

## PBR “MONEY BACK” REQUEST FORM

I’m so sorry that things didn’t work out for you this year. I know it’s not much, but I’d like to help by living up to my end of the deal. Your “Money Back” request will be processed promptly as soon we get just a few pieces of information from you:

1. A completed feedback questionnaire (below)
2. Verification of your score (see instructions below)
3. **Verification that you are a first-time test taker (see instructions below)**

You have 30 days from the date your results were released to submit your completed “Money Back” request.

Please note that exclusions do apply to the Money Back policy apply. The ones to be most aware of include:

1. If you have previously failed this exam (meaning this exam was not your **first time** taking the exam), then the Money Back First-Time Pass Guarantee does not apply.
2. If this was your first time taking the exam, but you did not register your product(s) within the timeframes mentioned on the guarantee page, then we cannot honor the Money Back First-Time Pass Guarantee for you.

Reminders to register your product are mentioned in our hardcopy books and in our online books. They are also mentioned on the [Guarantee Page](#).

Our policy regarding first-time test takers versus repeat test takers is shared openly on our [Guarantee Page](#), on our [Frequently Asked Questions](#) page, and it is discussed frequently in our webinars.

If you do not qualify for our Money Back First-Time Pass Guarantee and would like to continue to get our help on this journey towards board certification, we promise to welcome you back with open arms and HUGE discounts as a returning member.

All the best.

Ashish

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## QUESTIONNAIRE

Please answer the questions below to the best of your ability. The information gathered will be used to improve PBR. Going through the process may also help you come up with ideas on how you might approach the exam next time.

- FULL NAME:
  - ☐
- EMAIL ADDRESS:
  - ☐
- Which PBR product(s) did you use?
  - ☐
- What was the purchase price of the products?
  - ☐
- Which other study resources did you use?
  - ☐
  - ☐
- What was your score?
  - ☐
- How many times have you taken this exam before?
  - ☐
- Which of the following applied to you (make bold, or highlight, all that apply)?
  - ☐ I've struggled to pass (or I've failed) a previous board exam
  - ☐ I tend to have difficulty with standardized board exams
  - ☐ My medical school was outside of the United States
  - ☐ I was told in residency that I was "at risk" of failing the boards based on my In-Training Exam scores
  - ☐ I come from an "at risk" residency program with a pass rate of less than 90% - click the following link to see where your residency program stands – <http://pbrlinks.com/passrates>
  - ☐ My exam date was at least 1 year after I finished my residency program
  - ☐ My USMLE Step 1 score was less than 222

- Please provide a detailed accounting of how you studied.
  - On average, how much time did you spend per day studying?
    -
  - Please try to estimate the total number of hours you spent studying:
    -
  - How many times were you able to go through PBR Core Study Guide?
    -
  - How of those times were of the print edition? Meaning, how many times did you read the print materials?
    -
  - How many practice questions did you do?
    -
  - Which companies' practice questions did you do/use?
    -
  - Did you use any other resources during the course of your studies?
    -
- Looking back on how, and what, you studied...
  - What would you have done differently?
    -
  - What areas of study, or topics, would you have concentrated on more?
    -
- How else might your study differ the next time you take the boards?
  -
- Would you recommend PBR to others as a primary or supplemental resource? Do you feel that the PBR materials are a worthwhile study resource?
  -
- What can PBR do differently for future test-takers?
  -
- If you qualify for the Money Back First-Time Pass Guarantee, what PBR resources would you like for them to go towards?
  -



## SCORE VERIFICATION & VERIFICATION OF TEST-TAKER STATUS

1. Send us your results in **BOTH** the following forms:
  - a. **VIDEO:** May use a phone, video camera or free screen capture software (such as Jing - <http://www.techsmith.com/download/jing/>)
  - b. **SAMPLE VIDEO:** <https://vimeo.com/678964206/a1c357c6da>
2. Once you have logged in to [www.abp.org](http://www.abp.org), start the video.
3. Scroll down to “**My Archives**” to arrive at “**Document Archives**”
4. Slowly scroll to the very bottom of the page. Scroll should be slow enough to allow reading of all Document Names and Dates. This allows verification of test-taker status.
5. Once you have reached the bottom, scroll up to the first result that says “**Score Report**” and click it to open a PDF of your score results.
6. Ensure the video shows the score results, Standard Score and the S.E.M
7. Clicking on the page, or an option at the bottom of the page, should allow you to save the report as a PDF file. Do not alter the name of the document during the saving process.

## SUBMISSION

1. After you have filled out the questionnaire and followed the steps above, please email **all 3 pieces of information (this form, the video and the PDF of your results)** within 1 email to [online@pediatricsboardreview.com](mailto:online@pediatricsboardreview.com).
2. If you do not receive your refund within 7 days, please contact us by email again.

Sincerely,

Ashish & Team PBR

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