phone Registration

You can register by phone using a credit/debit card, or an electronic check (e-check) in U.S. dollars.

The credit/debit card must be branded with one of these 5 logos: American Express, Discover, JCB, MasterCard or VISA. Test takers with U.S. bank accounts can register and pay using electronic checks (e-checks).

Regular phone registration closes 7 full days before the test date. Late phone registration closes at 5 p.m., local test center time, on the day before the test. Test takers who register after the regular deadline will be charged a late fee of US\$40. See page 7 for more details about fees.

- To test in the U.S., Canada, or a U.S. Territory, call **+1-443-751-4862** or **1-800-GO-TOEFL (1-800-468-6335)**.
- If you are not a U.S. citizen and want to test at a center in the U.S., call **+1-443-751-4862**.
- For testing outside the U.S., Canada, or U.S. Territories, contact the Regional Registration Center (RRC) servicing the country or location where you plan to test. See contact information at www.ets.org/toefl/contact.

When you call, you will be given a registration number. Be sure to write the number down – you will need it if you need to contact TOEFL Services for any reason. You will also be given a test date, reporting time and the test center address.

If you want to designate score recipients when you register, have the codes for the institutions ready when you call. Institution codes are available on the TOEFL website. Check the registration form at www.ets.org/s/toefl/pdf/ibt_reg_form.pdf to see what other information you will need when you call.

Mail-in Registration

You can register by mail with the test registration form available for download at www.ets.org/s/toefl/pdf/ibt_reg_form.pdf.

- Enter all the information requested on the form. Be sure to indicate 2 test date/center choices.
- Include credit/debit card information, or a check or money order in U.S. dollars. For more details, see **Payment Policies** on pages 7-8.
- You can also use Western Union Quick PaySM – when you complete the form, use the following under “Pay To:” Company Name: Educational Testing Service; City Code: TOEFLPROGRAMNJ; Country: U.S.A. You must send the original receipt marked “Agent’s Copy” with your form. Copies, facsimiles or receipts marked “Customer’s Copy” will not be accepted.
- Mail the completed form to the address on the form or to the appropriate RRC (www.ets.org/toefl/contact). The test registration form must be received at least 4 weeks before your earliest test date choice.

You will be assigned a test date, time and location based on the information you provide on the form. If we cannot accommodate the date(s) you request, you will be scheduled for the next available test date unless you indicate on the form that you do not want to be rescheduled. If you choose not to be rescheduled, your payment will be returned to you.

If you are rescheduled, we will assign you a test date as close as possible to your choices. If the assigned date does not meet your needs, contact TOEFL Services or the appropriate RRC within 24 hours after you receive your confirmation and you will be able to reschedule one time without paying a reschedule fee.

If you do not receive confirmation of your registration, call the location where you mailed your registration at least 3 full business days prior to the registration deadline for your earliest test date choice.

Important Things to Know When You Register

When selecting a test center, keep in mind that testing regions represent a general market area and not only a specific city. For example, “Berlin” can mean the test center is within the city of Berlin itself or within a radius of approximately 50 miles around Berlin.

When searching for a test center, consider areas beyond your city, state or province. Centers listed for a different market may be closer than you think. For example, if you are searching for a center in the New York City area, search in Northern New Jersey as well.

- Information regarding test center availability is subject to change. The most current information regarding test centers, dates and other registration information is in the online registration system at www.ets.org/toefl.
- Not all test centers are open on all test dates.
- When you select a date and general location in the registration system, you will see a list of the test centers in that area. If you are looking for a specific center that is not listed, try a different date.
- You can select up to 4 score recipients (the designated institutions who will receive your scores) for free at any time until 10pm local test center time on the day before the test. After that time, you will be charged a fee for sending score reports. Recipients cannot be added, changed or deleted after the 10pm deadline. **You cannot select your score recipients at the test center.** Institution codes are available online during registration. Please keep in mind that if you designate any institution or agency to receive your scores, you will **not** be able to have your Writing and/or Speaking section rescored through the **Score Review service**.
- **IMPORTANT IDENTIFICATION INFORMATION:** You will be required to enter your identification (ID) information before you can register for the test. When you register, be sure that the first (given) name and the last (family) name you use **exactly matches** the name printed on the ID you will bring to the test center. If the information does not match, you may not be permitted to test and your test fee will not be refunded.
- ID requirements depend on where you plan to test and your citizenship. See www.ets.org/toefl/ibt/register/id for details. Make sure the ID you enter is the same ID you bring to the test center. If you bring a different ID to the test center, you may not be able to test and your test fee will not be refunded.

REGISTRATION INFORMATION *(continued)*

- If you have a **multiple-part first/given or last/family name**, enter it exactly as it appears on the ID you will bring to the test center (excluding accents and apostrophes). Enter your names so they read in the same order as they do on your ID document. For example, if your first/given name is Jean Louis, enter both names in the First/Given Name(s) box.
- If you **do not have a first/given name or do not have a last/family name**, enter your name in the Last/Family Name field and leave the other field blank. This is because the Last/Family Name field is mandatory and the First/Given Name field is not.
- **If your ID shows a middle name**, enter it so your name matches your ID. If your ID does not show a middle name, or if you don't have a middle name, leave the Middle Name field blank.
- Register early; test centers can fill up quickly.
- Take the test as soon as possible so your scores will be received in time to be considered with your applications. Score report posting dates are on the website at www.ets.org/toefl/ibt/scores/get.
- **Registration is not transferable.** You cannot let someone else use your registration.
- Walk-in registration is not available.
- Return to your online account the day before the test to check your confirmation. Changes may have been made to your registration details (for example, a different building or start time). To print your confirmation, select **Print and View Your Registration Confirmation** on the screen with the heading **Thank You for Your Order**. Your test date, start time and test center address are in the confirmation.

Test Dates and Registration Deadlines

Test dates are available on the TOEFL website. The regular registration deadline is 7 full days prior to the test date. The late registration deadline is 4 business days prior to the test date, or 1 business day before the test date if you register by phone. For example, if your test date is Saturday, October 13, the deadline to register online without a late fee is Saturday, October 6. If you register by mail, your registration form and payment must be received at least 4 weeks before your earliest test date choice. Testing start times vary; your specific start time will be in your registration confirmation.

Fees for Tests and Services

The TOEFL iBT test fee varies by location. To find out what the fee is in your testing area, go to the TOEFL website, select **Register for the Test**, and choose your test location.

Late registration fee	US\$40
Rescheduling fee	US\$60
Reinstatement of canceled scores	US\$20
Additional score reports (per recipient)	US\$20
Speaking or Writing Section score review	US\$80
Speaking and Writing Section score review	US\$160

Fees are subject to change without notice. All fees referred to in this *Bulletin* are inclusive of any Value Added or similar taxes that ETS is liable to pay. In jurisdictions where the customer is required to account for any local taxes due, the price remitted to ETS excludes those taxes. In those circumstances, it is the sole responsibility of the customer to pay those taxes to the local tax authority. ETS is not responsible or liable for collecting and remitting those taxes on the customer's behalf.

Payment Policies

All payments by check or money order must:

- Have the correct numeric and written payment amount
- Have the appropriate signature(s)
- Be in U.S. dollars
- Be made payable to ETS-TOEFL

Services may be withheld for non-payment of fees. All balances from prior ETS tests or services must be paid in full before you can register for any other ETS test or service. If you do not submit the correct fee, your registration form or order will be returned to you. Scores will not be released if a payment cannot be processed for any reason.

If your payment is declined by your bank or credit/debit card provider, you will be charged a fee of US\$20.

Do not send cash or demand drafts. Receipts for bank checks are not acceptable. UNESCO coupons are not accepted at this time. Unless an e-check is used, the actual negotiable check must be sent with your request for service.

REGISTRATION INFORMATION *(continued)*

Forms of Payment

Important Note: Be sure to check the TOEFL website to see if there are any payment method restrictions for your location. Accepted forms of payment and currencies are subject to change without notice.

- **Credit/debit card** – American Express, Discover, JCB, VISA or MasterCard. Any card branded with one of the 5 accepted logos can be used.
- When you select Credit Card as your online method of payment, you have the option to pay in certain local currencies instead of U.S. dollars. You can change your selection at any time **before you click Submit** to process your payment. The registration system will display available local currencies and the credit card types supported for each. This option is available for online registration only.
- **PayPal** account.
- **Electronic check (e-check)** – drawn on a bank in the United States or its territories, in U.S. dollars only. E-checks can be used to register online or by phone.
- **Paper check or money order** – must be in U.S. dollars only.

Note: TOEFL Vouchers are available for purchase in local currency in some locations. If you have an issue with payment, see www.ets.org/toefl/contact to find out if vouchers are available in your location.

Instructions for Paying by Electronic Check (e-check)

- Provide the following information from the bottom of your paper check:
 - bank account number
 - bank (or American Banking Association) routing and transit number
- Your bank account may be debited the same day we receive your request.
- You will not receive a canceled check.
- When you pay with an e-check, you authorize ETS to make a one-time deduction from your checking or savings account.

Instructions for Paying by Paper Check or Money Order

- The following information must be preprinted:
 - bank name and address
 - check or money order number
 - payer's name and address
- Must be made payable to ETS-TOEFL.
- Must be in U.S. currency only.
- Post-dated checks are not accepted.
- Check dates **cannot** be more than 90 days old when received by ETS.
- Typewritten payer name and address in place of signature is not acceptable.
- You can also use Western Union Quick PaySM – when you complete the form, use the following under “Pay To:” Company Name: Educational Testing Service; City Code: TOEFLPROGRAMNJ; Country: U.S.A. You must send the original receipt marked “Agent’s Copy” with your form. Copies, facsimiles or receipts marked “Customer’s Copy” will not be accepted.

Forms of Payment Not Accepted

- Cash or demand drafts
- Post-dated checks
- Receipts for bank checks
- UNESCO coupons
- Paper checks or money orders in any currency other than U.S. dollars.

REGISTRATION INFORMATION *(continued)*

How to Reschedule or Cancel Your Test

If you need to reschedule or cancel your registration, you must do so no later than 4 days before your test date. For example, if your test is on Saturday, you must reschedule or cancel by Tuesday. If we don't receive your request at least 4 days in advance, your test fee will not be refunded. Test center staff cannot make schedule changes. If you need to reschedule your test, you must provide:

- Your registration number
- The exact name you used when you registered

The fee for rescheduling is US\$60. The fee must be paid before you can register for a new date. See page 7 for more information about fees.

- If you are testing in the U.S., Canada, or a U.S. territory, you can use the online registration system or call **+1-443-751-4862** or **1-800-GO-TOEFL (1-800-468-6335)** to reschedule or cancel your test.
- If you are testing outside the U.S., Canada, or U.S. territories, you can use the online registration system or call the appropriate Regional Registration Center (RRC) to reschedule or cancel your test. Go to www.ets.org/toefl/contact to see contact information for your local RRC.
- You cannot reschedule or cancel your registration by regular mail or email.

Test Fee Refunds

If you cancel your registration before the 4-day deadline, you will automatically receive a refund equivalent to 50% of the test fee you paid. The remainder of your fee will be retained to cover the cost of processing your registration and holding a seat for you.

Refunds are in U.S. dollars. Cash refunds are not available. No refund will be given if you could not test because you did not follow proper registration procedures or because you failed to present valid, acceptable identification at the test center. **Note: For test takers in Korea**, see below for specific refund policy.

Refunds for Payments by Credit/Debit Card, PayPal or e-check

Refunds are processed automatically when you cancel your registration and credited back to the original credit/debit card, PayPal account or bank account.

Refunds for Payments by Check or Money Order

Refunds are processed automatically. Allow 8 weeks after your cancellation for your refund to be processed.

Refund Policy for Test Takers in Korea

If you are taking the test in Korea, you have 7 days after you register to receive a refund: to receive a refund:

0-7 days after you register	100% test fee refund
8 days after you register – 3 days before your test date	50% test fee refund
Less than 3 days before your test date	No refund

If you paid a late fee when you registered, that amount will also be refunded.

ON TEST DAY

What to Bring to the Test Center

- Acceptable and valid identification document (ID), with your name, signature and photograph. The first (given) name and the last (family) name on your ID must **match exactly** the name you used when you registered. Your ID will be checked before you are admitted. See **Identification Requirements** below.
- Personal belongings other than your ID document(s) are not allowed in the testing room. Items you choose to bring to the test center may be inspected and/or confiscated. You cannot have access to personal items during the test or during breaks.

Identification (ID) Requirements

All test takers are responsible for bringing valid, acceptable identification (ID) each time they report to a test center. It is your responsibility to have your ID documents up-to-date and available on the day of the test.

Your ID requirements depend on where you plan to test and your citizenship. Please read the following specific sections for acceptable primary and supplemental ID documents and allowed exceptions for your location.

- As outlined in **Important Things to Know When You Register** on pages 6-7, you are responsible for making sure that the first (given) name and the last (family) name you used when you registered **exactly matches** the name on the ID document(s) you bring to the test center.
- If the test center administrator questions your ID, **you may also be required to provide supplemental ID**. If positive confirmation cannot be made, you may not be permitted to test or your test scores may not be reported.
- Test takers are encouraged to bring at least 2 forms of acceptable ID each time they report to a test center. Prior admission based on a particular ID document does not guarantee that document will be considered acceptable. Test centers are not required to hold your seat if you leave the test center to obtain acceptable ID.

- Admission to the test center does not guarantee that the ID you provided is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity either during or after the test. ETS reserves the right to hold and/or cancel your scores if ID requirements are not met.
- If your ID document is not written in English-language letters and the test center administrator cannot read it, you may not be able to test and your test fee will not be refunded.
- You may be required to show your ID and/or to sign a test center log at various points throughout the testing session.
- Your test fee will not be refunded if you are not permitted to test or your scores are held or canceled because of invalid or unacceptable ID.

ID Document Requirements

With few exceptions, ID documents must meet **all** of the following requirements. Each ID must:

- be an **original** document; photocopies will not be accepted, and documents cannot be presented on a phone or any other electronic device
- be a **government-issued** national/state/province identity card that is issued and recognized by the country or location where you are a citizen or resident
- be **valid**; expired documents (bearing expiration dates that have passed) are not acceptable
- include your **full name**, **matching exactly** the name used to register, excluding accents or apostrophes
- include a recent **photograph** that clearly matches your appearance
- include your **signature** (the name and signature on the ID document must match)

See **Unacceptable ID Documents** on page 12.

Exceptions

If any of the following apply to you, see www.ets.org/toefl/ibt/id for specific ID requirements:

- you are testing outside your country of citizenship
- you are testing in Mainland China, Hong Kong, Macau, Taiwan, the Philippines, Bangladesh, India, Nigeria, Pakistan, Saudi Arabia, Taiwan, United Arab Emirates, or Canada
- you are testing in a European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab country or a Mercosur country
- you are not a U.S. citizen but you are testing in the U.S.
- you are 15 years of age or younger
- you are in the military and your military ID does not include your signature
- you are in the process of renewing your driver's license
- you are unable to meet ID requirements
- you have **any** questions about your ID document(s)

ON TEST DAY *(continued)*

Primary ID Documents

These government-issued ID documents are acceptable at a test center **in the country or location where you are a citizen or resident**:

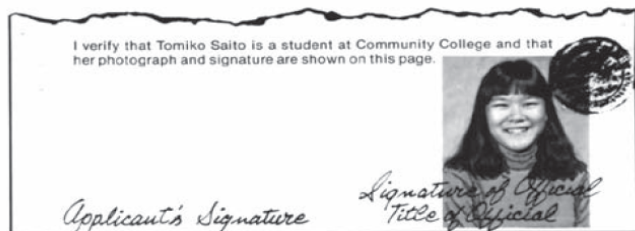
- Passport
- Passport Card (U.S. only; must be accompanied by a Supplemental ID)
- Driver's License
- State or Province ID Card, including those issued by motor vehicle agencies
- National ID Card
- Military ID Card

Supplemental ID Documents

- You may be required to provide a supplemental ID in addition to your primary ID if the test center administrator questions your primary ID document for any reason, or if your primary ID document is otherwise acceptable but is missing your full name, photograph or signature. If you cannot provide a supplemental ID that includes your signature, you can present 2 government-issued IDs with photographs, as long as they are in the same name you used when you registered.
- Supplemental ID documents **cannot** be used to resolve name discrepancies. The first (given) name and the last (family) name on your primary ID **must exactly match** the name you used when you registered.

The following documents are generally acceptable as supplemental ID:

- **Government-issued ID Card**, including but not limited to those listed under **Primary ID Documents** above
- Student ID Card
- **Confirmation of Identity Letter from your educational institution**: If you do not have a passport, or if your passport does not include your signature and photograph, a letter on official letterhead from the school you most recently attended is an acceptable supplemental ID document. The letter must have your photograph glued (not stapled) to it, and the title, signature and seal of the official who issued the letter must overlap the photograph, as shown below. Student letters are valid for one year after date of issue.



Testing Outside Your Country or Location of Citizenship

- You must present a current, valid **passport** with your name, photograph and signature as your primary ID, unless there is a specific requirement or exception for your location. See www.ets.org/toefl/ibt/register/id for details.
- Diplomatic or embassy IDs cannot be used as primary identification in place of passports.
- If your passport **is not written in English-language letters**, you must also present a supplemental ID that contains your name, a recent, recognizable photo and is written in English. If your passport is not written in English and the test center administrator cannot read it, you may not be permitted to test.

Exceptions and Requirements for specific locations:

Testing in Mainland China (not Hong Kong, Taiwan or Macau)

- **Residents of Mainland China** must present a valid Second Generation National Resident ID card as primary ID. There can be no exceptions to this policy. According to relevant Chinese Laws, any Chinese citizen, regardless of age, can apply for an ID at the police station where the residency record is kept.
- **Residents of Taiwan** must present a Travel Permit to Mainland China.
- **Residents of Hong Kong and Macau** must present a current, valid passport or citizenship card.
- **Citizens of all other countries and locations** must present a current, valid passport.

Testing in Hong Kong and Macau

- **Residents of Mainland China** must present a valid Hong Kong-Macau Travel permit.
- **Citizens of all other countries and locations** must present a current, valid passport.

Testing in Taiwan

- **Residents of Mainland China** must present a valid Travel permit.
- **Citizens of all other countries and locations** must present a current, valid passport.

Testing in the Philippines

- You may present a Social Security System ID card issued by the Republic of the Philippines that includes your name, photograph and signature, along with an acceptable supplemental ID.

Testing in Bangladesh, India, Nigeria or Pakistan

- You must present a current, valid passport with your name, photograph and signature as your primary ID. There can be no exceptions to this policy.

Testing in Saudi Arabia

- If you are working in Saudi Arabia and are not a citizen, you may use your employer-sponsored Iqama Residence ID along with a supplemental ID with name, photograph and signature.

Testing in United Arab Emirates

- **Government-issued Passport** is required if you are testing in a country or location where you are not a citizen.
- You may present your government-issued **Emirates Identity Card**, driver's license, or military ID card.

Testing in Canada

- If you are testing in Canada and are not a Canadian citizen, you must present a valid, acceptable passport, if you have one.
- If you cannot present a passport, you can be admitted with 1 of the following alternative documents:
 - Record of Landing/Permanent Resident Card (IMM1000)
 - Notice of Decision or Refugee Protection Claimant Document (MM11422)
- If the alternative document is missing your photo or signature, you must also present a secondary ID in the same name you used when you registered, such as a driver's license, student ID card, letter of identity from a school or sponsoring agency, or a Canadian Health Card.

ON TEST DAY *(continued)*

Testing in European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries

- If you are testing in a European Union, Schengen Zone, Arab States of the Gulf (GCC), or Mercosur country other than the one where you live, you can use your valid national or European identity card, if you have one. The card must contain your name, a recent, recognizable photograph, your date of birth and your signature. If this ID does not contain all of these items, you will be required to present a supplemental ID.

Testing in the U.S. (for non-U.S. citizens)

- If you are not a U.S. citizen but are testing in the U.S., you must present a current, valid passport that meets all the ID document requirements listed earlier in this section.
- The following documents may be acceptable for admission to U.S. test centers if presented along with at least one of the documents listed under **Supplemental ID Documents** earlier in this section. If you are in the process of renewing the document and you only have the expired document, you may present it together with the government-issued extension letter.
 - Permanent Resident Card/Resident Alien Card
 - Temporary Resident Card
 - Employment Authorization Card
 - Mexican Border Crossing Card – accepted only at test centers within 25 miles of the Mexican border

Test Takers 15 Years of Age or Younger

- If you are age 15 or younger when you take the test, we suggest that you be accompanied by a parent or other authorized adult age 18 or older, who will be required to complete and sign a release form at the test center.
- Both you and the parent or authorized person must present valid, acceptable ID, or you will not be able to take the test. If you are unable to meet the ID requirements, contact the *Office of Testing Integrity* before you register for the test.

Driver's License Renewals

- If you are in the U.S. military and the expiration of your driver's license has been extended or deferred by the issuing state, it can be used as supplemental ID along with your U.S. military ID card. Depending on the state, the extension or deferral may consist of a sticker on the license, the designation "military" printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the license is valid until a specific amount of time after discharge from service.
- If your driver's license has expired but you present it along with your Original Department of Public Safety renewal certificate, the 2 documents together can be accepted if the names match exactly. If a provisional driver's license was issued instead of a renewal certificate, this will be accepted as a primary ID document if it includes your photograph, signature, and an expiration date.

Unacceptable ID Documents

The following documents are **not** acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied or expired
- Any document that is presented on a phone or other electronic device
- Any document that does not match exactly the name you used when you registered
- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card
- Employee ID card
- Temporary ID, excluding Driver's License, Resident Card, and Employment Authorization Card renewals
- Diplomatic, consulate or embassy ID
- Any document that is not recognized by a government agency

Unable to Meet ID Requirements?

If you have been granted political asylum, have refugee status or have any question about being able to meet the identification requirements, **contact the ETS Office of Testing Integrity (OTI) at least 7 days before you register** to test. You must receive approval from OTI **before you register**. You should also be prepared to submit any requested documents to OTI prior to receiving approval. If you do not contact OTI before you register, and as a result you are not permitted to test or your scores are held and/or canceled, your test fee will not be refunded.

ETS Office of Testing Integrity (OTI)

Email: TSReturns@ets.org

Phone:

1-800-750-6991 – U.S., U.S. Territories, and Canada

+1-609-406-5430 – all other locations

Monday – Friday 7:30am-5:30pm U.S. Eastern time, except major U.S. holidays

Fax: +1-609-406-9709

Questions about ID Documents

For general questions about acceptable ID, call TOEFL Services.

1-877-863-3546 – U.S., U.S. Territories and Canada

+1-609-771-7100 – all other locations

ON TEST DAY *(continued)*

Test Center Procedures and Regulations

General Guidelines

By registering for a TOEFL test, you agree to follow all procedures and policies in this *Bulletin*, on the TOEFL website, and/or communicated to you at the test center on the day of your test.

- Test center staff cannot help you with schedule changes.
- Subject-related information written on clothing, shoes, the body, or ID documents is prohibited.
- Friends or relatives who accompany you to the test center are not allowed to wait in the test center or be in contact with you while you take the test or during breaks (unless you are a test taker 15 years of age or younger). Other than any ETS-authorized observers, visitors are not allowed in the vicinity of the testing room.
- Personal belongings other than your ID document(s) are not allowed in the testing room. Items you choose to bring to the test center may be inspected and/or confiscated. You cannot access personal items during the test or during breaks.
- The testing session will be actively monitored by test center staff. This includes staff walking around and entering and leaving the testing room.

The following procedures and regulations apply during the entire testing session, which begins at sign-in, ends at sign-out, and includes breaks:

- You will be required to write and sign a confidentiality statement at the test center. If you do not complete and sign the statement, you cannot take the test and your test fee will not be refunded.
- Your photograph will be taken and displayed at your testing station and on your score report. Be sure the correct photo is displayed at your assigned testing station.
- To receive an official score report, you must answer at least 1 question each in the Reading and Listening sections, write at least 1 essay, and complete at least 1 Speaking task every time you take the test.
- Scratch paper and a pencil are provided for your use during the test. Scratch paper is not to be used before the test or during breaks. All complete sheets of scratch paper must be returned to the test center administrator at the end of the testing session. If you are observed using any document or paper other than the scratch paper given to you by test center staff, it will be confiscated. You may not bring your own paper and you may not remove any paper from the testing room at any time, or write on anything other than the paper provided (for example, the computer or workstation). You must use all the paper you are given and return it to the test center administrator before you can ask for more.
- Raise your hand if you have a problem with the computer or need assistance at any time during the test.

IMPORTANT: ETS reserves the right to take appropriate action and/or notify the appropriate authorities, which includes but is not limited to law enforcement authorities, if any test taker responds in a disturbing or threatening way to essay or speaking questions or communicates with ETS either verbally or in writing in a threatening or disturbing manner, or by using profanity.

Verifying Your ID

You must present valid and acceptable primary ID. See **Identification Requirements** on pages 10-12. Verification of identity at the test center may also include:

- Fingerprinting/thumbprinting
- Photographing/video recording
- Signature comparison
- Electronic detection scanning devices such as hand-held metal detectors/wands
- Biometric voice and photo identification
- Other forms of electronic confirmation

If you refuse to present ID or to have your ID verified, you may not be permitted to take the test and your test fee will not be refunded.

Personal Items

Personal items other than ID documents are not allowed in the testing room. This includes phones, tablets, watches, and any other electronic, recording, listening, scanning or photographic device. If you are seen using or accessing any electronic device and/or transmitting test content, including but not limited to text messaging, email or photographs, your device will be inspected and may be confiscated. You will not have access to personal items during the test or during breaks. During breaks, you can only access food, non-alcoholic beverages, and/or medication.

You may be required to remove your eyeglasses for close visual inspection. The inspection takes a few seconds and will be done at check-in and when you return from breaks.

Jewelry is prohibited, except for wedding and engagement rings. Do not wear other jewelry to the test center.

Clothing and other personal items, including but not limited to hair accessories, neckties, bow ties, hats, scarves, jackets and outerwear, are subject to inspection by the test center administrator. It is best not to wear such items as tie clips, cuff links, clips, combs, barrettes, headbands or other hair accessories on test day, as you may be prohibited from wearing them in the testing room.

Before the test, you will receive instructions from test center staff about where to store your personal items. You may also be asked to empty your pockets. If you take any personal items into the testing room, they will be confiscated by test center staff. Not all test centers have secure storage available for personal belongings. At those centers, you will be given a plastic bag that can be stored under your seat.

If you fail to follow the instructions of the test center staff, you will not be permitted to test and your test fee will not be refunded. Any violation of procedure during the test or during breaks may result in ETS canceling your scores, dismissing you from the test center, and/or banning you from future testing.

Test centers and ETS assume no responsibility for personal electronic devices or other items that you choose to bring to the test center.

ON TEST DAY *(continued)*

Seating

The test center administrator will assign you a seat.

Timing

- The maximum time for the untimed sections before the test is 30 minutes. The purpose of the untimed sections is to help you to feel familiar with important information that will make your testing experience as user-friendly as possible. The time allowed for untimed sections is not to be used for any other purpose. Any infraction will be reported to ETS, and the test center administrator is authorized to dismiss you from the test center if you fail to follow instructions.
- The Listening or Reading section may include extra questions that do not count toward your scores. The available testing time will be adjusted accordingly.
- You cannot continue the test or any part of the test beyond the time limit.

Taking a Break, Leaving your Seat

- There is a mandatory 10-minute break midway through the testing session. If you exceed the 10-minute break time, you may be dismissed from the test center or your scores may be canceled. You may not leave the immediate area of the testing room or the test center building without permission during the test or during a break.
- If you must leave your seat at any time other than the break, raise your hand. The test clock will not stop. If you leave the testing room, you will be required to show your ID when you leave and when you return. You may not leave the immediate area of the testing room or the test center building without permission during the test or during breaks.
- You will not have access to your phone or any other electronic device during the test or during breaks.
- You cannot use the scratch paper provided or notes of any kind to prepare your essay at the beginning of the test or during breaks.

Rescheduled Tests

On occasion, weather conditions or other circumstances beyond our control may result in a delayed start or rescheduled test, or scores may be canceled after you take the test.

- If your test is rescheduled by ETS before you test, you can select a different test date and you will not be charged a rescheduling fee.
- If you travel to the test center and find out that the testing session has been canceled by ETS, you can reschedule your test at no charge or receive a full refund. Refunds are in U.S. dollars.
- If ETS cancels a test administration or cancels scores after you test, and you have incurred travel costs to get to the test center, you may be eligible for reimbursement of reasonable and documented travel expenses **for yourself only** within 30 days of your test date.

When you contact **TOEFL Services**, have appropriate receipts available and be prepared to provide the following information:

- Name
- Date of birth
- Mailing address
- Daytime phone number
- Email address
- Original test date
- TOEFL registration number
- A description of the problem

If you have any questions about rescheduling and refund policies, please contact **TOEFL Services**.

If You Observe Irregularities at the Test Center

ETS takes test security very seriously. Although tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Please contact ETS as soon as possible after the test to report any observed irregular behavior – for example, someone copying from another test taker, taking a test or part of a test for someone else, having access to test questions or answers before the test, or using notes or unauthorized aids. All information reported is held in the strictest confidence.

Email: reportcheating@toefl.org

Phone: 1-800-353-8570 – U.S., U.S. Territories, and Canada
+1-609-406-5430 – all other locations

Fax: +1-609-406-9709

If you have a complaint about the testing facilities or the test center staff, contact ETS (see **Test Center Complaints** on page 4) within 7 days after the test date. Be sure to give the test date, the name of the test center and the city, state/province and country or location where you took the test.

ON TEST DAY *(continued)*

Dismissal from a Test Center

The test center administrator is authorized to dismiss you from the test center, and your scores may be held and ultimately canceled, for any action that violates any of the policies and procedures in this *Bulletin*, on the TOEFL website, or communicated to you at the test center on the day of your test, which includes but is not limited to:

- Taking or attempting to take the test or part of the test for someone else, or having or attempting to have someone take the test or part of the test for you.
- Failing to provide acceptable identification.
- Obtaining improper access to any test content, a part of the test, or information about the test. This includes having test questions or answers in advance of the test administration, and bringing pre-knowledge of any test information into the test center in any form, including but not limited to identification documents, prohibited devices, and any other method used as an aid in connection with the test. ETS reserves the right to cancel scores when evidence of pre-knowledge is found.
- Using or accessing a phone, watch, or any other electronic device at the test center is prohibited and will result in dismissal from the test center and/or cancellation of your scores by ETS. Your test fee will not be refunded.
- Using any object as an aid in connection with the test, including pens, mechanical pencils, scan pens or other scanning devices, calculators, books, pamphlets, notes, unauthorized scratch paper, rulers, highlighter pens, stereos or radios with headphones, phones, watches, dictionaries, test preparation materials, translators, and any electronic listening, recording, scanning or photographic devices.
- Creating a disturbance. Disruptive behavior in any form will not be tolerated. The test center administrator has sole discretion in determining what constitutes disruptive behavior.
- Receiving or attempting to receive help, or giving or attempting to give help. Communication in any form is prohibited, including discussing or sharing test questions, topics or answers during the test or during breaks, and discussing or sharing test questions, topics or answers after the test. This includes communication via text messaging, email or photographs.
- Using the break or delaying the start of the Speaking section to prepare your responses, or receiving assistance responding to the Speaking questions.
- You cannot use the scratch paper provided or notes of any kind to prepare your essay during breaks.
- Removing or attempting to remove any test content, scratch paper or notes relating to the test. Under no circumstances may test content or any part of the test content be removed, transmitted, reproduced, and/or disclosed by any means (for example, by hard copy, verbally, electronically) to any person or entity.
- Referring to, looking through or working on any test or test section **when not authorized to do so** or working after time has been called.
- Tampering with the computer.
- Leaving the testing room, the immediate area of the testing room, or the test center building without permission during the test or during breaks.
- Taking food or beverages into the testing room, unless you have been approved for an accommodation based on a disability or health-related need.
- Taking tobacco or electronic cigarettes into the testing room.
- Taking a weapon or firearm into the test center.

- Taking any other prohibited item into the testing room.
- Taking excessive or extended unscheduled breaks during the testing session. Test center administrators strictly monitor breaks and are required to report test takers who take multiple or extended breaks.
- Evidence that responses are invalid for reasons including unusual timing patterns, unusual answer patterns, inconsistent performance on different parts of the test, or performance inconsistent with other test administrations.
- Evidence that a Writing or Speaking response includes material that is substantially similar to material in other TOEFL test taker responses, or the quoting or paraphrasing of language or ideas from published or unpublished sources without attribution.
- Failing to follow any regulations in this *Bulletin*, given by the test center administrator, or specified in any materials.
- ETS reserves the right to take any and all action – including but not limited to banning you from future testing or canceling your scores – for failure to comply with test administration regulations or the test center administrator’s instructions. If your scores are canceled, they will not be reported to you or to any institution or agency, and your test fee will not be refunded.

Please contact ETS as soon as possible to report any conduct you see at or in connection with a test administration that may be in conflict with the above policies, whether or not the conduct leads to an invalid score. The identity of any person making such a report will be held in the strictest confidence.

Email: reportcheating@toefl.org

Phone: 1-800-353-8570 – U.S., U.S. Territories, and Canada
+1-609-406-5430 – all other locations

Fax: +1-609-406-9709

Data Retention

- ETS shall at all times protect your personal information with operational, administrative, technical and physical security safeguards. Unless your photograph or other biometric samples taken on the day of the test or during the registration process are being used in connection with a test security investigation, ETS shall retain them for a maximum of 3 years unless local regulations limit retention.
- We will keep your information as needed to meet the following requirements:
 - To protect against fraud, theft or misrepresentation by unauthorized test takers
 - For the purpose of identity verification
 - To maintain the integrity of the testing process

SCORES AND SCORE REPORTING

Test Taker Score Report/Official Score Reports

Your TOEFL iBT test fee payment entitles you to:

- Your scores posted to your online account. If you want to receive a paper copy of your scores, select that option on the **Score Reporting Preference** screen in your online account. You can change your preference any time until 10 p.m., local test center time, on the day before the test.
- Access to a PDF of your test taker score report that you can download and print from your online account. (**Note:** This service is currently not available for tests taken in China.)
- Up to 4 official score reports that ETS will send to the institutions or agencies you designate in your online account. You can add, delete or change score recipients up until 10 p.m., local test center time, on the day before the test. After 10 p.m. you will be charged a fee for each score report sent. Recipients cannot be added, changed or deleted after the 10 p.m. deadline. Please keep in mind that if you designate any institution or agency to receive your scores, you will **not** be able to have your Writing and/or Speaking section rescored through the **Score Review service**.

Official score reports are sent to the recipients you designate approximately 13 days after you take the test; however, ETS has no control over mail delivery to various locations around the world. Allow 7-10 days **after the score posting date** for mail delivery in the U.S., and 4-6 weeks for mail delivery to other locations. For information specific to your postal system, contact your post office for estimated arrival time for mail from the U.S.

Score Report Posting and Mailing

Scores are posted online approximately 10 days after you take the test, and are then sent to your designated score recipients, if any. If you provided a valid email address during registration, you will receive an email letting you know when your scores are available.

The PDF version of your test taker score report will be available approximately 13 days after your test.

Once your scores are available, access your online account to view your scores. Using your user name and password, log in to your TOEFL iBT account and select **View Scores** on your home page. See the **list of dates** on the TOEFL website at www.ets.org/toefl/ibt/scores/get for an estimated date when you will be able to see your scores. Your scores cannot be given any earlier, and you will not receive an unofficial score at the test center.

Note: Official score reports will be sent to your score recipients after your scores have been posted. However, ETS has no control over mail delivery to various locations around the world. Allow 7-10 days **after the score posting date** for mail delivery in the U.S., and 4-6 weeks for mail delivery to other locations. For information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.

For a fee, you can order additional score reports for institutions you did not identify before test day. Your request can be made online, by mail, or by fax. **Order additional score reports** through the online registration system or by using the TOEFL Score Report Request Form, which is available for download on the TOEFL website under **Scores/Sending Your Scores**.

How to Interpret Your Scores

Your scores are based on your performance on the questions in the test. You must answer at least 1 question each in the Reading and Listening sections, write at least 1 essay, and complete at least 1 Speaking task in order to receive an official score. You will receive 4 scaled section scores and a total score:

- Reading (0-30)
- Listening (0-30)
- Speaking (0-30)
- Writing (0-30)
- Total Score (0-120)

Although the scaled scores of the 4 test sections (Reading, Listening, Speaking, and Writing) all range from 1 to 30, each section is a separate measure and each measure has its own scale. Therefore, scaled scores obtained on a particular section can be compared to other scaled scores obtained on that same section, but it is not appropriate to compare scaled scores across different sections.

In addition to numeric scores, your test taker score report includes feedback about your performance level and a description of the kinds of tasks that test takers within that specific score range can typically do.

SCORES AND SCORE REPORTING *(continued)*

How to Cancel Your Scores

At the end of the testing session, you will be offered the option of canceling your scores. You cannot cancel your score for only one section of the test – if you opt to cancel, you will not receive scores for any part of the test administration.

Consider very carefully before you decide to cancel. Your scores can be reported to institutions only at your request. If you cancel your scores, they will not be reported to you or to any institution, and your test fee will not be refunded. Canceled scores will not be added to your permanent record. To take the test again, you will need to register and pay the test fee.

Please note that this is your only opportunity to cancel your scores – you cannot request that your scores be canceled after you leave the test center.

How to Reinstate Your Scores

Canceled scores can be reinstated if the request arrives at ETS within 60 days after your test date. Fax or mail the Score Reinstatement Request Form to TOEFL Services (see page 4). The form can be downloaded at www.ets.org/toefl/ibt/scores/scoring_services. The score reinstatement fee is US\$20. See page 7 for further information about fees. Scores will be reinstated and reported within 3 weeks after receipt of your request and payment. **Note:** This applies only to scores canceled by the test taker. If your scores were canceled by ETS, they cannot be reinstated.

How to Order Additional Score Reports

You can have additional score reports sent to institutions you did not identify prior to taking the test, for a fee of US\$20 per recipient. See page 7 for further information about fees. Score reports can be ordered online through the registration system, or by completing the TOEFL Score Report Request Form, which is available for download at www.ets.org/toefl/ibt/scores/send.

Your Score Report Request Form will not be processed and will be returned to you if you do not include complete and accurate information and the correct fee. Designated institutions cannot be changed or deleted after you submit the form. No refunds will be made.

Note: Check the TOEFL website to see if there are any payment method restrictions for your location.

TOEFL scores are measurement information and are subject to all restrictions on release of information in this *Bulletin*. They are not the property of the test taker. The information in your posted scores is the same as what is printed on your score reports.

Online (Credit/debit Card, PayPal, or e-check in U.S. dollars)

- Your order cannot be processed until your scores have been reported, approximately 10 days after your test date. Reports are mailed within 3-5 business days after we receive your request and payment, or longer if you submit your order before your scores have been posted.
- ETS has no control over mail delivery times to various locations around the world. Allow 7-10 days for mail delivery in the U.S., and 4-6 weeks for mail delivery to other locations. For information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.

Mail or Fax

- Follow the instructions on the Score Report Request Form for completing and submitting your request and payment.
- Score reports are sent approximately 10 business days after receipt of your request and payment.
- ETS has no control over mail delivery to various locations around the world. Allow 7-10 days for mail delivery in the U.S., and 4-6 weeks for mail delivery to other locations. For more information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.
- If you are paying by credit/debit card, you can fax your form to 1-610-290-8972. Faxed requests will not be processed unless complete credit/debit card information is provided. If you think your fax may not have gone through and you attempt to re-send it, write “DUPLICATE” in large letters on all repeat faxes. This will help avoid extra processing by TOEFL Services and unnecessary charges to your credit/debit card.

Processing Tips

- Do not send a letter with your form and payment.
- Mark identification codes only for institutions you did not identify prior to taking the test.
- List no more than 8 institutions on one form. To order more than 8 reports, use a second form.
- Be sure to use the appropriate codes so your scores will be sent to the correct locations at each institution.
- Sign and date the form.
- Include an acceptable form of payment and the correct payment amount.
- If your payment is declined by your bank or credit/debit card provider, you will be charged a fee of US\$20.
- Reports will be sent only to the number of recipients for which you have paid.

Scores Are Valid for 2 Years

- TOEFL scores remain valid for 2 years after the test date. Because language proficiency can change considerably in a relatively short period of time, TOEFL scores more than 2 years old cannot be reported or verified.
- If you took the TOEFL test more than 2 years ago and you need to submit scores to an institution or agency, you will have to take the test again.

SCORES AND SCORE REPORTING *(continued)*

How to Request a Score Review

You can request that your Speaking and/or Writing section be reviewed through the ETS score review process **up to 30 days after your test date**. You can make this request for either the Speaking or Writing section, or you can have both sections reviewed. **You cannot request a score review if you have already requested that your scores be sent to any institution or agency.**

Only one request can be submitted per test administration. You cannot request a review of the Speaking section and then at a later time request a review of the Writing section from the same test date. The fee for a Speaking or Writing section score review is US\$80. The fee to have both sections reviewed is US\$160. See page 7 for further information about fees.

Your TOEFL iBT Speaking and Writing responses will be reviewed by scoring specialists. If your original score is confirmed, you will be notified by letter or email. If the review results in a change in your scores, whether higher or lower, you will receive your new scores. The revised scores will become your official scores.

Download and complete the Score Review Request Form at www.ets.org/s/toefl/pdf/ibt_score_review_request_form.pdf and send it with the required fee to the address on the form. If you are paying by credit/debit card, the form can be faxed.

Results of the score review process will become available approximately 3 weeks after receipt of your request and payment.

Score Validation

Institutions have the ability to verify scores sent directly to them by test takers. If there is a discrepancy between the official scores recorded at ETS and the scores you submit, the institution or agency will be asked to provide ETS with a copy of what you submitted.

At the request of the institution or agency, ETS will report the official scores as well as any previous scores recorded for you within the last 2 years. ETS or its authorized representative will also provide your score information at the request of any institution or agency that has a copy of your score posting or test taker score report.

Online Score Verification Service

The following terms and conditions supplement all other terms and conditions, disclosures, policies and agreements relating to TOEFL test scores reported by ETS, including but not limited to the ETS privacy and security policy¹, ETS Scoring Policies² and the *TOEFL iBT Information and Registration Bulletin*, all as amended from time to time (collectively, TOEFL Documents).

The TOEFL Online Score Verification Service (OSVS, the Service) allows entities that contract with ETS for access, including governmental immigration offices (the Organization), to verify the scores of tests provided by ETS under the TOEFL trademark. The TOEFL iBT test is designed by ETS to measure the ability of non-native speakers of English to use and understand English as it is read, spoken, written and heard in educational or professional settings. TOEFL scores indicate how the test taker performed on the test, and the score data provided through the OSVS provides identifying information about the test taker. Some test takers provide their TOEFL score information directly to Organizations; the OSVS allows these Organizations to access or verify the scores.

By registering for a TOEFL test online, by downloading a TOEFL *Bulletin*, by completing the confidentiality agreement on test day after having an opportunity to review the terms, by signing the supplement, or by providing your TOEFL registration number or test taker score report to an organization, you agree to all the terms and conditions of this supplement without modification by you.

If you do not agree, do not provide your TOEFL registration number for a past or future test or your test taker score report to any Organization. Unless you give them your information, an Organization should not be able to use the OSVS to access your score data.

Terms and Conditions

1. **Your Initiation of the OSVS.** If you provide your TOEFL registration number to an Organization, that Organization will be able to sign up for the OSVS and access your scores and related data, so long as it also has your name and date of birth. Some Organizations will already have access to some of that information, but they should not have your TOEFL registration number unless you give it to them. Accordingly, do not provide it unless you want to allow the Organization to access your score data using the OSVS.
2. **Score Data; Organization Access.** Using the Service, a member Organization will be able to view, copy and use your name, gender, photograph, date of birth, registration number, ID document information including passport number or national ID number, test date and test scores (including your total score and your scores for the Reading, Listening, Speaking and Writing sections) and listen to a speech sample recorded from one of your Speaking section responses (collectively, the "Score Data"). ETS reserves the right to determine whether more or less data should be provided from time to time in its good-faith discretion. Any use of your score data by the Organization should be pursuant to its privacy and security policy, if any, rather than to the ETS policy. ETS contracts with these Organizations to use the information only to verify the TOEFL scores, but ETS does not control the Organizations.

¹ You can review the current version of this policy under Privacy and Security at www.ets.org/legal/privacy.

² You can view the current version of these policies at www.ets.org/toefl under Test Takers, Scores, Scoring Policies.

SCORES AND SCORE REPORTING *(continued)*

3. **Limitations.** You acknowledge that if you give an Organization a registration number for a TOEFL test more than 2 years old, the Organization will not be able to verify your scores. You agree that ETS supplies the Service and the Score Data AS IS and with all faults. All disclaimers, damage and remedy exclusions, and limitations and other provisions of the TOEFL Documents apply to the OSVS and the Score Data.
4. **Other.** Except as impacted by the OSVS, the terms and conditions of the TOEFL Documents will remain in full force and effect. ETS reserves the right to share data with institutions and agencies for verification purposes outside of the OSVS. You agree that ETS may amend or change these terms and conditions from time to time in its discretion by providing notice in the TOEFL section of www.ets.org or in any of the TOEFL Documents, or by emailing or otherwise giving notice to you. If you provide TOEFL information to an Organization after the effective date of an amendment; or if, before the effective date, you fail to withdraw your TOEFL information from an Organization or otherwise fail to instruct it not to access your score data, you will be deemed to have consented to the amendment. The foregoing does not restrict ETS from using another method for amendment under any of the TOEFL Documents.

ETS Score Cancellation Policies

ETS and the TOEFL program strive to report scores that accurately reflect the performance and independent work of every test taker. ETS standards in this regard have these primary goals: giving all test takers an equal opportunity to demonstrate their abilities, and preventing any test taker from gaining an unfair advantage over others. These standards are of the utmost importance to ETS and to those who rely on the validity of ETS test scores. ETS reserves the right to cancel any test score when, in its sole judgment, there is substantial evidence that the score is invalid. Scores may be canceled as a result of test taker behavior or any irregularity that affects testing integrity.

When ETS cancels a test taker's scores that have already been reported, recipients are notified that the scores have been canceled, and ETS may explain why the scores have been canceled.

Test Taker Behavior

ETS reserves the right to dismiss you from the test center, cancel your scores, and ban you from taking an ETS test in the future for violations such as, but not limited to, those listed on page 15 under "Dismissal from a Test Center."

Test Integrity Irregularities

ETS may cancel scores for irregularities such as, but not limited to, the following:

- **Problems with the administration of a test** such as improper timing, improper seating, defective test materials or equipment, and other disruptions (natural disasters, weather conditions, other emergencies). These issues may affect an individual, a group of test takers, or multiple groups of test takers.
- **Circumstances at the test center** reasonably indicate that the test was improperly administered due to fraudulent or other improper or illegal activities. In certain circumstances, as determined by ETS, all scores for test takers at a particular test center may be canceled even if there is no evidence of individual wrongdoing.
- If your test administration is canceled before you test, or your test cannot be scored or your scores are canceled due to a testing irregularity, you can select a different test date and you will not be charged the rescheduling fee.
- If you arrive at the test center and find out that the testing session has been canceled by ETS, you can reschedule your test at no charge or receive a full refund of your test fee.
- If ETS cancels a test administration or cancels scores after you test, and you have incurred travel costs to get to the test center, you may be eligible for reimbursement of reasonable and documented travel expenses **for yourself only** within 30 days of your original test date.

When you contact **TOEFL Services**, have the appropriate receipts available and be prepared to provide the following:

- Name
- Date of birth
- Mailing address
- Daytime phone number
- Email address
- Original test date
- TOEFL registration number
- A description of the problem

If you have any questions about rescheduling and refund policies, please contact **TOEFL Services**.

SCORES AND SCORE REPORTING *(continued)*

Holding/Canceling Scores

- When there is information that ETS considers sufficient to indicate that you have engaged in any activity that affects score validity, ETS may hold your scores for investigation. If your scores are held, you cannot send score reports to any institution or agency until the investigation is complete. In addition, when information exists that ETS considers sufficient that the administration of the test did not comply with test administration regulations, some or all scores at the test center may be held or canceled.
- ETS reserves the right to take any action – including, but not limited to, dismissing you from the test center, holding or canceling your scores and banning you from future testing – for failure to comply with test administration regulations or test center staff members' instructions. If you are dismissed from the test center or your scores are canceled, those scores will not be reported and your test fee will not be refunded.
- ETS will also exercise its right to cancel any test score when, in its sole judgment, substantial evidence of pre-knowledge of test content is found.

Identification (ID) Discrepancies

- If, in the judgment of ETS or the test center administrator, there is a discrepancy in your ID information, you may be dismissed from the test center. In addition, ETS may decline to score your test or may hold or cancel your scores if the documents or photographs from test day cannot be validated, or if ETS has evidence that you did not appear for the test or did not take the entire test yourself. If your scores are canceled by ETS for any of these reasons, your test fee will not be refunded.
- ETS may also cancel scores, ban the test taker from future testing, and notify score recipients of the cancellation if fraudulent activity is detected after scores have been reported.

Plagiarism

ETS reserves the right to cancel the scores of test takers when, in ETS's judgment, there is evidence that a writing or speaking response includes, for example, text that is substantially similar to speech found in other TOEFL responses, or that quotations or the paraphrasing of language or ideas from published or unpublished sources are used without attribution. Such responses do not reflect the independent speaking or compositional writing skills that the test is intended to measure.

Invalid Scores

ETS may also cancel scores if, in its judgment, there is substantial evidence that the scores are invalid for any other reason. Such evidence may include, without limitation, unusual answer patterns and/or inconsistent performance on different parts of the test. Before canceling scores pursuant to this paragraph, ETS notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses those concerns, considers any such information submitted, and offers the test taker a choice of options. The options may include voluntary score cancellation or arbitration in accordance with the ETS standard Arbitration Agreement. Additional information which describes Why and How ETS Questions Scores in detail is available on the TOEFL website at www.ets.org/toefl/ibt/scores/policies. **Note: The arbitration option is available only for tests administered in the United States and U.S. territories.**

Liability

ETS shall have no liability to any test taker for damages or claims of any kind whatsoever that a test taker may assert against ETS for holding or canceling scores, for not reporting scores, for banning the test taker from future testing, or for disclosure of test taker information pursuant to ETS's rights as set forth in this document.

Changes in Terms and Conditions

- You agree that ETS may amend or change these terms and conditions from time to time in its discretion by providing notice in the TOEFL section of www.ets.org or in any of the appropriate TOEFL documents, or by emailing or otherwise giving notice to you.
- If you provide TOEFL information after the effective date of an amendment or if, before the effective date, you fail to withdraw your TOEFL information from all applicable score users or otherwise fail to instruct them not to access your score data, you will be deemed to have consented to the amendment. This does not restrict ETS from using another method for amendment under any of the TOEFL documents.

Other Score-related Information

Acceptable Scores or Score Requirements

Each institution or agency decides for itself what scores or ranges of scores are acceptable. Score requirements vary from institution to institution, depending on such factors as your level of study (undergraduate or graduate), your field of study, if you will be a teaching assistant, and whether the institution offers special courses in English as a foreign or second language. There is no specific passing or failing score set by ETS. If you have questions about how your scores are used or interpreted, contact the institution or agency directly.

Test Score Data Retention

Individually identifiable TOEFL test scores are retained in a database for 2 years. After 2 years, all test taker information and scores are removed. If you took the TOEFL test more than 2 years ago, you will have to take the test again to have scores provided to you, an institution or an agency.

SCORES AND SCORE REPORTING *(continued)*

Confidentiality of Scores

- The TOEFL Program protects the information that is stored in data or research files held by ETS from unauthorized disclosure. Under certain specific conditions, this data may be shared.
- ETS's goal is to report valid scores, ones that reflect the test taker's own unaided abilities. In the interest of that goal, ETS reserves the right to share any and all information in its possession about a test taker and the terms and conditions of test taking with (a) any entity which ETS recognizes as an authorized user of TOEFL test scores, including without limitation any entity to which ETS reports scores at the test taker's request, and (b) any government agency responsible for administration or enforcement of U.S. criminal and/or immigration laws.
- That information includes, but is not limited to, test taker identifying information, information concerning the conduct and findings of any test security investigation, and information regarding the test center where the test was taken.
- Your score record and the documents you complete that are retained by ETS (for example, your photograph) may be released to third parties such as government agencies or parties to a lawsuit if requested pursuant to a subpoena or required by applicable law.

Test Question Inquiries

Language specialists prepare TOEFL test questions following very careful, standardized procedures developed to ensure that all test material is of consistent high quality. Each question is reviewed by several members of the ETS staff. The TOEFL Committee of Examiners (COE), an independent group of professionals in the fields of linguistics, language testing and language teaching that reports to the TOEFL Board of Trustees, establishes overall guidelines for test content and specifications.

After new test questions have been reviewed and revised as appropriate, they are selectively administered in trial situations and then assembled into tests. The tests are then reviewed using established ETS and TOEFL procedures to ensure that all possible versions of the test are free of cultural bias, and the statistical analyses of each individual question ensures that all items provide the appropriate measurement information.

Although ETS employs extensive quality control checks throughout the development of test questions and the preparation of final tests, typographical errors or flaws in questions can still occasionally occur. If you suspect a problem and want to question a test item for any reason, notify the test center administrator before you leave the test center, write to MS 42N-208, TOEFL Test Question Inquiries, ETS, Rosedale Road, Princeton, NJ 08541-0001, USA, or send a fax to +1-609-683-2600 as soon as possible after taking the test. Please include the name of the test, the section of the test, the test date, the name of the test center and, if possible, the number of the question.

TEST DATES AND LOCATIONS

Test Dates

Test dates are available on the TOEFL website. Not all test dates are offered in all areas. To find out which test dates are offered at test centers in your location, go to the TOEFL iBT online registration system.

Test Locations

The most current information regarding test locations is on the TOEFL website at www.ets.org/toefl. Test takers should also check the TOEFL iBT online registration system because test centers are added frequently to the testing network. Information regarding test center availability is subject to change without notice.

INSTITUTION AND DEPARTMENT CODES

Institution Codes

Up-to-date information on the institutions and agencies accepting TOEFL scores is on the website at toeflgoanywhere.org and available during online registration. **If an intended score recipient is not listed, contact the institution or agency directly to get the code number before you register.** Using official destination codes ensures your score reports are sent to the correct locations. **Note:** If you are applying for graduate study, see the Department Code list below. Use the correct code to be sure your scores go to the correct location.

Department Codes

Use the following codes when selecting institutions, agencies or programs to receive your scores. Using official department codes will ensure your score reports are sent to the correct locations.

00 – Undergraduate and all other test takers not applying for Graduate Study, Graduate Schools, or Business or Law Schools

01 – If you are applying for **Graduate** Study in a field other than Business or Law, use the appropriate code from the list below

02 – Graduate Schools of Management

03 – Law Schools

HUMANITIES

26 Art History
13 Classical Languages
28 Comparative Literature
53 Dramatic Arts
14 English
29 Far Eastern Languages and Literature
15 Fine Arts, Art, Design
16 French
17 German
04 Linguistics
19 Music
57 Near Eastern Languages and Literature
20 Philosophy
21 Religious Studies or Religion
22 Russian/Slavic Studies
23 Spanish
24 Speech
10 Other foreign languages
98 Other humanities

SOCIAL SCIENCES

11 Archaeology
27 American Studies
81 Anthropology
82 Business and Commerce

83 Communications
84 Economics
85 Education (including M.A. in Teaching)
01 Educational Administration
70 Geography
92 Government
86 History
87 Industrial Relations and Personnel
88 International Relations
18 Journalism
90 Library Science
91 Physical Education
97 Planning (City, Community, Urban, Regional)
89 Political Science
93 Psychology, Clinical
09 Psychology, Educational
58 Psychology, Experimental/Developmental
79 Psychology, Social
08 Psychology, other
94 Public Administration
50 Public Health
95 Social Work
96 Sociology
80 Other social sciences

NATURAL SCIENCES

31 Agriculture
32 Anatomy
05 Audiology
33 Bacteriology
34 Biochemistry
35 Biology
45 Biomedical Sciences
36 Biophysics
37 Botany
38 Dentistry
39 Entomology
46 Environmental Science
40 Forestry
06 Genetics
41 Home Economics
25 Hospital and Health Services Administration
42 Medicine
07 Microbiology
74 Molecular and Cellular Biology
43 Nursing
77 Nutrition
44 Occupational Therapy
56 Pathology
47 Pharmacy
48 Physical Therapy
49 Physiology

55 Speech-Language Pathology
51 Veterinary Medicine
52 Zoology
30 Other biological sciences

PHYSICAL SCIENCES

54 Applied Mathematics
12 Architecture
61 Astronomy
62 Chemistry
78 Computer Sciences
63 Engineering, Aeronautical
64 Engineering, Chemical
65 Engineering, Civil
66 Engineering, Electrical
67 Engineering, Industrial
68 Engineering, Mechanical
69 Engineering, other
71 Geology
72 Mathematics
73 Metallurgy
75 Oceanography
76 Physics
59 Statistics
60 Other physical sciences

Use 99 for any department not listed.

COUNTRY/LOCATION AND REGION CODES

Use this list when indicating the code for the country or location where you are currently living (your mailing address), the code for the country or location where you are a citizen, and the code for your native country (the country or location where you were born).

AFG	Afghanistan	COK	Cook Islands	IRN	Iran, Islamic Republic of	NAM	Namibia	SGS	South Georgia & South Sandwich Islands
ALA	Aland Islands	CRI	Costa Rica	IRQ	Iraq	NRU	Nauru		
ALB	Albania	CIV	Cote d'Ivoire	IRL	Ireland	NPL	Nepal		
DZA	Algeria	HRV	Croatia	ISR	Israel	NLD	Netherlands		
ASM	American Samoa	CUB	Cuba	ITA	Italy	ANT	Netherlands Antilles	SSD	South Sudan
AND	Andorra	CYP	Cyprus	JAM	Jamaica	NCL	New Caledonia	ESP	Spain
AGO	Angola	CZE	Czech Republic	JPN	Japan	NZL	New Zealand	LKA	Sri Lanka
AIA	Anguilla	DNK	Denmark	JOR	Jordan	NIC	Nicaragua	SDN	Sudan
ATA	Antarctica	DJI	Djibouti	KAZ	Kazakhstan	NER	Niger	SUR	Suriname
ATG	Antigua and Barbuda	DMA	Dominica	KEN	Kenya	NGA	Nigeria	SJM	Svalbard & Jan Mayen
ARG	Argentina	DOM	Dominican Republic	KIR	Kiribati	NIU	Niue	SWZ	Swaziland
ARM	Armenia	ECU	Ecuador	PRK	Korea, Democratic Republic of	NFK	Norfolk Island	SWE	Sweden
ABW	Aruba	EGY	Egypt			MNP	Northern Mariana Islands	CHE	Switzerland
AUS	Australia	SLV	El Salvador					SYR	Syrian Arab Republic
AUT	Austria	GNQ	Equatorial Guinea	KOR	Korea, Republic of	NOR	Norway	TWN	Taiwan
AZE	Azerbaijan	ERI	Eritrea	KOS	Kosovo, Republic of	OMN	Oman	TJK	Tajikistan
BHS	Bahamas	EST	Estonia			PAK	Pakistan	TZA	Tanzania, United Republic of
BHR	Bahrain	ETH	Ethiopia	KWT	Kuwait	PLW	Palau		
BGD	Bangladesh	FLK	Falkland Islands (Malvinas)	KGZ	Kyrgyzstan	PSE	Palestine Territories	THA	Thailand
BRB	Barbados			LAO	Lao, People's Democratic Republic	PAN	Panama	TLS	Timor-Leste
BLR	Belarus	FRO	Faroe Islands			PNG	Papua New Guinea	TGO	Togo
BEL	Belgium	FJI	Fiji	LVA	Latvia	PRY	Paraguay	TKL	Tokelau
BLZ	Belize	FIN	Finland	LBN	Lebanon	PER	Peru	TON	Tonga
BEN	Benin	FRA	France	LSO	Lesotho	PHL	Philippines	TTO	Trinidad and Tobago
BMU	Bermuda	GUF	French Guiana	LBR	Liberia	PCN	Pitcairn	TUN	Tunisia
BTN	Bhutan	PYF	French Polynesia	LBY	Libya	POL	Poland	TUR	Turkey
BOL	Bolivia	ATF	French Southern Territories	LIE	Liechtenstein	PRT	Portugal	TKM	Turkmenistan
BIH	Bosnia and Herzegovina			LTU	Lithuania	PRI	Puerto Rico	TCA	Turks and Caicos Islands
BWA	Botswana	GAB	Gabon	LUX	Luxembourg	QAT	Qatar	TUV	Tuvalu
BVT	Bouvet Island	MAC	Macao	MDG	Madagascar	REU	Reunion	UGA	Uganda
BRA	Brazil	MKD	Macedonia, Former Yugoslav Republic of			ROU	Romania	UKR	Ukraine
IOT	British Indian Ocean Territory	MDG	Madagascar			RUS	Russian Federation	ARE	United Arab Emirates
BRN	Brunei Darussalam	GHA	Ghana	MDV	Maldives	RWA	Rwanda	GBR	United Kingdom
BGR	Bulgaria	GIB	Gibraltar	MLI	Mali	SHN	Saint Helena, Nevis	USA	United States
BFA	Burkina Faso	GRC	Greece	MLT	Malta	LCA	St. Lucia	URY	Uruguay
BDI	Burundi	GRL	Greenland	MHL	Marshall Islands	SPM	Saint Pierre & Miquelon	UMI	U.S. Minor Outlying Islands
KHM	Cambodia	GRD	Grenada			VCT	St. Vincent and the Grenadines	UZB	Uzbekistan
CMR	Cameroon	GLP	Guadeloupe	MTQ	Martinique			VUT	Vanuatu
CAN	Canada	GUM	Guam	MRT	Mauritania	WSM	Samoa	VEN	Venezuela
CPV	Cape Verde	GTM	Guatemala	MUS	Mauritius	SMR	San Marino	VNM	Vietnam
CYM	Cayman Islands	GIN	Guinea	MYT	Mayotte	STP	Sao Tome and Principe	VGB	Virgin Islands (British)
CAF	Central African Republic	GNB	Guinea-Bissau	MEX	Mexico	SAU	Saudi Arabia	VIR	Virgin Islands (U.S.)
TCD	Chad	GUY	Guyana	FSM	Micronesia, Federated States of	SEN	Senegal	WLS	Wallis & Futuna Islands
CHL	Chile	HTI	Haiti	MDA	Moldova, Republic of	SRB	Serbia		
CHN	China	HMD	Heard & McDonald Islands			SYC	Seychelles		
CXR	Christmas Island	VAT	Holy See (Vatican City State)	MCO	Monaco	SLE	Sierra Leone	WBA	West Bank
CCK	Cocos (Keeling) Islands			MNG	Mongolia	SGP	Singapore	ESH	Western Sahara
COL	Colombia	HND	Honduras	MNE	Montenegro	SVK	Slovakia	YEM	Yemen
COM	Comoros	HKG	Hong Kong	MSR	Montserrat	SVN	Slovenia	ZMB	Zambia
COD	Congo, The Democratic Republic of	ISL	Iceland	MAR	Morocco	SLB	Solomon Islands	ZWE	Zimbabwe
COG	Congo	IND	India	MOZ	Mozambique	SOM	Somalia		
		IDN	Indonesia	MMR	Myanmar	ZAF	South Africa		

Use UND for any country/region not listed.

NATIVE LANGUAGE CODES

Use this list when indicating the code for your native language.

AFR	Afrikaans	FIN	Finnish	KUR	Kurdish	SAT	Santali
AKA	Akan	FRE	French	KUS	Kusaiean	SRP	Serbian
ALB	Albanian	FUL	Fulah	LAO	Lao	SNA	Shona
AMH	Amharic	GAA	Ga	LAV	Latvian	SND	Sindhi
ARA	Arabic	GLG	Galician	LIN	Lingala	SIN	Sinhalese
ARM	Armenian	LUG	Ganda	LIT	Lithuanian	SLO	Slovak
ASM	Assamese	GEO	Georgian	LUA	Luba-Lulua	SLV	Slovenian
AYM	Aymara	GER	German	LUO	Luo	SOM	Somali
AZE	Azerbaijani	GRE	Greek	LTZ	Luxembourgish	SPA	Spanish
BAM	Bambara	GRN	Guarani	MAC	Macedonian	SUN	Sundanese
BAK	Bashkir	GUJ	Gujarati	MAD	Madurese	SWA	Swahili
BAQ	Basque	GWJ	Gwichin	MLG	Malagasy	SWE	Swedish
BEL	Belarusian	HAU	Hausa	MAY	Malay	TGL	Tagalog
BEM	Bemba	HEB	Hebrew	MAL	Malayalam	TGK	Tajik
BEN	Bengali	HIL	Hiligaynon	MLT	Maltese	TAM	Tamil
BER	Berber	HIN	Hindi	MAN	Mandingo	TAT	Tatar
BIK	Bikol	HUN	Hungarian	MAR	Marathi	TEL	Telugu
BOS	Bosnian	IBO	Igbo	MAH	Marshallese	THA	Thai
BUL	Bulgarian	ICE	Icelandic	MEN	Mende	TIB	Tibetan
BUR	Burmese	ILO	Iloko	MIN	Minangkabau	TIR	Tigrinya
CAT	Catalan	IND	Indonesian	MON	Mongolian	TON	Tonga
CEB	Cebuano	IPK	Inupiaq	MOS	Mossi	TUR	Turkish
NYA	Chichewa (Nyanja)	ITA	Italian	NAU	Nauru	TUK	Turkmen
CHI	Chinese	JPN	Japanese	NEP	Nepali	TWI	Twi
CHV	Chuvash	JAV	Javanese	NOR	Norwegian	UIG	Uighur
HRV	Croatian	KAN	Kannada	ORI	Oriya	UKR	Ukrainian
CZE	Czech	KAU	Kanuri	ORM	Oromo	URD	Urdu
DAN	Danish	KAS	Kashmiri	PAU	Palauan	UZB	Uzbek
DUT	Dutch	KAZ	Kazakh	POL	Polish	VIE	Vietnamese
DYU	Dyula	KHM	Khmer	PON	Pohnpeian	WOL	Wolof
EFI	Efik	KIK	Kikuyu	POR	Portuguese	XHO	Xhosa
ENG	English	KIN	Kinyarwanda	PAN	Punjabi	YAP	Yapese
EST	Estonian	KOK	Konkani	PUS	Pushto	YID	Yiddish
EWE	Ewe	KOR	Korean	RUM	Romanian	YOR	Yoruba
FAS	Farsi	KOS	Kosraean	RUS	Russian	YPK	Yupik
FIJ	Fijian	KRU	Kurukh	SMO	Samoan	ZHA	Zhuang
						ZUL	Zulu

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