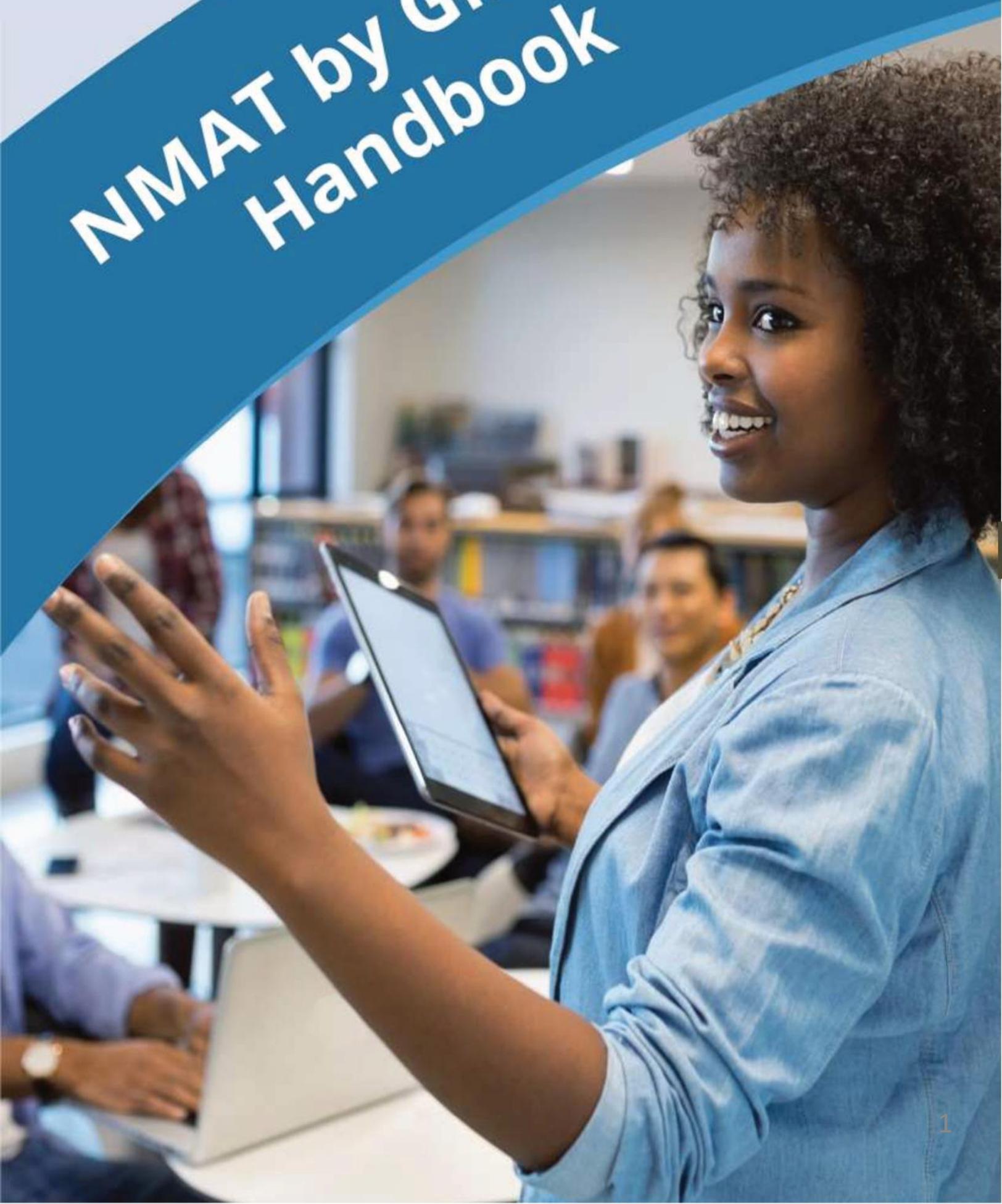


NMAT by GMAC™ Handbook



Official Handbook

What you need to know and agree to when scheduling your NMAT by GMAC™ exam.

For more information, please visit

<https://www.mba.com/exams/nmat/>

Effective Date: June 2021

*Changes are periodically made to this handbook. Please consult the online version of the handbook for the most up-to-date information relating to the NMAT by GMAC™ exam: <https://www.mba.com/exams/nmat>

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Read this Handbook carefully. It provides important information.

As a candidate interested in pursuing an MBA or other graduate management degree, you are faced with an important choice - which test or tests you should take to pursue the career of your dreams. The NMAT by GMAC™ exam (the "exam") can play a significant role in that process. Doing well on the exam will give you the confidence that you can handle the business school curriculum and have a fulfilling 8-school experience.

This handbook describes the exam and explains what you need to do to prepare for and take the exam. It also sets forth the policies and procedures that govern the exam. This includes privacy policies for handling and protecting your personal information and data, and policies that are designed to protect the security of the exam and the integrity of test results.

We want the exam experience to be fair and positive for everyone. Therefore, all test takers must agree to comply with NMAT by GMAC™ testing policies and procedures as a condition of taking the exam.

Please be sure to read this handbook carefully, as you will be bound by its contents if you choose to take the exam.

Congratulations on your decision to pursue a graduate education in business or management. Doing so is a rewarding experience and we wish you the best of luck.

Contact Us

The NMAT by GMAC™ exam is owned by Graduate Management Global Connection (India) Private Limited (GMGC), which is a subsidiary of Graduate Management Admission Council (GMAC). The exam is administered by Examity Inc. (Examity) in various countries.

Please do not hesitate to contact us if you need assistance by using the contact information provided at <https://www.mba.com/service/contact-us/> on our website at <https://www.mba.com/> and selecting the country in which you would take the exam, using the drop-down menu at the top of the home page. Based on the country of testing, the support desk details might change.

About the Test

- The exam is owned by Graduate Management Global Connection (India) Private Limited (GMGC), which is a subsidiary of Graduate Management Admission Council (GMAC). The exam is administered by Examity Inc. (Examity) in various countries.
- The exam is computer adaptive and gives each candidate a randomly generated test from a pool of questions, delivered one-at-a-time. The number of questions, difficulty levels, and the time limit for each of the sections are predetermined and, under normal administration conditions, are the same regardless of when and where the test is administered. Candidates have a choice of selecting the order/sequence of the test sections.
- The exam has three sections - Language Skills, Quantitative Skills and Logical Reasoning.
- The three sections of the exam are individually timed. Test takers must answer questions of each section within the allotted time.
- The exam is a 2-hour test containing multiple choice questions. Prior to the start of the test, there will be a 2-minute period for the test taker to agree to the Non-Disclosure Agreement, a 10-minute tutorial and a 3-minute period for section selection and sequencing.

Section	No.of Questions	Time (Minutes)	Score Range
Language Skills	36	28	12- 120
Quantitative Skills	36	52	12- 120
Logical Reasoning	36	40	12- 120
Total	108	120	36-360

NO ABILITY TO RETURN TO A SECTION AFTER LEAVING IT: Test takers need to answer the questions of each section within the allotted section time. Once the test taker completes a section, whether the testtaker selects to move to the next section or if time runs out, the testtaker will not be able to return to that section.

NO CARRYOVER OF TIME: Test takers cannot add the remaining time of one section to other sections. If a test taker completes answering and reviewing a section before the allotted section time expires, the testtaker may choose either to revise their answers in the section or move to the next section, but the remaining time cannot be added on to another section's allotted time.

Online Registration

- Test takers can register for the exam through an online registration process available on the website <https://www.mba.com/exams/nmat/> during the registration period mentioned on the website.
- GMGC shall not accept registrations from test takers in any mode or form, other than the ones mentioned above.
- Testtakers need to upload a photograph as part of the registration process based on the following specifications:
 - > Photograph should be in one of these formats: JPG, PNG, GIF.
 - > No landscaped or rotated pictures are allowed
 - > Photo should have either white or lightly colored background.
 - > Eyes should be open and clearly visible.
 - > Test taker face should be distinctly visible, straight and at the centre. Shoulder tops should be also clear on the photo.
 - > Photograph should not be more than 6 months old.
The following are not acceptable and are liable to get rejected:
 - > Facebook photos and/or photos not having the above-mentioned specifications of size.
 - > Photos in which the test administration staff cannot sufficiently authenticate your identity.
 - > Photos with a dark color background.
- Test takers need to confirm their email ID before initiating their registration. Confirmation of completed registration and payment will be sent by email on the confirmed email ID only. GMGC shall not be held responsible for non-receipt of confirmation or returned e-mail.
- Test takers certify that they are taking the exam for a valid educational or legal purpose and agree to comply with and be bound by the NMAT Terms of Use, including the confidentiality and non-disclosure requirements.
- It is the sole responsibility of the test taker to ascertain whether he/she possesses the necessary and requisite qualifications for applying to the programs offered by various universities. Test takers will need to confirm that they understand the eligibility criteria before submitting their application form. GMGC shall not be held responsible for any concerns arising out of mismatch of qualifications.

- Registration applications submitted without the proper notified registration fee, with insufficient or incorrect details, with no photos or photos not matching the criteria mentioned above, or payment received beyond the specified closing time and date for submitting the registration application, will be rejected and GMGC shall not entertain any queries with respect to the same.
- Test takers in South Africa, Nigeria, Philippines and Morocco shall be entitled to cancel their registration without reason and without penalty subject to Section 44 of the Electronic Communications and Transactions Act 25 of 2002 and as further described below.
- Test takers need to ensure that the information submitted by them is correct and true in all respects. If any information is found to be incorrect or false at a later date, GMGC reserves the right to prevent the test taker from taking the test and/or to cancel the test score. In the event of the prohibition to test or the cancellation of the score due to the furnishing of incorrect/false information, the test registration fee will not be refunded.
- There is no provision for on-the-spot registration for the exam at the test centers. Test takers will have to follow the prescribed registration process published on nmat.org during the published registration dates.
- Test takers are not allowed to make duplicate/multiple registrations. Test registration is liable to be rejected and test fee forfeited if the test taker registers multiple times and/or has taken the test under different registration numbers. This also applies to test takers applying to various programs offered by NMAT by GMACTM exam-accepting schools.
- Test takers will be able to edit only certain fields like School Selection and Additional Preference in their registration form after submitting the registration fee. Test takers are advised to check the information entered in the online registration form very carefully while registering and once again before submitting the registration as they will not be allowed to make any changes after submission.
- The registration for the test is considered valid only if online submission is fully completed by the test taker, accepted by GMGC and the registration fee is received by GMGC by the posted due dates. Registrations for which the registration fee is not received in time will be rejected.
- Exam scores are accepted by several universities and business schools. Visit <https://www.mba.com/> to view the most current list.

Registration Fees

- To register for the exam, test takers must pay the relevant registration fee as specified on the website. Payment for the test fee will be accepted by international credit cards.
- GMGC shall not be held liable for late or non-delivery of any material or information sent through e-mail or regular mail.

Refund Policy

- A test taker registering for the exam may cancel within seven (7) days after the date of their test registration and receipt of full payment to the extent the exam has not yet been taken by such test taker. Refunds of the registration fee will be provided within thirty (30) days of the date of cancellation.
- It is the responsibility of the test taker to understand the eligibility requirements of all the universities and schools to which he/she is interested in applying before registering for the exam. If the test taker registers for the exam and then determines that he/she is ineligible for admission to the desired program, no exam fee refund will be made after the period indicated above. For the eligibility requirements, test takers are advised to check the websites of each university and school where they plan to apply.

Forfeit of Exam Registration Fee

- Test takers will forfeit their exam registration fee if they:
 - Make multiple registrations
 - Appear for the exam under multiple registrations
 - Cancel their registration outside the cooling-off period stipulated in section 44 of the Electronic Communications and Transactions Act 25 of 2002 (to the extent applicable in the relevant country or territory)
 - Do not schedule a test
 - Cancel their scheduled exam except as provided herein
 - Do not appear for their scheduled exam
- Provide false disability information. Additionally, such candidates shall be barred from taking the exam. GMGC reserves the right to lodge a complaint with the police authorities against such exam takers.

Exam takers will also forfeit their registration fee (and may be subject to additional actions) if they:

- Are not allowed to complete a scheduled exam because of improper conduct before or during testing
- Provide false information to GMGC when registering for or taking the exam
- Fail to comply with other policies or procedures for which non-compliance can result in fee forfeiture

Scheduling

- Test takers can schedule their exam after they have submitted their completed registration and paid the applicable fees. Only test takers whose registrations and fees have been submitted by the stipulated deadlines will be entitled to take the exam and schedule a testing date.
- Test takers will be required to schedule their exam on their own by following the instructions available on <https://www.mba.com/exams/nmat/>. A test taker can schedule only one test attempt at a time. Test takers should schedule their exams soon as the scheduling section is activated to choose their preferred date, time (slot) and centre (in case of exam at test centre), as seats will be available on a 'First come, First serve' basis.
- The exam will be offered as an online proctored exam from home as specified at the website.
- Test takers will be allowed to schedule their test any time during the scheduling window (subject to real time availability) for any slot which is a minimum of 24 hours later than the time that they carry out scheduling the transaction in the system.
- Test takers will receive the confirmation e-mail from GMGC's test delivery vendor after scheduling the exam.
- Neither GMGC nor its exam delivery vendors are responsible for any non-receipt of confirmation e-mails due to incorrect e-mail addresses being entered by the applicant or due to any technical problems with receipt of e-mail. Test takers who do not receive their confirmation e-mails within 24 hours of scheduling a test should call the scheduling and rescheduling helpdesk number or Examity, as the case may be), or send an email to the support desk, as provided at the beginning of these terms and conditions and on <https://www.mba.com/service/contact-us>.
- Test takers not appearing for their scheduled exam will be marked "No Show" and this will be treated as an attempt.
- Test takers can register and attempt the exam three times in a testing year. A testing year is defined as the 1st of July to the 30th of June of the following year.

Differently Abled Test Takers

Some individuals are not able to take the exam in the standard manner because they have one or more disabilities. To ensure that all test takers can test in a fair manner, GMGC makes reasonable testing accommodations available to test takers whose supporting documentation confirms their impairment(s), the extent of their resulting limitations, and their need for accommodations on the exam.

The purpose of exam accommodations is to prevent a test taker's impairment from having an inappropriate impact on the test taker's performance. Accommodations are not intended as a way to maximize scores, beyond ensuring a level playing field for all examinees.

For information regarding how you can request accommodations, go to the <https://www.mba.com/exams/nmat/about-the-exam/test-takers-with-disabilities> website. Please select the country in which you will be testing using the drop-down menu at the top of the home page. The information provided there is deemed part of these terms and conditions.

We will review all requests for accommodations on a case-by-case basis to determine what supports, exam modifications, or other accommodations, if any, are reasonable and appropriate within the context of the exam. All requests for accommodations must be made at the time of registration. Be sure to review our guidelines and submit accommodation requests well in advance of your desired exam date to allow us sufficient time to review your materials and make appropriate arrangements for your exam.

Disabilities for which accommodations may be provided include

- Physical and systemic disabilities
- Sensory disabilities (vision and hearing)
- Learning disabilities
- Other disabilities

Special arrangements that may be provided include

- Extra testing time
- Enlarged fonts
- Wheel chair accessibility/Allowance of wheelchair at home
- Allowance of a medical device in the testing room or at home (inhaler, glucose monitor)

- Permission to bring your own reader and/or scribe into the testing room to address visual disability (subject to our approval). If approved, this individual's ID will be checked virtually if you are taking the exam at home.
- Permission to bring your own personal care assistant (PCA) into the testing room to address physical disability (subject to our approval). If approved, this individual's ID will be checked virtually if you are taking the exam at home.

Results

- The exam scores by section and test total scaled score will be made available in the candidate's exam account within 48 hours after the successful delivery of the exam.
- In some cases there could be a delay in receiving the official score card due to exam audit requirements. This delay can range from 5 to 7 working days (excluding Saturday, Sunday and any holidays listed on our website). During this time if candidate is eligible to book a new attempt, they will be unable to do so. After the audit, a decision will be taken if the official score should be released or not. Any decision made will be communicated to the candidate.
- You will be notified by email once your score card is ready for download.
- Questions in the exam are selected from the question pool for each examinee based on his or her performance on the questions previously answered. The questions a candidate receives are targeted at his or her ability level; therefore, a high-scoring candidate generally receives a more difficult sample of questions than a low-scoring candidate. The exam is scored by first obtaining the candidate's final ability estimate based on the probabilistic model approach of modern test theory, and then transformed to a scaled score ranging from 12 to 360.

Day of the Exam Instructions

Online Proctored Exam at Home

- On exam day, log in to the Examity site at least 15 minutes prior to your exam appointment.
- The test taker must show the following to the test administrator/online proctor on the day of the exam, without which the test taker will not be allowed to take the exam:
 - Confirmation e-mail (can be shown on your mobile device or as a printout)
 - Admit Card (test takers can download their Admit Card from the registration site after authentication of their payment)
 - Any other document as advised by GMGC for candidates with disabilities
- One valid and original ID proof from the list of approved IDs

The Photo ID must contain the test taker's name and photo

Present one of the following forms of government-issued identification when you arrive at the test center:

- International Travel Passport (Required if you are outside your country of citizenship.). Please note: Renewal papers do not make an expired International Travel Passport valid.
- Government-issued driver's license
- Government-issued national/state/province identity card
- Military ID card

The ID must

- Be current (not expired) and legible
- Bear your name in the Roman alphabet exactly as you provided when you registered for the exam, including the order and placement of the names.
- Include a date of birth that matches the date provided when you registered for the exam
- Include a recent, recognizable photograph and your signature.

If you cannot provide one form of ID that includes all four (4) of these requirements, you will be required to present a second ID also from the list that includes the missing element(s).

- Any other document as advised by GMGC for differently abled candidates.
 - > Test takers who are unable to produce the above forms of valid ID (non-expired and in original) and admit card on the day of the test will not be admitted into the testing room and will not be offered a test fee refund.
 - > The online proctor will admit the test taker after completing the following steps:
 - > Check the test taker's confirmation e-mail on mobile or print out
 - > Check the admit card
 - > Check the photo ID
 - > Take a digital photo
 - > Obtain the test taker's signature

- No signature is required in case of online proctored exam.
- For an online proctored exam at home, test takers are allowed to have 2 A4 blank sheets for rough work and a pencil for calculations. Pens are not allowed at home.
- Test takers will be presented with a Non-Disclosure Agreement (NOA) that they must accept in order to proceed with the test. If the test taker does not accept the NOA (whether deliberately or by mistake), he/she will not be able to proceed with the exam and the exam will end. The test taker will then not be able to resume the exam that day under any circumstances. The online proctor will not be able to do anything and the test taker will lose the exam attempt as well as forfeit the test fee. Please read the NOA prior to registering.
- Test takers will be able to select the order of sections at the beginning of the test after accepting the NOA. If they do not choose the section order, the sections will appear as per the default section order.

Each exam section contains several questions. The test taker must read the instructions given for each group of questions in each section of the exam carefully.

- After the exam is over, for online proctored exams, test takers are required to remain seated until the online proctor instructs the test taker to close the exam window and allows the test taker to leave his or her computer or other device on which he or she is taking the exam.
- For Online Proctored Exam at Home, test takers will be required to tear the sheets in front of the proctor before end of the exam session. Pens are not allowed.

Review of Testing Policies and the Nondisclosure Agreement and General Terms of Use

After being seated at their computers, test takers will be presented with the testing policies of the entity that is administering the exam for GMGC.

Test takers must agree to comply with the applicable testing policies in order to proceed with the exam. They will have two minutes to do so. If the test taker chooses not to agree to the testing policies, or fails to respond within two minutes, he/she will not be able to proceed with testing. The exam will end and cannot be resumed that day under any circumstances; the session will count as an exam attempt and the test taker will forfeit the test fee.

After agreeing to comply with the testing policies, test takers will be shown GMGC's Non-Disclosure Agreement and General Terms of Use (the "Testing Agreement").

- The terms and conditions in the Testing Agreement may not be altered in any way by the invigilator for an online proctored exam.
- It is very important to read and understand the applicable testing policies and the Testing Agreement prior to registering for the exam.
 - The testing policies of Examity can be found at the web addresses provided above.
 - The Testing Agreement states as follows:

Non-Disclosure Agreement and General Terms of Use

You have 2 minutes to accept this Non-Disclosure Agreement and General Terms of Use ("NOA"). If you do not accept within 2 minutes, the exam will terminate and you will forfeit your exam fee.

Dear Candidate,

This exam is confidential. Graduate Management Global Connection (India) Private Limited ("GMGC"), a subsidiary of Graduate Management Admission Council (GMAC), and owner of the NMAT by GMAC™ exam, owns the rights to the intellectual property, copyright and trademarks used in providing the NMAT by GMAC™ exam, and these are protected by law. The exam is made available to you as a candidate, solely for the purpose of your assessment. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means including visual, aural, verbal, written, electronic or mechanical, for any purpose. This includes, but is not limited to, discussing or disclosing such exam content via text message, e-mail, in any internet "chat room" message board, or any other forum. This disclosure prohibition applies before, during, and after any administration of the NMAT by GMAC™ exam. The examination questions and answers are not released or available for viewing due to the secure nature of the examination and the process adopted by GMGC to establish scores.

This NOA shall be governed by and construed in accordance with the laws of the country in which the exam is executed, without effect to any principles of conflict of laws. All disputes and claims between you and GMGC related to this Agreement shall be exclusively submitted to private arbitration in accordance with the following terms. Either party may refer a dispute related to this Agreement to private arbitration by notifying the other party in writing of its intention to do so (the Arbitration Notice). The parties shall endeavor to agree on the person to be appointed as arbitrator. Should the parties fail to agree to an arbitrator within 10 (ten) working days of receipt of the Arbitration Notice by the non-referring party, the arbitrator shall be appointed, at the written request of either party (which request shall be copied to the other party), by the director of TOKISO Dispute Resolution (Pty) Limited from time to time subject to the proviso that the arbitrator so appointed by the said director shall be a practicing attorney or advocate of not less than 10 (ten) years' standing. Arbitrator's decisions shall be final and binding on the parties. Unless otherwise agreed in writing, the seat of arbitration shall be Gauteng, South Africa and shall be held in English. You must submit any legal notices to the attention of the General Counsel, Graduate Management Global Connection (India) Pvt. Ltd., 405, 4th Floor Suncity Business Tower, Sector 54

DLF Golf Course Road, Gurgaon - 122 002, India. Unless otherwise ordered by the arbitrator, the parties shall bear the costs of the arbitrator, the arbitration venue and the recording of the proceedings in equal proportions and shall otherwise be responsible for their own costs. The parties may agree any aspects of the procedure for the arbitration and, failing agreement, the arbitrator shall determine the procedure to be followed. The provisions of this section constitute an irrevocable consent by the parties to the arbitration proceedings provided for herein and neither of the parties shall be entitled to withdraw from the provisions of this section or claim at any such proceedings that it is not bound by this section or such proceedings; Nothing in this section shall prevent any party from obtaining urgent relief from any court of competent jurisdiction.

In order to proceed to your exam, you **MUST** accept the terms of this Non-Disclosure Agreement and General Terms of Use (NOA). Please see the exam Terms and Conditions for exam cancellation and refund information.

By signing below, you give GMGC, GMAC, Test Delivery Partner and their service providers permission to retain, process, store and transfer your personal information and any special personal information and audio and video recordings to India, the United States and possibly other locations.

To proceed and accept these terms, select 'Yes, I accept' below.

If you require any further information about the exams please visit our website at <https://www.mba.com/exams/nmat/about-the-exam/>

Yes, I accept

No, I decline

Prohibited Items

Test takers must not carry any articles such as beepers, pagers, stereos or radio, cell phones, calculators, watch calculators, books, pamphlets, notes, dictionaries, blank sheets of paper (except for the 2 blank A4 sheets allowed during an online proctored exam from home), personal items (cosmetics, lip balms, pain relievers, etc.), pens, firearms, etc., as only a confirmation e-mail printout, admit card and two valid IDs are required for the exam. All other articles would have to be left outside the testing room at the test taker's own risk.

Break Policy

- No unscheduled breaks are allowed during an online proctored exam.

Instructions for Answering Questions

- Test takers must read the instructions given in the questions carefully.
- Test takers must choose one of the answers by clicking the appropriate radio button on their exam screen.
- GMGC will not entertain any request for re-evaluation of the exam by any test taker.
- If a test taker has any questions regarding exam content, questions or answer options, they are advised to continue with their exam after informing the online proctor present for online proctored exams of their question(s). The invigilator/online proctor will take the appropriate action to inform the same to GMGC and/or the applicable test delivery vendor. The complaints will be reviewed and if found correct, GMGC and/or the applicable test delivery vendor will take appropriate action to address the same.

Retaking the Exam

- A test taker may decide to retake the exam in an effort to improve his or her exam scores.

A test taker is allowed to take the exam a maximum of three times in a testing year (first attempt plus a maximum of two retake attempts, including "No Shows" and any instances in the test taker is not allowed to test, or to conclude an exam, because he/she did not comply a testing rule).

- Test takers can register to retake the exam by logging in to the <https://www.mba.com/exams/nmat> website with the username and password they used to schedule their first exam attempt. The test taker's information in the registration form will be pre-populated, and payment for there take will be required at the time of registration.
- A test taker may register to retake the exam within 24 hours of a previous attempt, so long as the retake test date is 15 or more calendar days later than the date of the previous attempt. In other words, a test taker will have to wait for at least 15 calendar days before he/she can appear for a retake attempt.

Misconduct

- Any attempt to impersonate, to copy answers from another test taker, to carry in the testing room any of the prohibited items or to indulge in any other misconduct during the exam or while completing the registration will not only lead to immediate or later revocation of scores but may also lead to prosecution. Detection of any misconduct at any stage during or after the exam is conducted may lead to disqualification and revocation of exam scores by GMGC.
- Test takers are not allowed to communicate with anyone about the content of the exam during the exam, during any breaks, where applicable, or after administration of the exam. Under no circumstances may any part of the exam content viewed during a test administration be removed, reproduced, and/or disclosed in any form by any means (verbally, in writing, or electronically) to any person or entity at any time. This includes, but is not limited to, discussing or disclosing such exam content via text message; e-mail; in any internet “chatroom” message board, or other forum; or otherwise. This disclosure prohibition applies before, during, and after any administration of the exam.
- Should there be any event that affects the administration of a test to an individual or multiple test takers, test takers can raise concerns to the online proctor but are not allowed to protest or misbehave towards the staff.
- These NMAT by GMAC™ Exam Terms and Conditions cannot be overridden by verbal instructions by anyone, including online proctors, unless issued in a writing from GMGC signed by a GMGC-authorized representative.

Testing Irregularities that Do Not Involve a Finding of Misconduct

- GMGC and online proctors attempt to ensure that all exams are administered in a fair and consistent manner, without any errors or irregularities during exam registration, scheduling, administration, scoring, or score reporting.
- If an error or other irregularity occurs, however, GMGC and/or online proctor will make a reasonable effort to remedy the problem before any test takers are adversely affected. Unfortunately, this is not always possible.
- GMGC reserves the right to cancel or invalidate any exam score if it has a good faith reason to question the validity of that score. Examples of events that might cause a score to be questioned include:
 - Unusual similarities in the answers selected by two or more test takers
Unusual answer patterns
 - Unusually large score increases on two different exam administrations
 - Highly suspected (but not confirmed) prior access to exam content by one or more test takers
Disruption during an exam administration that result in the non-standard administration of the exam
 - Natural disasters or other emergencies
 - Errors in the exam content that is administered to a test taker
Errors in administering the exam
 - Errors in scoring an exam
Errors in reporting scores
- If a testing irregularity. In addition, if the irregularity resulted in a test score being canceled or invalidated, the exam session for which the score was canceled or invalidated will not count as an exam attempt for purposes of the limitation on how many times the exam can be taken in a testing year. These are the exclusive remedies available to an individual who is adversely affected by any error or other irregularity during exam registration, scheduling, test administration, scoring, or score reporting.

Your Privacy

- We respect your privacy and want to make sure that you understand how we will handle and use your personally identifiable information.
- The GMAC Privacy Statement sets forth our privacy policies regarding the collection, processing, use and transmission of your personally identifiable data to the United States and potentially other locations outside of the country in which you test, including any digital or other photograph and fingerprint(s); your signature; any audio or video recording made at the test centre or during the online proctored exam; any medical information you provide in support of a request for testing accommodations; and your test results. The Privacy Statement also describes the disclosure of such data to GMGC and its service providers, and any score recipients that you select, and to others as may be necessary to prevent fraud or other unlawful or improper conductor as required by law.
- The Privacy Statement can be found [here](#).

Your Experience

- In the unlikely event that an error occurs in the preparation, handling, processing, administration, or scoring of your NMAT by GMACTM exam, or in the reporting of your NMAT by GMACTM exam scores, GMGC and/or the applicable test delivery vendor will make reasonable efforts to correct the error.
- Should there be any event that affects the administration of an exam to an individual or multiple test takers, test takers can raise concerns to the online proctor for online proctored exams. Such issues may include but are not limited to: administrative errors (delayed starts, defective materials, or defective equipment); disruptions of test administrations (technical issues or natural disasters or illness, or other emergencies). When, in its sole judgment, it is appropriate to do so, GMGC and/or the applicable test delivery vendor will give affected test takers the opportunity to take the test again as soon as possible without charge.

Dispute Resolution

- Except as provided below, any dispute between a test taker and GMGC and/or its test delivery provider relating to the exam shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce by one arbitrator appointed in accordance with those Rules. The arbitrator's decision shall be final and binding, and each party shall be solely responsible for its own costs and expenses, including counsel fees. To avoid inconvenience to the parties and reduce expense, the arbitration shall be conducted based on written submissions to the arbitrator.
- Arbitration shall not be required, however, if a dispute involves any actual or threatened violation of the copyrights or other intellectual property rights of GMGC or its test delivery provider, in which event GMGC and/or its test delivery provider may pursue all available civil or criminal remedies.

Comments, Questions or Concerns?

- We welcome your feedback and questions on any topic relating to the exam. Please send your comments, concerns or questions to nmatssupport@gmac.com or via the customer care details provided on <https://www.mba.com/service/contact-us>