

Letter of Apology

December 3, 2018

To the American Board of Internal Medicine Physician Community:

At Pearson VUE, we have the privilege of serving many of the most highly regarded and highly respected high-stakes exam owners from around the world. We strive to provide best-in-class offerings to our clients, while delivering the best possible testing experiences for their candidates and trainees. We fell short on this commitment during ABIM's Knowledge Check-In testing event held on December 1, 2018.

While many ABIM exam takers were able to complete the exam without incident, we recognize many other physicians were unable to complete their Knowledge Check-In exam. We take complete responsibility and apologize for the poor experience and resulting disruption.

And to the ABIM diplomates affected, we're very sorry that we failed to meet your expectations and deliver a positive exam experience. We know the exams are a highly stressful and a significant time commitment, and we have the utmost respect and admiration for the dedication, hard work, and sacrifice you put into your exam preparations. We sincerely apologize to you for any strain and inconvenience this may have caused.

We will continue working in partnership with ABIM to improve the exam experience. We have already expanded and implemented additional proactive and rigorous measures across our processes and procedures to reduce the likelihood of a similar occurrence in the future.

At Pearson VUE, our never-changing priority is our clients, their candidates and delivering a reliable and positive experience. You have our deepest apologies for this very unfortunate experience.

Sincerely,



Corey Hoesley
Senior Vice President, Global Operations