



2014–2015 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 TOEFL iBT testing *ONLY*.

Information about TOEFL Paper-based Testing is in a separate *Bulletin*.



[www.ets.org/toefl/bulletinreg](http://www.ets.org/toefl/bulletinreg)

For up-to-date information on test locations, institution codes, fees and other policies, please visit the Test Takers section of the TOEFL website at [www.ets.org/toefl](http://www.ets.org/toefl).

Policies in this *Bulletin* are in effect from July 2014 through June 2015 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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# THE TOEFL iBT<sup>®</sup> TEST AT A GLANCE

## Registration

- The best way to register for the TOEFL iBT test is online at [www.ets.org/toefl](http://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, an e-check, or a PayPal<sup>®</sup> account. There are restrictions on payment methods for certain locations. Check the website at [www.ets.org/toefl/ibt/about/fees](http://www.ets.org/toefl/ibt/about/fees).
- In China, register at <http://toefl.etest.net.cn> or <http://toefl.etest.edu.cn>.
- Regular online registration closes 7 days before the test date (not including the day of the test). Late online registration closes 3 days before the test date (not including the day of the test). Test takers who register after the regular deadline will be charged a late fee of US\$35.
- You can also register by phone or by mail. To register by phone, you need a debit/credit card or an e-check. To register by mail, you need a debit/credit card, a money order, or a personal check. For more about phone and mail registration, see page 6 or visit the website at [www.ets.org/toefl/ibt/register](http://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 country of citizenship. See [www.ets.org/toefl/ibt/ID](http://www.ets.org/toefl/ibt/ID) for details.
- Make sure the 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<sup>®</sup> 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 registrations – all at savings of up to 44%.

## 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 by mail through ETS Disability Services and have them approved before you register for the test.**
- The *Bulletin Supplement for Test Takers with Disabilities or Health-Related Needs* contains contact information, registration procedures and forms. The *Supplement* should be used in conjunction with the information in this *Bulletin*. The *Supplement* is available for download on the TOEFL website at [www.ets.org/toefl/ibt/about/bulletin](http://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 new practice opportunity — the TOEFL<sup>®</sup> Sampler. Try it for free at [www.ets.org/toefl/ibt/prepare](http://www.ets.org/toefl/ibt/prepare).
- Prepare for the test with TOEFL<sup>®</sup> 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 same-day scores and diagnostic reports for your completed practice tests. See [www.ets.org/toeflpractice](http://www.ets.org/toeflpractice).
- Access free practice questions at [www.ets.org/toefl/ibt/prepare/sample\\_questions](http://www.ets.org/toefl/ibt/prepare/sample_questions).
- Find more free and priced test prep products at [www.ets.org/toefl/ibt/prepare](http://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.
- 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.

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# ABOUT THE TOEFL® TEST

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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 9,000 institutions and agencies around the world. More institutions accept TOEFL scores than any other English-language test, and over 27 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

Test takers have up to 4 hours to complete the TOEFL iBT test. The test has 4 sections:

- **Reading** measures the ability to understand academic reading material written in English – 60-80 minutes; 36-56 questions
- **Listening** measures the ability to understand spoken English as it is used in colleges and universities – 60-90 minutes; 34-51 questions
- **Speaking** measures the ability to speak English in an academic context – 20 minutes; 6 tasks
- **Writing** measures the 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 either being used to enable ETS to make scores comparable across test administrations, or they may be new questions being used to help ETS 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, in the Reading section you can go back within the section during the time allotted for it. 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 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 allowed. 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 is administered on a standard English-language (QWERTY) computer keyboard. QWERTY is the most common layout for English-language computer keyboards. It takes its name from the first 6 letters displayed at the top left of the keyboard. It is recommended that you practice typing on a QWERTY keyboard before taking the test.

## 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*® 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 pages
- *TOEFL*® Sina Weibo page

For more information, visit [www.toeflgoanywhere.org](http://www.toeflgoanywhere.org).

# CONTACT INFORMATION

We offer several options for you to contact us. Go to [www.ets.org/toefl/contact](http://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](mailto:toefl@ets.org)

**Fax:** 1-610-290-8972

**Phone:** 1-609-771-7100 or 1-877-863-3546 (Monday–Friday, 8am–7:45pm U.S. Eastern Time, except U.S. holidays)

### **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**

### **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

### **Mail:**

TOEFL Disability Services

ETS

PO Box 6054

Princeton, NJ 08541-6054 USA

**Fax:** 1-609-771-7165

**Email:** [stassd@ets.org](mailto:stassd@ets.org)

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

## **Test Preparation Materials/Publications**

**Web:** See the Prepare for the Test section of the TOEFL website at [www.ets.org/toefl](http://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](mailto:toefl@ets.org)

### **Mail:**

MS 16-Z

TOEFL iBT Complaints

ETS

Rosedale Road

Princeton, NJ 08541-6163 USA

**Fax:** 1-609-771-7710

Visit the TOEFL website at  
[www.ets.org/toefl](http://www.ets.org/toefl)  
for the most up-to-date  
information.

# 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](http://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 the accommodations by mail through ETS Disability Services, and they must be approved before you register for the test. The *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* is available for download on the TOEFL website at [www.ets.org/toefl/ibt/about/bulletin](http://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*.

## 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](http://www.ets.org/toefl) using a credit/ debit card, a PayPal account, or an electronic check (e-check). (In **China**, register at <http://toefl.etest.net.cn> or <http://toefl.etest.edu.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 will be accepted: 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 days prior to the test date – not including the day of the test. Late online registration closes 3 days prior to the test date – not including the day of the test. Test takers who register after the regular deadline will be charged a late fee of US\$35.

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
- 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, those fields cannot be changed. Make sure the information you enter **exactly matches** the identification document(s) you will bring with you to the test center.

**You will be required to enter your identification (ID) information before you can register for a test date.** ID requirements depend on where you plan to test and your country of citizenship. See [www.ets.org/toefl/ibt/ID](http://www.ets.org/toefl/ibt/ID) for details.

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 may need the number on 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 day that is within 12 days of your existing appointment.

# REGISTRATION INFORMATION *(continued)*

## Phone Registration

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

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 days before the test date – not including the day of the test. Late phone registration closes at 5 p.m., local test center time, the day before the test. Test takers who register after the regular deadline will be charged a late fee of US\$35.

- 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 where you plan to test. See contact information at [www.ets.org/toefl/contact](http://www.ets.org/toefl/contact).

When you call, you will be given a registration number. Be sure to write the number down and bring it to the test center on test day. 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](http://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](http://www.ets.org/s/toefl/pdf/ibt_reg_form.pdf).

- Enter all the information on the form. Be sure to indicate 2 test date/center choices.
- Include a money order, personal check or credit/debit card information. For more details, see **Payment Policies** on pages 7-8.
- Mail the completed form to the address on the form or to the appropriate RRC ([www.ets.org/toefl/contact](http://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 your requested date(s) cannot be accommodated, 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, you will be assigned 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 of receipt of your confirmation.

If you do not receive a 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 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 area 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](http://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 your score recipients (the designated institutions who will receive your scores) at any time until 10 p.m., local test center time, the day before the test. After that time, you will be charged a fee for sending score reports. Recipients cannot be changed or deleted after the 10 p.m. deadline. **You cannot select your score recipients at the test center.** Institution codes are available online during registration and on the TOEFL website. 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 sections 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 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 will not be permitted to test and your test fee will not be refunded.
- **ID requirements depend on where you plan to test and your country of citizenship.** See [www.ets.org/toefl/ibt/ID](http://www.ets.org/toefl/ibt/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 accent marks or spaces). A multiple-part name (for example, Jean-Louis) can be entered into the First/Given Name(s) field as “Jean-Louis” – enter the names into the fields so they will read in the same way they appear on your ID.
- If you **do not have a first/given name or do not have a last/family name**, leave the appropriate field blank so your name appears the same way it does on your ID.
- The Middle Name field is optional; however, **if your ID shows a middle name**, enter it so your name matches your ID.
- 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 for each test date are on the website at [www.ets.org/toefl/ibt/scores/get](http://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 days prior to the test date (not including the day of the test). The late registration deadline is 3 days prior to the test date (not including the day of the test), 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 appear in your registration confirmation.

## Fees for Tests and Services

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

Late registration fee	US\$35
Rescheduling fee	US\$60
Reinstatement of canceled scores	US\$20
Additional score reports (per recipient)	US\$19
Speaking <b>or</b> Writing Section score review	US\$80
Speaking <b>and</b> Writing Section score review	US\$160
Fee for returned check/declined credit card	US\$20

**Fees are subject to change without notice.** The above amounts are exclusive of the Value Added or similar taxes. Any applicable tax is payable in addition to the amounts quoted.

## Payment Policies

All payments by check or money order must:

- Be made in full
- Be dated within 90 days of the date of receipt
- Have the correct numeric and written payment amount
- Have the appropriate signature(s)

Services may be withheld for nonpayment of fees. All balances incurred 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.

**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)*

## Preferred Forms of Payment

**IMPORTANT NOTE:** Be sure to check the TOEFL website to see if there are any payment method restrictions for your location.

- Credit/debit cards – American Express, Discover, JCB, MasterCard or VISA. Any debit/credit card branded with one of the 5 accepted logos can be used.
  - When you select Credit Card as method of payment, you have the option of paying in select local currencies instead of U.S. dollars if you have a MasterCard or VISA. Available currencies will be displayed, with the credit card types supported for each. You can change your selection at any time **before you click Submit** to process your payment.
- PayPal account
- Electronic check (e-check) – drawn on a U.S. bank
  - An electronic check (e-check) can be used if the check is drawn on a bank account in the U.S. or its territories. Electronic Check Processing (ECP) directly debits your checking or savings account for payment of goods and services.
  - ETS offers this payment method online or by phone when the account can be validated in real time. ECP transactions are processed in U.S. dollars, against U.S. bank accounts only. E-checks utilize the Automated Clearing House (ACH) network. The ACH is a process by which the member financial institutions perform clearing of electronic debits and credits when the customer's bank is a member, or by generating a facsimile draft when the customer's bank is not a member of the network. ECP transactions will be submitted to the ETS electronic check payment processing vendor for validation, verification and settlement, similar to a credit/debit card transaction.
  - To pay by e-check, enter the bank account number and routing number that appear at the bottom of your paper checks. If you enter debit card information, your transaction may be declined by your bank. Your account may be debited the same day we receive your request. You will not receive a canceled check.
  - By selecting e-check as the payment method, you authorize ETS to deduct the stated fees from your checking or savings account. This authorization remains in full force and effect until ETS receives notification from you, in such time and in such manner as to afford ETS and the financial institution the opportunity to act on it.

## Other Acceptable Forms of Payment

- Check
- Money order
- Euro checks – drawn on a bank in the same European country as the currency

**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](http://www.ets.org/toefl/contact) to find out if vouchers are available in your location.

## Paying by Check or Money Order

- Post-dated checks are **not** acceptable.
- Check date **cannot** be over 90 days old when received.
- Checks and money orders in U.S. dollars must be drawn on a bank in the U.S. and made payable to “ETS-TOEFL iBT.”
- Euro checks must be drawn on a bank in the same country as the person writing the check. For example, a Euro check written by a resident of Germany must be drawn on a bank in Germany.

## If paying by personal check:

- The name and address of the bank must be preprinted on the face of the check.
- The check must have a preprinted check number.
- The check must include the test taker or other payor's name and address.
- A check missing the preprinted name and address or with typewritten names in place of signatures is not acceptable.
- A check payable in Canadian dollars must be drawn on a bank in Canada.

## Acceptable Currencies

If you are using PayPal or an e-check, payment must be in U.S. dollars. If you are paying with a paper check or money order, the currencies listed below are acceptable: **Payments in any other currency cannot be accepted and will be returned to you.**

- British Pound
- Canadian Dollar
- Euro
- Japanese Yen

Payments in the currencies listed above must be made at the Telegraphic Transfer Selling (TTS) exchange rate of the U.S. dollar equivalent.

Services may be withheld for nonpayment of current fees and unpaid previous balances.

# REGISTRATION INFORMATION *(continued)*

## How to Reschedule or Cancel Your Test

If you need to reschedule or cancel your registration, you must do so at least 3 full days before your test date (**not including the day of the test and not including the day of your request**). For example, if your test is on Saturday, you must reschedule or cancel by Tuesday. If your request is not received at least 3 full days in advance, your test fee will not be refunded. Test center staff cannot make schedule changes. 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.

- 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](http://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 3-day advance deadline, you will automatically receive a refund equivalent to half 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 at the test center. 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.

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

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

### Payments by Check

Refunds are processed automatically. If original payment was drawn on a U.S. bank, allow 8 weeks after your cancellation for your refund to be processed. If original payment was made in non-U.S. funds drawn on a bank outside the U.S., allow 12 weeks 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:

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, that **matches exactly** the name you used when you registered. Your ID will be checked before you are admitted. See **Identification Requirements** below.
- The information on the primary ID document you bring to the test center must exactly match the ID information you entered in the ID fields when you registered.
- If you have **multiple first/given or last/family names**, all names must be entered when you register, as they appear on your ID.
- If you **do not have a first/given name or do not have a last/family name**, you should have left the appropriate field blank so your name appears the same way it does on your ID.
- The Middle Name field is optional; however, **if your ID shows a middle name**, you should have entered it so the name you used when you registered matches your ID.
- ID requirements depend on where you plan to test and your country of citizenship.
- **Your registration number.** You will get this when you register. You will not receive an admission ticket. **Return to your online profile and check your registration confirmation the day before test day.** If there is a change in the test center information (for example, a different building or start time), it will be updated in your online profile. **To access or print your confirmation, log on to your profile and select View Order(s), then select Registration Confirmation.**

## 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 country of 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 ensuring that the 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 supervisor 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.
- All 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 supervisor 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; photocopied documents will not be accepted
- 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 spaces
- 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.

*See Exceptions and Requirements on pages 11-12 if:*

- you are testing in Mainland China, Hong Kong, Macau, Philippines, Bangladesh, India, Nigeria, Pakistan or Saudi Arabia
- you are testing outside your country of citizenship
- you are not a U.S. citizen and you are testing in the U.S.
- you are testing in a European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab country
- you have a multiple-part first/given or last/family name
- you do not have a first/given name or do not have a last/family name
- your ID shows a middle name
- you are in the process of renewing your driver's license
- you are in the military and your military ID does not include your signature
- you are unable to meet ID requirements
- you have **any** questions about your ID document(s)

# ON TEST DAY *(continued)*

## Acceptable Primary ID Documents

The following ID documents are acceptable for admission to a test center **within your country of citizenship**:

- **Passport** with photograph and signature
- **Driver's license** with photograph and signature
- **State or Province ID card**, including those issued by motor vehicle agencies, with photograph and signature
- **National ID** with photograph and signature
- **Military ID** with photograph and signature

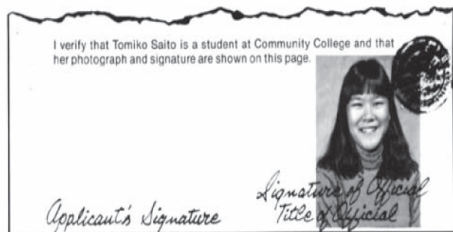
## Acceptable Supplemental ID Documents

- You may be required to provide a supplemental ID in addition to your primary ID if the test center supervisor 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.
- Supplemental ID documents **cannot** be used to resolve name discrepancies. The name on your primary ID **must exactly match** the name you used when you registered, excluding accent marks, and spaces.

If you cannot provide a supplemental ID listed below that contains 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.

*The following ID documents are generally acceptable as supplemental ID:*

- **Government-issued ID**, including but not limited to those listed under **Acceptable Primary ID Documents** above
- Student ID
- **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 agency or 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 of Citizenship

- You must present a 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/ID](http://www.ets.org/toefl/ibt/ID) for details.
- Diplomatic or embassy ID 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 supervisor cannot read it, you may not be permitted to test.

*Exceptions and Requirements for specific locations:*

### Testing in Mainland China

- **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 valid passport or citizenship card.
- **Citizens of all other countries and locations** must present a valid passport.

### Testing in Hong Kong and Macau

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

# ON TEST DAY *(continued)*

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

- If you are testing in a European Union, Schengen Zone or Arab States of the Gulf (GCC) country other than the one where you reside, 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 elements, 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 and are testing in the U.S., you must present a 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:
  - Permanent Resident Card/Resident Alien Card (Form I-551 or I-151)
  - Temporary Resident Card (Form I-688)
  - Employment Authorization Card (Form I-688A, I-688B, or I-766)
  - Mexican Border Crossing Card – accepted only at test centers within 25 miles of the Mexican border

## Multiple-part First or Last Name

- If you have a **multiple-part first/given or last/family name**, you should have entered it exactly as it appears on the ID you will bring to the test center (excluding accent marks or spaces). A multiple-part name (for example, Jean-Louis) can be entered into the First/Given Name(s) field as “Jean-Louis” – enter the names into the fields so they will read in the same way they appear on your ID. You cannot use a supplemental ID to resolve name discrepancies.

## No First or No Last Name

- If you do not have a first/given name or do not have a last/family name, the appropriate field should have been left blank so your name will appear the same way it does on your ID.

## Middle Name

- The Middle Name field is optional; however, if your ID shows a middle name, you should have entered it when you registered so your name will match your ID.

## 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 you have a temporary paper license in lieu of a renewal certificate, that is acceptable only if it is accompanied by an acceptable supplemental ID.

## Military ID without Signature

- If your military ID does not include your signature, you will be required to present a supplemental ID.

## 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 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
- Any temporary ID
- Diplomatic, consulate or embassy ID

## 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](mailto:TSReturns@ets.org)

**Phone:**

1-800-750-6991 – U.S. only

1-609-406-5430 – all other locations

Monday – Friday 7:30 a.m.-5:30 p.m. U.S. Eastern time, except 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 submitting your registration 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 administration for which you have registered.

- Test center staff cannot help you with schedule changes.
- Subject-related information written on clothing, 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. Other than any ETS-authorized observers, visitors are not allowed in the vicinity of the testing room.
- You may be asked to remove your watch or other personal belongings and store them during the test.

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 in cursive (not print) and sign a confidentiality statement at the test center. If you do not complete and sign the statement, you cannot 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 one question each in the Reading and Listening sections, write at least one essay, and complete at least one 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 paper must be returned to the test center supervisor 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 scratch paper you are given before you can ask for more.
- If at any time during the test you have a problem with your computer or need assistance for any reason, raise your hand.
- Testing premises are subject to videotaping.
- Cell phones, smart phones or any other electronic devices are not permitted and will be confiscated by test center staff.

**IMPORTANT:** ETS reserves the right to take appropriate action and/or notify the appropriate authorities, including but 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.

### 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:

- Thumb printing
- Photographing/videotaping
- Signature comparison
- Electronic detection scanning devices such as hand-held metal detectors/wands
- Biometric voice identification
- Other forms of electronic confirmation

If you refuse to present ID or to have your ID verified, you will not be permitted to 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 cell phones, smart phones, digital watches, smart watches, and any other electronic, recording, listening, scanning or photographic device. You will not have access to your personal items during the test or during breaks.

Before the test, you will receive instructions from test center staff regarding where to store personal items. 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 this 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 items or devices that you choose to bring to the test center.

### Seating

The test center supervisor will assign you a seat.

### Timing

- The maximum time allotted for the untimed sections before the test is 30 minutes. The purpose of the untimed sections is for you to become familiar with important information that will make your testing experience as user-friendly as possible. The time you spend on untimed sections is not to be used for any other purpose. Any infraction will be reported to ETS, and the test center supervisor 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 is adjusted accordingly.
- You will not be permitted to continue the test or any part of it beyond the established time limit.

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# ON TEST DAY *(continued)*

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## Taking a Break, Leaving your Seat

- There is a mandatory 10-minute break midway through the testing session. If you exceed the allotted 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 the 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 cell 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 the 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 you take the test and your scores are canceled by ETS, ETS will determine, at its sole discretion, whether or not you are eligible to re-test at no charge or to receive a refund.
- 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 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@ets.org](mailto:reportcheating@ets.org)

**Phone:** 1-800-353-8570 – U.S. only  
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 TOEFL iBT Complaints (see **Test Center Complaints** on page 4) as soon as possible after the test date. Be sure to give the test date, the name of the test center and the city, state/province and country where you tested.

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# ON TEST DAY *(continued)*

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## Dismissal from a Test Center

The test center supervisor is authorized to dismiss you from a test administration, 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 administration, including but not limited to:

- Attempting to take the test for someone else or having someone take the test for you.
- Failing to provide acceptable identification.
- Obtaining improper access to 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 and test information into the test center in any form, including but not limited to identification documents, prohibited devices, and any other method listed as an aid in connection with the test. ETS reserves the right to cancel scores when substantial evidence of pre-knowledge is found.
- Using or having a cell phone, smart phone 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 aid in connection with the test, including pens, mechanical pencils, scan pens or other scanning devices, calculators, calculator or computing watches, analog, digital or smart watches, books, pamphlets, notes, unauthorized scratch paper, rulers, highlighter pens, stereos or radios with headphones, cell phones, smart phones, watch alarms, stop 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 supervisor has sole discretion in determining what constitutes disruptive behavior.
- Attempting to give or receive assistance. Communication in any form is not permitted during the testing session. Discussion or sharing of test questions, topics or answers during the test, during breaks or after the test is prohibited.
- 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, reproduced 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 a weapon or firearm into the test center.

- Taking excessive or extended unscheduled breaks during the testing session. Test center supervisors strictly monitor breaks and are required to report test takers who take excessive or extended breaks.
- Failing to follow any regulations in this *Bulletin*, given by the test center supervisor, 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 supervisor’s instructions. If your scores are canceled, they will not be reported to you or to any agency or institution, and your test fee will not be refunded.

Please contact ETS as soon as possible to report any conduct you observe 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@ets.org](mailto:reportcheating@ets.org)

**Phone:** 1-800-353-8570 – U.S. only  
1-609-406-5430 – all other locations

**Fax:** 1-609-406-9709



# 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.
- A paper copy of your scores, if you select that option during registration 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.
- 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 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 sections rescored through the **Score Review service**.

Official score reports are mailed 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 posted.

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](http://www.ets.org/toefl/ibt/scores/get) for an estimated date when you will be able to see your scores. Your test results 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 prior to 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 iBT Additional Score Report Request Form, 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 one question each in the Reading and Listening sections, write at least one essay, and complete at least one 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)

In addition to numeric scores, your test taker score report will include performance feedback that indicates 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 are 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 another 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](http://www.ets.org/toefl/ibt/scores/scoring_services). The score reinstatement fee is US\$20. Scores will be reinstated and reported within 3 weeks after receipt of your request and payment.

## 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\$19 per recipient. Score reports can be ordered online through the registration system, or by completing the Additional Score Report Request Form, which is available for download at [www.ets.org/toefl/ibt/scores/send](http://www.ets.org/toefl/ibt/scores/send).

Your Additional 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 restrictions on payment methods 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 contained in your posted scores is the same as the information printed on your score reports.

## Online (Credit/debit Card, e-check or PayPal)

- 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, 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 Additional Score Report Request Form for completing and submitting your request and payment.
- Score reports are mailed 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 faxed request may not have gone through and you attempt to re-send the information, write “DUPLICATE” in large letters on all repeat requests. 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 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.
- Reports will be sent only to the number of institutions 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 an 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.

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, which could be 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\\_form.pdf](http://www.ets.org/s/toefl/pdf/iBT_score_review_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 those on the score record you submit, the institution or agency will be requested to provide ETS with a copy of the scores 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 policy<sup>1</sup>, ETS Scoring Policies<sup>2</sup> 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 to the Service, 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 a 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

- 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.
- 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 the Organization to use the information only to verify the TOEFL scores, but ETS does not control the Organization.

<sup>1</sup> You can review the current version of this policy under Privacy and Security at [www.ets.org](http://www.ets.org).

<sup>2</sup> You can view the current version of these policies at [www.ets.org/toefl](http://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](http://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 irregularities that affect testing integrity.

### 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, the following:

- 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 the test, part of the test, test questions or answers, or any information about the test.
- Using or having a cell phone, smart phone or other electronic device in your possession during the test or during breaks.
- Using any aids in connection with the test, such as mechanical pencils, pens, scan pens, calculators, watch calculators, analog or digital watches, watch alarms, books, pamphlets, notes, scratch paper, highlighter pens, rulers, stereos or radios with headphones, cell phones, smart phones, stop watches, dictionaries, test prep materials, translators or any electronic recording, scanning, listening or photographic devices.
- Attempting to give or receive assistance. 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 also includes communication via chat room, message board or forum, SMS message or text message.
- 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 any 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.

# SCORES AND SCORE REPORTING *(continued)*

- Removing, attempting to remove, reproducing or disclosing by any means (for example, hard copy, orally or electronically) to any person or entity any test content, test part, scratch paper or notes relating to the test.
- 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 testing session or during breaks.
- Taking excessive or extended unscheduled breaks during the testing session. Test center supervisors strictly monitor breaks and are required to report test takers who take excessive or extended breaks.
- Failing to follow any of the test administration regulations in this *Bulletin*, stated orally by the test center supervisor, or specified in any materials.
- Creating a disturbance or engaging in disruptive behavior at the test center.
- Taking a weapon or firearm into the test center.
- Taking food or drink into the testing room, unless you have been approved for an accommodation based on a disability or health-related need.
- Taking tobacco into the testing room.
- Taking any other prohibited items into the testing room.

If you are dismissed from the test center or your scores are canceled for any of the reasons listed in this *Bulletin*, your test fee will not be refunded and you will not be able to retest for free. In addition, you may be banned from testing in the future.

## Test Integrity Irregularities

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

- **Problems with administration of a test** such as improper timing, improper seating, defective test materials, or defective 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 re-scheduling 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 you take the test and your scores are canceled by ETS, ETS will determine, at its sole discretion, whether or not you are eligible to re-test at no charge or to receive a refund.

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**.

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# SCORES AND SCORE REPORTING *(continued)*

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## 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. If your scores are held, you cannot send score reports to any institution or agency until the investigation is completed. If your scores are then canceled, ETS may bar you from future ETS tests. 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 barring you from future testing – for failure to comply with test administration regulations or the test center supervisor’s 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 ETS’s judgment or the judgment of 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 will 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 include voluntary score cancellation or arbitration in accordance with the ETS standard Arbitration Agreement. In addition, the test taker is sent a copy of the booklet *Why and How Educational Testing Service Questions Test Scores*, which explains this process in greater detail. This booklet is available to any test taker at any time upon request from the ETS Office of Testing Integrity. Call 1-800-353-8570 or email [TSReturns@ets.org](mailto:TSReturns@ets.org). The booklet is also available for download on the TOEFL website. **NOTE: The arbitration option is available only for tests administered in the United States.**

## 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](http://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. The foregoing 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 (graduate or undergraduate), 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 have been 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.

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# SCORES AND SCORE REPORTING *(continued)*

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## 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 any entity which ETS recognizes as an authorized user of TOEFL test scores and either is an entity to which the test taker releases his/her TOEFL scores or is a government agency that requests such data. That information includes, but is not limited to, identifying information, details of any test security investigation, and details regarding the test center where the test was taken. Typically, the reasons for disclosure of test taker information include score verification, test security investigations, and investigations by score users of possible unlawful activity. Typical authorized users of TOEFL test scores include educational institutions and certain government agencies (for example, visa processing authorities).

## Test Question Inquiries

Language specialists prepare TOEFL test questions following 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 program procedures to ensure that all possible versions of the test are free of cultural bias, and statistical analyses of individual questions ensure 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 supervisor 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.

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# TEST DATES AND LOCATIONS

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## 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.toeflgoanywhere.org](http://www.toeflgoanywhere.org). 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](http://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

### HUMANITIES

- 11 Archaeology
- 12 Architecture
- 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

- 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

### BIOLOGICAL 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
- 61 Astronomy and Literature
- 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.

02 – Graduate Schools of Management

03 – Law Schools

# COUNTRY AND REGION CODES

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

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

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 Fula	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	GWI 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 Tongan
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

Use UND for any language not listed.