

Customer Service

Please contact the Customer Service for the country or region where you will take the exam.

Japan

Website	https://www.pearsonvue.com/jp/ja/test-takers/customer-service.html
Office hours	Monday - Friday, 9:00 a.m.-6:00 p.m. local time; closed on local holidays.
Telephone number	0120 355 173
Email Form	https://www.pearsonvue.com/jp/ja/test-takers/customer-service/email/email-form-asia-pacific.html

Korea

Website	https://www.pearsonvue.com/kr/ko/test-takers/customer-service.html
Office hours	Monday - Friday, 9:00 a.m.-6:00 p.m. local time; closed on local holidays.
Telephone number	080-760-0880
Email Form	https://www.pearsonvue.com/kr/ko/test-takers/customer-service/email/email-form-asia-pacific.html

China / Taiwan

Website	https://www.pearsonvue.com/cn/zh/test-takers/customer-service.html
Office hours	Monday - Friday, 9:00 a.m.-6:00 p.m. local time; closed on local holidays.
Telephone number	中国大陆：400 120 0832 (China Mainland) 台湾地区：0800 666 022 (Taiwan)
Email Form	https://www.pearsonvue.com/cn/zh/test-takers/customer-service/email/email-form-asia-pacific.html

Asia-Pacific Region

Website	https://www.pearsonvue.com/us/en/test-takers/customer-service.html
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Office hours 24/7 for each country (except where listed below); closed on local holidays.

Telephone numbers Toll-free customer service numbers are available in the following countries. If your country is not listed, please use the toll number at the bottom of this section.

COUNTRY	NUMBER
Australia	1800-023-095
Hong Kong	3071-4601
India	0008004401837
Malaysia	1800-880-401
New Zealand	0800-451-260
Philippines	1800-1441-0321
Singapore	8004-481-552
Other (Toll)	+852 3077 4923 (Monday - Friday, 9:00 a.m.-6:00 p.m. AEST)

Email Form <https://www.pearsonvue.com/us/en/test-takers/customer-service/email/asia-pacific.html>

Europe, Middle East, Africa (EMEA) Region

Website EMEA: <https://www.pearsonvue.com/gb/en/test-takers/customer-service.html>
Middle East: <https://www.pearsonvue.com/gb/en/test-takers/customer-service.html>

Office hours 9:00–18:00 CET (8:00–17:00 GMT) Monday–Friday; closed on local holidays.

COUNTRY	NUMBER
Austria	0800-292150
Belgium - Dutch	0800-74174
Belgium - French	0800-74175
France	0800-909153
Germany	0800-1810696
Ireland	1-800-552131
Israel	1-80-9453797
Italy	800-790521
Netherlands	0800-0235323



Professional Assessments

Portugal	800-831429
South Africa	0800-995044
Spain	900-993190
Sweden	020-798690
Switzerland	0800-837550
Turkey	00800448822063
United Kingdom	0800-7319905
Other (Toll)	+44-204-602-9036

Email Form

<https://www.pearsonvue.com/us/en/test-takers/customer-service/email/emea.html>
<https://www.pearsonvue.com/ae/ar/test-takers/customer-service/email/middle-east.html>

Americas Region

Website

<https://www.pearsonvue.com/us/en/test-takers/customer-service.html>

Office hours

Monday–Friday, 7:00 a.m.–7:00 p.m. CT; closed on local holidays.

Telephone numbers

866-904-4432 (toll-free)
+1-312-312-7657 (toll)

Email Form

<https://www.pearsonvue.com/us/en/test-takers/customer-service/email/americas-professional.html>