

Payment Plan FAQs

Signing Up

How does the payment plan work?

This interest free plan allows you to spread the cost of your components or Maintenance of Certification (MOC) into six equal monthly installments (about \$80 per component, per month). The payments will be charged to your credit or debit card (Visa or Mastercard only) monthly, on the date of your choice.

Who is eligible for the payment plan?

The payment plan is available to all candidates completing components, including retakes and Maintenance of Certification (MOC) purchased during the assessment cycle.

Where and when can I sign up for the payment plan?

Visit our [Payment Plan page](#) between now and the registration deadline, to sign up. **Note:** You will need to use your National Board account login credentials to sign up for the payment plan. If you do not have an account, [create one now](#) (you will need to wait one hour before attempting to sign up for the payment plan).

What is the cost difference when using the payment plan vs. paying for a component in full?

There is no cost difference; with the payment plan you simply spread the cost of a single component over six monthly payments.

Are there interest fees or service charges associated with the payment plan?

No, you will not be charged any interest or service charges. You will only pay the component fees.

Is the payment plan a loan? How will it affect my credit score?

The payment plan is not a loan. We will not collect your social security number or report the details of the payment plan to any credit agencies.

What methods of payment are accepted for the payment plan?

All payments must be made using a Visa or Mastercard credit or debit card. Once you have signed up for the payment plan, your credit or debit card will be charged automatically each month.

Do I have to purchase all four components in order to sign up for the payment plan?

No. You do not have to purchase all four components. You can use the payment plan option for one, two, three or all four components. Only purchase those components you plan to complete this assessment cycle year.

I'm expecting funding from a third party for one or more of my components; can I use the payment plan to pay for my remaining components?

Yes, you can set up a payment plan for the components that are not being funded by a third party.

Once I sign up for the payment plan, am I automatically approved? Are there other steps I need to take?

No approval is required. The payment plan is available to all candidates during the current assessment cycle as long as you have a valid credit or debit card.

Will I be able to sign up for the payment plan on the day of the registration and payment deadline?

Yes, you can sign up for the payment plan on the last day of the registration deadline.

I purchased my components before the payment plan option was available. Can I reverse my payment and switch to the payment plan?

Yes. You can switch to the payment plan but must do so by the registration deadline

To make the change:

1. Log into your National Board [account](#) and withdraw the components you wish to purchase using the payment plan. **Note:** Component withdrawals will take 1-2 weeks to process. Your refund for the withdrawn component will be processed 4-6 weeks after the withdrawal is completed.
2. Sign up for the payment plan once the component has been withdrawn from your account.

Payment Processing

How many monthly payments will I be expected to make?

You will make six equal monthly payments (about \$80 per component, per month). The payments will be charged to your credit or debit card (Visa or Mastercard only) monthly, on the date of your choice.

When will my first payment be charged to my credit/debit card?

Your first payment will be due the month after you sign up for the payment plan, on the date you select, and monthly thereafter for a total of six recurring payments. For example, if you sign up for the payment plan in April and choose the 15th, your first payment will be due on May 15th.

Can I use multiple payment methods to make my monthly payments?

No. You will be required to provide a single payment method (Visa or Mastercard credit or debit card only) per component. If you set up multiple payment plans (for multiple components) you can use different payment card details for each component.

Will I receive monthly payment reminders?

No. You will receive a payment confirmation email after each payment has been processed. You can log into your [National Board account](#) to view your plan details and payment history.

Can I use a credit card that is not in my name?

Yes. In addition to entering the credit card number, expiration date, and three-digit verification code, you will need to know the billing address of the card holder.

How will the payment appear on my credit card/bank account statement?

The payment will appear on your statement as “NBPTS” for the predetermined payment amount.

Where can I access my payment plan details?

You can log into your National Board account and select “Payment Plan” from the sidebar to view your plan details and payment history.

I misplaced my payment confirmation email. Can it be resent?

The original confirmation email cannot be resent; however, you can log into your National Board account to view your plan details and payment history.

My monthly payment was declined; what happens next?

We will make three attempts to resolve the payment issue with your financial institution. If the issue cannot be resolved, we will contact you with next steps.

What will happen to my account if I don't make all the monthly payments by my payment plan deadline?

The National Board reserves the right to withhold services (testing and/or component submission), scores, and certification results if payments are not made by the established payment plan deadline. If you find yourself in this situation, please [contact us](#) immediately so that we can review your account and determine what options are available to you.

Purchasing a Component

I already signed up for the payment plan but have decided to purchase an additional component; how do I add the new component to my existing payment plan?

It is not possible to amend an existing plan. You will have to [sign up for a new payment plan](#) for the new component. You can choose the same payment date and method for the new plan.

If I choose to withdraw from the certification process, will I receive a refund of payments made to date?

If you withdraw by the withdrawal deadline, you will be eligible for a refund of any component charges paid (minus the registration fee and any service fees).

Making Changes to your Plan

I have signed up for a payment plan, but want to change my certificate area, specialty area, or a component selection. How do I make changes to my account and payment plan?

You may make changes to your selections by the registration deadline. Only first-time candidates may change their certificate and/or specialty area selections. MOC candidates must pursue MOC in the certificate area in which they originally certified.

1. Log into your [National Board account](#) and complete the withdrawal process for each component you want to change. Note: To change your certificate area or specialty area, you will need to withdraw ALL of your purchased components (even those not paid for using a payment plan).
2. Sign up for your new component(s).

I signed up for the payment plan but have changed my mind. How do I cancel the automatic payments? In your National Board account, please withdraw from any components for which you used the payment plan. We will process accordingly. Please [contact us](#) and we will make the necessary adjustments to your plan **Note:** Once a plan is cancelled, it cannot be reactivated. If you cancel your payment plan and change your mind, you will be required to complete the sign-up process anew before the registration deadline.

I have made two payments to date; can I make a single, larger payment now to pay off my plan?

Yes. You may pay off your plan at any time before the final scheduled payment date. Please [contact us](#) for assistance.

Can I change my payment date?

No. The date cannot be changed once you submit your application.

Can I change how often payments are charged to my credit or debit card?

No, payments will be deducted monthly on the date you selected.

The credit card I used when I signed up for the payment plan is expiring; how do I update my payment details?

Please [contact us](#) and we will make the necessary adjustments.

I can only pay a portion of my payment this month; how do I adjust my plan?

The payment plan does not allow for changes to the scheduled monthly payment. The full payment amount will be deducted monthly from your personal financial account on the date selected.

My email address has changed. I updated it in my National Board account; do I need to update my payment plan as well?

Yes. Please [contact us](#) and we will make the necessary adjustments.