

NMAT Frequently Asked Questions

About National Medical Admission Test (NMAT)	2
NMAT Online Registration	3
NMAT Account/Verified Email	7
Biographical Data & Photo Update	8
Payment	8
Rescheduling, Cancellation, and Refund.....	9
Test Day Instructions	10
Test Results	12
Schedule of Fees	13
NMAT Contact Points.....	14
Official Request Forms	14

ABOUT NATIONAL MEDICAL ADMISSION TEST (NMAT)

Q. Who are required to take the NMAT?

A. Those who intend to enroll in a medical degree program in the Philippines are required to take the NMAT. Eligibility includes:

1. College graduates of any degree program.
2. Graduating college students at the end of the current school year.
3. Second-year students in the UP College of Medicine's Integrated Liberal Arts and Medicine (INTARMED) program, in UST's Bachelor of Science in Basic Human Studies (LEAPMed), or in DLSU-Manila's Bachelor of Science in Human Biology.
4. Individuals who have previously taken the NMAT but did not meet the minimum cut-off score.
5. Candidates with valid NMAT eligibility who wish to improve their scores.

For Foreign applicants, please read the [CHED Executive Order 285 series of 2000 Consolidated Implementing Guidelines on the Entry and Stay of Foreign Students in the Philippines](#) and [CHED Memorandum Order No. 18 series of 2016](#).

Q. What is the validity period of NMAT score?

A: As per CHED Memorandum Order No. 18, Series of 2016, NMAT scores obtained within two (2) years prior to admission to medical school shall be considered valid.

Q. What is the minimum cut-off score of NMAT?

A: As per CHED Memorandum Order No. 18, Series of 2016, a candidate's NMAT score must meet or exceed the minimum percentile required by either the medical school or the Commission (i.e., 40th percentile), whichever is higher.

Q. When is the NMAT typically scheduled?

A. The test administrations are usually scheduled in the following months: October to November, January to February, and April to May. For the most up-to-date schedule, please check the NMAT website regularly for announcements and other details

Q. When is the best cycle to take the NMAT?

A. The best time to take the NMAT depends on various considerations such as your readiness and the application deadline of your target medical school(s). You may consider taking the NMAT in the earliest available cycle, as this allows you to assess whether your scores meet the standard of the medical school and provides the opportunity to retake the NMAT in a later cycle, if you deem it necessary.

Q. What modalities are available for taking the NMAT?

A. The NMAT is currently available as an online computer-based test (OCBT), hereinafter referred to as Online NMAT. The Online NMAT allows candidates (examinees) to take the exam remotely.

Q. How can I prepare for NMAT?

A: To effectively prepare for the NMAT, start by familiarizing yourself with the test format and content as outlined in the *NMAT Bulletin of Information: Preparing for the Test*, available on the NMAT website. After completing your registration, access the NMAT Practice Set and Demo Test to simulate

the actual online testing experience. The practice set closely reflects the NMAT content and assesses specific subtest skills and knowledge, while the demo test helps you navigate the testing platform and understand its features before the actual exam day.

Q. Do you have enough slots per testing session of the Online NMAT?

A. There 300-500 slots allotted per test session.

Q. Which time zone is used for the actual administration of the Online NMAT?

A. The online NMAT follows Philippine Standard Time (PST) for all test centers or slots, both international and domestic.

Q. How many times can applicants register for the NMAT?

A. Applicants are allowed to register for a single test day only per testing cycle or for a particular period announced by the NMAT Secretariat. Multiple registrations within each cycle are not permitted, and any duplicate payments will be forfeited.

Q. Is there a limit on the number of times an applicant can take the NMAT?

A: There is no limit to the number of times an applicant may take the NMAT. Applicants who wish to retake the exam to improve their score may do so, provided they comply with the single registration rule per cycle and register within the specified period announced by the NMAT Secretariat.

NMAT ONLINE REGISTRATION

Q. What are the requirements when applying/registering for the NMAT?

A. To apply for the NMAT, you must have the following:

1. valid personal email address
2. verified NMAT account
3. recent 2x2 (maximum of 600px by 600px) digital photo in jpg file format with white background
4. valid ID
5. Philippine mailing address, and
6. scanned copy of your transcript of records, certificate to graduate, or other acceptable proof of eligibility listed in the NMAT BOI.

To know more, please read [Bulletin of Information: Step 4: Know the Eligibility & Registration Requirements.](#)

Q. I have previously taken the NMAT. Do I need to create a new account to register again?

A: No, you should use your existing account to register. To avoid any issues, please do not create multiple accounts if you already have a verified one. The system may detect duplicate accounts, which may prevent you from proceeding with your NMAT registration.

Q. How to apply or register for the NMAT?

1. Create your account on the NMAT website using your personal email address to ensure long-term access. Avoid using temporary or institution-based email addresses (e.g., school or office emails) that may become inaccessible over time.
2. Verify your email address. Note that multiple accounts are strictly NOT allowed.
3. Register and select your preferred payment partner in the online portal <https://www.cem-inc.org.ph/nmat/user/register>.

Note: You can select a payment partner only once, and the payment process must not be interrupted. If you refresh the page, abandon the process, attempt to change your payment partner, or navigate back to a previous page, your application may be automatically voided or marked as "floating" or "pending." In such case, you will be unable to create a new application until the NMAT Secretariat manually voids the previous one.

4. Check your email for payment instructions or follow the on-screen payment instructions, depending on the payment processor you selected.
5. Pay the applicable fees.
6. Check your email within 2-5 business days (processing time may vary depending on the payment method that you selected) for the following:
 - a. Payment confirmation from your payment partner and Dragonpay
 - b. NMAT Registration Form as proof of successful registration

Q. Can I access the NMAT website using any internet browser?

- A. The NMAT website works better in Google Chrome than in other browsers.

Q. Can I register for the NMAT in person?

- A. No, NMAT Applications are accepted exclusively online to ensure a convenient and a streamlined registration and payment processes.

Q. I do not have a valid ID. Can I proceed with my online registration?

- A. Yes. But you are required to present a valid ID on test day. CEM has a **No Valid ID, No Exam** policy. Please see below the list of valid IDs.

- | | |
|--|--|
| • Driver's License | • PNP License / Airman License |
| • Passport (particularly for foreign candidates) | • Postal ID |
| • PRC License | • Barangay ID |
| • SSS ID | • NBI Clearance |
| • GSIS ID (UMID) | • Seaman's Book (SIRB) |
| • Voter's ID/Voter's Certification | • OWWA / iDOLE card |
| • BIR ID (ATM type/TIN card type with picture) | • HDMF Transaction Card |
| • Philippine National ID (PhilID) or ePhilID | • PWD ID |
| • Company/Office ID | • Solo Parent ID |
| • School ID | • Senior Citizen's ID |
| • Police Clearance/Police Clearance Certificate | • Alien Certificate of Registration Identity Card (ACR I-CARD) |

Q. My valid ID has expired. What should I do?

A. If your valid ID expired *within the last 6 months* from test date, it will still be accepted.

Q. My valid ID expired for over 6 months and I applied for replacement but have not received it yet. What should I do?

A. Present your expired valid ID, proof of renewal/application, and NMAT registration form.

Q. I lost my valid ID. What should I do?

A. Present a notarized Affidavit of Loss and your NMAT registration form.

Q. My valid ID has expired for over 6 months and I did not apply for renewal. What will happen?

A. You will not be allowed to take the NMAT. You can apply for a refund IF registration is still open. Please read [Bulletin of Information: Step 6: Review the Payment & Refund Policy](#).

Q. Can I bring a photocopy of my valid ID?

A. A photocopy of your ID is not acceptable. The Authorizer will ask for your original valid ID.

Q. Can I send a scanned copy of my valid ID after the test?

A. A valid ID is a requirement to take the NMAT on your scheduled test day.

Q. Can I still register online even if my transcript of records/certificate to graduate/certificate of enrollment/true copy of grades is not yet available?

A. Yes. But you must email your required document to nmatrequirements@cem-inc.org.ph preferably before the registration period closes or the deadline announced by the NMAT Secretariat. When sending your proof of eligibility, indicate in the subject line the following format: Application Number_Complete Name_Scheduled Test Date. Regularly check the 'Contact Us' form with the topic 'Transcript of Record' inquiry for any announcements regarding deadline extension.

Q. Can an electronic enrollment or registration form downloaded from our school portal or website be used as proof of eligibility?

A. Your proof of eligibility should be issued and/or authenticated by your school registrar or school authorized representative.

Q. My TOR has remarks for board examinations, scholarship, etc. Is it still acceptable?

A. Yes, it is still acceptable provided that it is issued by your school registrar or authorized school representative.

Q. My TOR still reflects my maiden name. What additional documents should I submit?

A. Include a scanned copy of your marriage certificate when you submit your TOR or any proof of eligibility.

Q. I don't see my school or course in the dropdown menus. What should I do?

1. Choose a temporary filler or placeholder answer for those fields during your registration process.
2. Fill out the 'Contact Us' form on the NMAT website to request that your school or course be added to the list.
3. Once your school or course is added, you can update your answer in your application form, but this can only be done during the Registration Period.

4. Log in to your account and click Edit Registration to make the necessary updates.

Q. The Country (i.e. International or Domestic) or Test Date I prefer is not available in the selection or drop-down menu during registration. What should I do?

A: If the country or test date you prefer is not listed, it may be due to fully booked slots. If a particular test date or test center is full, it will not appear in the selection menu. Additionally, some slots may be temporarily reserved or taken if payments are still pending.

If vacancies become available, the test date will reappear in the menu.

If all test dates are fully booked, you will see the following message:

"All slots are currently reserved / taken. Please check back periodically to see if vacancies will open up on any test dates."

Q. I lost all information I entered during the online registration. What should I do?

A: Information will only be saved once the registration process is successfully completed. If you fail to finish the registration, it will be canceled, and all previously entered information will be lost. To register again, simply log in to your account and provide all the required information to complete the process.

Q. Where can I find my application number?

A. The Application Number is only issued to paid registrants. It can be found in the upper right hand corner of your **NMAT Registration Form** or by taking the first 10 digits of the Merchant Transaction ID from your Dragonpay Payment Confirmation.

Payment Confirmation for Transaction Ref:



Dragonpay <admin@dragonpay.ph>
to me ▾



Payment Confirmation

Congratulations! This is to confirm that your payment has been completed.

Reference No	
Channel	
Merchant	Center for Educational Measurement, Inc.
Amount	
Merchant Txnid	<u>10170000041656923621</u>
Status	SUCCESS

If your transaction or payment failed, **you will need to create a new application using the same email address**

If you encounter a "Registration Limit" message, fill out the [‘Contact Us’](#) form with the topic ‘Failed Payment or Registration Limit Issue.’

Q. How do I check my application status?

A. If you have already made your payment, log in to your registration account and click on View Status/Downloads. Enter your Test Date, Application Number, and Birthdate. Make sure to select the correct test date and slot: choose the test date for PHP if you registered for the DOMESTIC slot or the test date for USD for the INTERNATIONAL slot.

Q. Where can I find the NMAT resources, e.g., demo test link, practice set, etc.

A. If your application status is already PAID, you may log in to your NMAT account, go to [Online Options: View Status/Downloads](#) and provide the necessary information as guided by the system to view all important guidelines and resources including the demo test link. They are only accessible through your account. You may download them, but they cannot be sent via email.

Q. I encountered issues or problem while installing or attempting to take demo test. What should I do?

A. Make sure that your device meets the technical requirement and system setup for the testing platform. Basic troubleshooting tips are provided in the Candidate Online Assessment Guide (COAG). If the issue persists, contact the NMAT Help Desk for further support. Their contact number are also indicated in the COAG.

NMAT ACCOUNT/VERIFIED EMAIL

Q. I was not directed to the password and/or personal information setup page while creating my account. How can I proceed to complete my account registration?

A. If you are still logged in, under the Online Options, select either the “View” tab to edit your personal information (i.e. name, birth date, and photo) or the “Edit” tab to update your password. However, if you are already logged out and unable to log in, fill out the [‘Contact Us’](#) form and select the topic ‘Too Many Directs Error/Password Reset.’

Q. Can I change the email address for my NMAT account if I no longer have access to my registered email address (e.g. school has disabled access, unable to retrieve password, etc.).

A. *For paid applicants:* All registration information including payment details are already linked/associated to your verified email address. If can no longer access it, your only option is to fill out the [‘Contact Us’](#) form and request that the link to the Actual Test be sent to a new email address (select topic - Test Link).

For unpaid applicants: You may create a new account using a new email address. However, the system will automatically block the new account. To resolve this, immediately fill out the “Contact Us Here” form, select “Account Activation” for the topic, and submit the required documents. Your request will be subject to review and verification by the NMAT Secretariat.

Q. I forgot my NMAT account password. What should I do?

A. Click the “Request New Password” button and a password reset link will be sent to your registered email address. After setting a new password, disregard the message 'Access Denied' and just simply log out and then log back in to your account using your new password.

Q. I cannot create a new account, because the system displays “The system has detected that you already have an account.” What should I do?

A. This means that your name may be similar to an existing name in the system. You can either retrieve your old/existing NMAT account or fill out the [‘Contact Us’](#) form with the topic ‘Account Already Exists.’

BIOGRAPHICAL DATA AND PHOTO UPDATE

Q. After registering, I received an email stating that my digital photo is of poor quality, defective, or inappropriate. What should I do?

A. Fill out the [‘Contact Us’](#) form and select ‘Photo Update’ as the topic. If you fail to make a photo update request, your official NMAT Examinee Report Form shall be printed bearing the low quality photo or without a photo. Any request on your part to edit or replace the photo after the registration period will be subject to a service charge. Please refer *Schedule of Fees* section for details.

Q. How can I change my name, date of birth, and/or photo in my account and NMAT Registration Form?

A: Only the NMAT Secretariat can edit an applicant’s name, date of birth, or photo. Such requests are subject to verification and may require a processing fee. To request a change, fill out the ‘Contact Us’ form, select the appropriate topic, and attach the necessary supporting documents. You will receive further instructions on how to pay the service fee.

Q. How can I change other details in my application? (e.g., school details, review center, etc.)

A: You can update these details for free during the registration period by logging into your NMAT account and selecting Edit Registration under Online Options. After the registration period, you will need to fill out the ‘Contact Us’ form and select ‘Update Personal Details’ as the topic. Follow the additional instructions provided, including payment of the applicable service fee. For details on fees, please refer to the Schedule of Fees section.

Q. How can I update my mailing address?

A: You can update your mailing address for free during the registration period by logging into your NMAT account and selecting Edit Registration under Online Options. After the registration period, you may either request an advance ERF duplicate or reshipping to your new address. You may also wait for the tracking number of your original ERF (which will be emailed once the parcel is picked up) and coordinate with the courier for alternative delivery options, such as pickup at the courier’s warehouse or office.

PAYMENT

Q. What are the modes of payment for NMAT?

A. For your safety and convenience, all payments are processed through the Dragonpay facility, which offers contactless payment options, including online banking, over-the-counter (OTC) cash deposits, OTC non-bank payments, mobile and credit card payments. Applicable service fees will be charged on top of your registration and testing fee. All fees must be paid before the deadline stated in your

payment instructions. You are responsible for checking the cut-off time of your chosen payment channel. To know more, please read [Bulletin of Information: Step 6: Review the Payment & Refund Policy](#).

Q. I already paid the registration and testing fee but my application status is still marked “unpaid”. What should I do?

A. Please allow 3 to 5 business days for your payment to be processed. Keep your proof of payment and Dragonpay payment instruction for reference. If your application status remains "unpaid" after 5 business days, contact the NMAT Secretariat for assistance.

Q. I paid, but my transaction was still voided. What can I do?

A: As long as you have proof that you made the payment within the deadline, your status can be updated. Immediately fill out the ‘Contact Us’ form and select the topic ‘Payment Verification’ within the registration period. Attach your proof of payment for verification.

Q. I am not yet registered but whenever I try to apply again the page shows “Registration Limit.” What should I do?

A. This message may appear for two reasons: either you have a pending application awaiting payment, or you have an incomplete application due to an abandoned or interrupted payment process.

For application waiting for payment: Please settle the payment before the deadline. Check all the folders in your email, including spam and junk, for the Dragonpay payment instruction.

For abandoned application: Please wait 30 minutes to 1 hour for the system to update your status as a failed transaction, then try creating a new application. If the issue persists, fill out the ‘Contact Us’ form on the NMAT website.

Important: Do NOT create a new NMAT account to re-attempt registration. Multiple accounts are strictly prohibited, and any duplicate accounts will be blocked and subject to review by the NMAT Secretariat.

Q. I missed the deadline for paying the test fees. Can I request a new reference number?

A: Unfortunately, unpaid applications are automatically void after the deadline. You will need to create a new application using the same email address. If you encounter a "Registration Limit" message, please fill out the ‘Contact Us’ form and select ‘Failed Payment or Registration Limit Issue.’

RESCHEDULING, CANCELLATION, AND REFUND

Q. Can I reschedule my NMAT test date?

A: Rescheduling is subject to approval and slot availability within the registration period. If you need to reschedule after the registration period, you must submit a request through the NMAT Appeal Form. Please note that NMAT fees are valid only for the specific test date selected.

- Q. Can I transfer my test date to another test date to another or cycle/ testing period?**
- A. No, transferring your registration to a different testing period is **NOT** allowed and will **NOT** be processed through the NMAT Appeal form.
- Q. I was unable to take the NMAT on my scheduled date. Can I use my previous registration and payment for the next NMAT?**
- A. No, your payment is valid only for the test date indicated in the registration. Failure to take or complete the test on the scheduled test date under any circumstances totally forfeits your NMAT Registration and Testing Fees.
- Q. I decided not to take the NMAT. How can I get a refund?**
- A: Refund requests are only accepted during the registration period. Once registration is closed, refund requests for any reason will not be accommodated.
If registration is still open, fill out the 'Contact Us' form and select 'Refund Request.' Additional instructions will be sent to your email.
For more details, please review the Bulletin of Information: Step 6 – Payment & Refund Policy.
- Q. I want to cancel my registration and I understand that the fees are non-refundable. What should I do?**
- A. If registration has closed and you choose not to take the NMAT, there is no need to inform the NMAT Secretariat. If you miss your scheduled test date, your name will be excluded from the Masterlist of Test Scores sent to Philippine medical schools, CHED, HERO, and the APMC office.

TEST DAY INSTRUCTIONS

- Q. What time should I be logged in for my exam?**
- A: On your exam day, click the test link provided by CEM in your schedule. Make sure to access the testing website at the earliest access time stated in your test invitation. You'll need to complete the identity verification process, which includes taking a snapshot of your face and valid ID using your webcam.
- Q. I accidentally clicked the Start Test button before my scheduled exam. Will that count as an attempt, and can I still use the test link on my scheduled exam?**
- A. The test link will only grant access to the actual exam on your scheduled date. If you clicked it early, it will not count as an attempt, and you can still use the link on your actual test day. An attempt is only recorded once you are authorized into the testing platform.
- Q. I was disconnected during my exam, and now the page says "Test Already Completed" when I try to access it. What should I do?**
- A. The "Test Already Complete" message may appear if your test link has expired (e.g., you were disconnected for more than 20 minutes) or if that you have already submitted your exam by clicking the "Finish Test" button. Contact the NMAT Help Desk or the NMAT Secretariat immediately to confirm the status of your exam and receive further instructions.

Q. I received the test link, but when I clicked it, the page says “Not an Active Test-Taker.” What should I do?

- A. The “Not an Active Test-Taker” message means that you accessed the test link after the cut off or access time indicated in the test invitation. To address this, fill out the NMAT Appeal form immediately. Your request will be reviewed and is subject to approval.

Q. What to prepare on test day?

- 1) Laptop or desktop computer with Windows (Windows 7 and above) Operating System
- 2) Working webcam and microphone
- 3) Functional computer mouse is recommended
- 4) Stable internet connection with speed of at least 5 Mbps
- 5) Up-to-date Internet Browser
- 6) Mettl Secure Browser or MSB.
- 7) A small whiteboard with whiteboard marker (or other easily-erasable writing materials) for your scratch work
- 8) Valid ID (No Valid ID, No Exam)
- 9) Well-lit, well-ventilated, and quiet room where you can take the test alone, free from distractions

To know more about allowable and prohibited items, please see [Bulletin of Information: Step 9: Prepare What You Need to Take the Online NMAT.](#)

Q. I did not receive my Test Invite Link. How do I proceed?

- A. First, verify that your payment status is “paid”. If it is, fill out the [‘Contact Us’](#) form on the NMAT website and select ‘Test Link’ as the topic. You should receive an email acknowledgement receipt within 24 hours, otherwise contact the NMAT Secretariat or NMAT Help Desk via their provided contact numbers.

Q. How long does it take to finish the test?

- A. The NMAT is a two-part multiple-choice question exam. Part 1 consists of tests of mental ability with a time allotment of 2 hours and 15 minutes. Part 2 covers tests of academic proficiency and is allotted 1 hour and 30 minutes. To know more, please read [Bulletin of Information: Step 8: Read the Description of the Online NMAT.](#)

Q. Can I bring a mobile phone?

- A. No, mobile phones are not allowed during the exam. Make sure to switch your phone to silent mode and keep it far from your reach and away from your test table or area. For more details, please refer to the Bulletin of Information: Step 15 – Follow Test Day Instructions.

Q. Can I bring/wear a watch?

- A. No, watches are not allowed during the exam. A countdown timer will be visible on the upper right corner of your computer screen. The “Total” countdown timer shows you the combined time of all the different sections in the website while the “Section” countdown timer displays-the time remaining for each individual section.

Q. Can I drink and/or eat during the test?

- A. You may keep a bottled water near you during the test. However, snacks should be taken during the official test break, which occurs between Part 1 and Part 2.

Q. Can I go to the restroom while the test is ongoing?

- A. You are only permitted to leave your testing area or use the restroom during the official 10-minute break. If you need to step away at any other time, you must notify your proctor and wait for approval before leaving. You will not be given additional time to make up for any time lost during a restroom break.

TEST RESULTS

Q. What does my NMAT scores mean?

- A. The NMAT is a norm-referenced test that yields two types of scores: standard scores (SS) and percentile ranks (PR). For purposes of selection and admissions, the percentile rank or PR is used. The Commission on Higher Education (CHED) prescribed a cut-off of 40 PR which is the minimum score required to qualify as a bona fide applicant for admission into your preferred medical school. For additional information, please refer to the 'Test Scores' section in the NMAT Bulletin of Information.

Q. Do you provide electronic results?

- A. Yes. The electronic copy of test results is available after twenty (20) CEM business days from the last date of test administration. Please save a copy of your electronic result. Access is available for a limited time only and will be inaccessible once the new registration opens.

Q. Can I use the electronic result for application purposes?

- A. Yes, you can use your e-result for application purposes. However, acceptance of the e-result depends on the school's policies. Some medical schools may still require the original NMAT ERF when you submit your application or after you are admitted to their program.

Q. I cannot open / access my old test results on the website. What should I do?

- A: Access to test results is available only for a limited time and is usually disabled when new registration opens to manage website traffic. It's recommended to save a digital copy of your e-result for future reference. If you need a copy, you can request a duplicate of your Examinee Report Form (ERF) for a fee. For more details, please refer to the Bulletin of Information: Request for NMAT ERF.

Q. Who can see my NMAT scores?

- A. To ensure the authenticity of the results, your NMAT scores will appear on the Masterlist of Test Scores, which is shared with all Philippine medical schools, Commission on Higher Education (CHED), Higher Education Regional Offices (HERO), and the office of the Association of Philippine Medical Colleges Foundation, Inc. (APMC).

Q. I no longer want my test to be scored and reported in the Masterlist sent to medical schools. What should I do?

- A. Fill out the NMAT Waiver form found on the NMAT website as soon as possible. The form is usually accessible until the day after the last exam date. Once form is closed, request to waive test results will no longer be accepted.

Q. Can I request duplicate copies of my NMAT ERF?

A. Yes, you can request duplicate copies of your NMAT Examinee Result Form (ERF). Each copy costs Php 50.00, plus an Php 80.00 shipping fee for courier delivery. Please note that pick-up arrangement is not available. For more details, refer to the read [Bulletin of Information: Request for NMAT ERF](#).

Q. My mailing address is outside the Philippines. What should I do?

A. We can only mail your test result to a Philippine mailing address or Philippine Post Office box number. Unfortunately, pick-up arrangement is not available.

Q. When are the printed test results delivered?

A. The Examinee Report Forms or ERFs are shipped to mailing addresses indicated on your NMAT Registration Form after six (6) weeks from the last date of test administration. To know more, please read [Bulletin of Information: Step 16: Know the Schedule of Release of Test Results](#).

Q. I did not receive my NMAT ERF. What should I do?

A. Independent courier service providers are contracted to transmit the ERFs. Delivery time may take longer during bulk mailing —typically 4-7 days within NCR and 7-14 days for provincial addresses. If you have not received your ERF **two (2) weeks** after the scheduled release, please fill out the [‘Contact Us’](#) form and select the topic ‘Undelivered ERF.’

Q. How do I monitor the delivery/shipment of my NMAT ERF?

A. CEM will email the tracking numbers of envelopes to all examinees once the ERFs are ready for delivery. It is your responsibility to track and monitor your package. For any delivery concerns, please contact the courier directly.

Authorized Recipients of NMAT ERF:

For Residential Delivery

1. Examinee (the ultimate consignee)
2. Any Relative/ House Mate / House Helper residing at the registered mailing address
3. Security Guard/Receptionist on-duty at condominium or compound address

For Office Delivery

1. Examinee (the ultimate consignee)
2. Security Guard-on-duty, Receptionist, Office Assistant, Office mates

SCHEDULE OF FEES

1. Registration and Test Fees

Will take NMAT in the Philippines:	=	₱ 1,900.00
Will take NMAT outside the Philippines:	=	USD 60.00 (credit card only)

Payments will be channeled through the Dragonpay facility. Applicable service fees will be charged on top of your registration and testing fee. Other modes of payment are NOT traceable to your NMAT application and will be considered VOID.

2. NMAT ERF Duplicate	=	₱ 50.00 per copy
3. Shipping Fee (Philippines only)	=	₱ 80.00 per shipment.
4. Refund Check Request (over payment)	=	₱ 200.00
5. Request for Biographical Change/Photo <i>(free during registration period)</i>	=	₱ 200.00

Pay only when instructed by the NMAT Secretariat

Merchant Name: **Center for Educational Measurement, Inc.**

BPI Current Account **1885-1133-34**

NMAT Contact Points:

Official Request Forms:

- For general queries: [Contact Us](#) form
- For request of duplicate copies: [NMAT ERF Request](#) form
- For request to waive test scores or submit appeals: [NMAT Waiver / Appeals](#) form
*opens only during testing period

Official Email Addresses:

- nmat@cem-inc.org.ph
- nmatrequirements@cem-inc.org.ph – for submission of required documents

NMAT Secretariat’s Official Numbers:

Official Mobile Numbers: +63-999-221-2609 +63-999-221-2621

Makati Office Landline (+632) 8840-0880

NOTE:

- *We attend to tickets and follow-ups between Monday to Friday, except holidays, from 8:00 AM to 11:45 AM & 1:00 PM to 4:30 PM.*
- *To follow up on your ticket, text relevant details, such as your ticket number, test date, and application number to the any of the contact points of the NMAT Secretariat or NMAT Help Desk.*
- *For technical support on your actual test day, the Help Desk contact numbers are provided in the Candidate Online Assessment Guide (COAG).*