

Montana Board of Barbers and Cosmetologists Practical Candidate Transition FAQs

Q 1 – When will Practical testing for Montana BOC stop at Prometric?

A – **June 2, 2024**, was the final testing day.

Q 2 - What happens to my approved application?

A – You will receive a refund and you will need to reapply through the new vendor.

Q 3 – If my application was started but not completed or approved, what will happen to my pending application and fee?

A – Your fee will be refunded, and you will need to complete an application with the new vendor. Refund processing will start the week of July 8, 2024 and will take up to 2-4 weeks.

Q 4 – What should I do if I have not received my refund?

A – We will not be able to answer any refund questions until after August 5, 2024. Please allow for processing time. For refund questions after August 5, 2024, please call 888-375-2020 or email DLRoopesupport@Prometric.com.

Q 5 – What type of phone or email support will I receive during this transition?

A - There will be General Support through August 31, 2024.

- a. Email: DLRoopesupport@Prometric.com
- b. Phone: 888-375-2020

Q 6 – What type of phone or email support will I receive after August 31, 2024?

- a. Call support will stop on August 31, 2024.
- b. Email support will stop on August 31, 2024 and inquiries will receive an auto reply that service was ended for emails received after that date.
- c. Emails will begin receiving an auto response on August 31, 2024.