

# Voucher Request Form

By submitting this completed form, the candidate confirms they have read and agree to abide by the Voucher policies outlined on page two of this document, and agree to cancel the currently scheduled examination.

Voucher Requests must be received no later than 2 weeks after the missed exam's original date.

Candidates wishing to use their approved voucher in the session immediately after their cancelled exam must submit this form a minimum of 5 business days before the registration deadline of the Session you plan to register for. Late fees and paper registration fees will be applied to registrations if the Voucher Request is not received in this timeframe.

## STEP 1: Candidate Information

RCM #:           (fill in your 8 or 10 digit number)

Date of Birth: \_\_ / \_\_ / \_\_ (MM/DD/YY)

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province/State: \_\_\_\_\_

Postal/Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

## STEP 2: Details for Missed Examination

Confirmation #:        (fill in your 7 digit confirmation number)

Instrument/Discipline: \_\_\_\_\_

Level: \_\_\_\_\_

## STEP 3: Reason and Supporting Documents for Voucher Request

### Please Check One

☐ Medical

☐ School or Employment Conflict (Direct conflict with a school examination time, that is, your RCM exam is currently scheduled for the exact same time slot as your school examination. Accompanied by a letter from school authority on school letterhead).

## STEP 4: Submitting Your Request

### CANADA:

**Mail to:** 273 Bloor Street West

Toronto, ON M5S 1W2

Tel. 1.800.461.6058

OR

**Email:** [candidateservices@rcmusic.ca](mailto:candidateservices@rcmusic.ca)

### USA:

**Mail to:** 60 Industrial Parkway, Suite 882

Cheektowaga, NY 14227-13 USA

Tel. 1.866.716.2223

OR

**Email:** [usaccountservices@rcmusic.ca](mailto:usaccountservices@rcmusic.ca)

# Voucher Request Form

## Examination Deferrals, Rescheduling, and Switching Sessions

- In order to reschedule an exam, please log into your MyRCM account, go to My Exams & Results, and select the correct family member to view their exam details.
- Exams can be rescheduled to any other available session, whether in-person or remote.
- Rescheduling is free of charge before the registration deadline for any in-person exam. Rescheduling a remote practical exam is free of charge within 24 hours of registration. Outside of these times, rescheduling comes with a \$45 fee.
- Rescheduling any in-person exam is only permitted until 14 days prior to the start of the session for which the candidate is currently enrolled. Rescheduling a practical exam held over Zoom is only permitted until 7 days prior to the original exam time.
- Customers rescheduling due to medical/school conflicts can request a full refund of the \$45 rescheduling fee.

## Examination Cancellations

- In order to cancel an exam, please log into your MyRCM account, go to My Exams & Results, and select the correct family member to view a cancellation option.
- After registration, customers have a grace period of 24 hours to cancel any exam free of charge and receive a full refund. This also applies to digital learning products, unless the candidate has already begun the course or exam.
- After the 24 hour grace period, customers who choose to cancel their exam will not receive a voucher or refund.
- Candidates who fail to appear for their exam or complete their exam on time, will not receive a voucher or refund.
- There are no academic penalties for missed examinations or incomplete online courses and exams.

### CANADA:

**Mail to:** 273 Bloor Street West  
Toronto, ON M5S 1W2  
Tel. 1.800.461.6058  
OR  
**Email:** [candidateservices@rcmusic.ca](mailto:candidateservices@rcmusic.ca)

### USA:

**Mail to:** 60 Industrial Parkway, Suite 882  
Cheektowaga, NY 14227-13 USA  
Tel. 1.866.716.2223  
OR  
**Email:** [usaccountservices@rcmusic.ca](mailto:usaccountservices@rcmusic.ca)