



Limited English Proficiency (LEP) Frequently Asked Questions (FAQ)

1. *Who is considered a candidate with limited English proficiency or “LEP”?*

Candidates with LEP are people who do not speak English as their primary language and have limited ability to read, speak, write or understand English. [See [FINRA Information Notice 8/1/12.](#)]

2. *Can LEP be requested for a candidate taking the Securities Industry Essentials (SIE) exam?*

Yes, as of October 16, 2023, extra time for LEP candidates is available for the SIE exam.

3. *How does a candidate request extra time to complete a qualification exam based on LEP?*

For qualification exams, sponsored candidates must have their firm submit requests for additional time based on LEP directly through the CRD system. FINRA no longer accepts hardcopy LEP Request Forms for qualifications exams from FINRA-registered firms or non-FINRA firms that use CRD to register candidates with other CRD participating regulators.

SIE exam candidates and unsponsored qualifications candidates should complete a LEP Request Form and submit it to LEPRequest@finra.org.

Note: Details of both processes can be found on FINRA’s [Candidates with Limited English Proficiency \(LEP\) page](#).

4. *Can a firm request extra time for LEP for the SIE exam via CRD?*

No. SIE test takers must complete a LEP Request Form and submit it to LEPRequest@finra.org.

5. *How much extra time will be granted to LEP-eligible candidates?*

LEP-eligible candidates will receive an additional 30 minutes for an exam that is up to two hours in length and an additional 60 minutes for an exam over two hours in length. See the [Qualifications Exam page](#) for a list of exams and the applicable costs, number of questions and time allotted to complete the exam.

6. *How long will it take for an LEP candidate's request to be processed?*

LEP requests submitted via the CRD system are immediately processed and available for scheduling with a test delivery vendor.

For SIE requests and non-CRD filers, FINRA will provide notification via email that an LEP Request Form has been processed or that further information is required within 10 business days of receipt. Once FINRA processes a candidate's completed LEP Request Form, FINRA will notify Prometric that the candidate with LEP should be provided additional time to complete the exam.

7. *How can a candidate check the status of a submitted LEP Request Form?*

CRD provides immediate confirmation of the LEP Request Form submission. Filing firms will see save confirmation language on the CRD screen at the time of submission, as well as a checkbox noting the acceptance.

For non- CRD filers, if a candidate does not receive an email notification from FINRA within 10 business days after submitting the LEP Request Form, the candidate can check the status of the request by contacting FINRA's Industry Professionals line at (240) 386-4040.

8. *Can a candidate schedule an appointment before submitting the LEP Request Form?*

Candidates must receive notification from FINRA via CRD or email that their request has been processed prior to scheduling any appointments. If an appointment is scheduled prior to requesting additional time based on LEP, neither CRD nor FINRA will have the ability to process the LEP Request Form until the appointment is canceled.

9. *How does a candidate schedule an exam after FINRA confirms by CRD or email that the request was processed?*

Candidates must schedule the exam appointment with Prometric either:

- by contacting Prometric's National Call Center at (800) 578-6273 (toll free) or
- online using www.prometric.com/finra for web-based scheduling.

10. *Is a candidate required to present at the testing center a letter from their firm requesting additional time based on LEP?*

No. Candidates must follow the procedures outlined on the [Candidates with Limited English Proficiency \(LEP\) page](#). Test delivery vendor personnel will not accept such letters and are no longer authorized to provide additional time to LEP-eligible candidates without prior notification from FINRA.

11. Does a candidate have to submit an LEP Request Form for each exam they plan to take?

The request for additional time will apply to all of the qualification exams that are selected via CRD or, in the case of the SIE and unsponsored candidates, included on the LEP Request Form, and that have an open enrollment window. However, the LEP request must be submitted for each subsequent exam enrollment. For example, if the candidate fails an exam, a new LEP Request Form must be submitted once a new enrollment period is established.

12. If a candidate fails an exam and needs to retake it, will they have to submit a new LEP Request Form submission?

Yes. Each subsequent enrollment will require a new request.