

After taking the April 2010 exam, I was disappointed to later learn I missed a passing score by 2 questions. After a couple weeks, the disappointment turned to motivation and I went through every single question I missed to make sure I understood the answer CBP provided as the 'correct' answer. I also scoured the internet to see if there were any blogs, articles and etc. to see if others posted information about questions they thought could be protested. Through my research, I came up with four questions to protest. I spent weeks reading the regulations and writing and rewriting my protest to ensure I had the best chance to have credit granted. Then I submitted the protest and waited.....and waited..... and waited until one day a couple months later the letter arrived.....CBP granted credit for only one of the four protest questions.

I spent several more weeks rewriting and rewriting my arguments for the other three questions I did not get credit for. Then I submitted the second protest in October 2010 and waited.....and waited..... and waited.....and waited.....and ran to the mailbox every day, until one day in mid March 2011, almost a year after taking the exam, the letter arrived.....CBP granted credit for one more question and I passed, barely, but I passed. It was almost more effort and stress to write the protests than studying for the exam, but the moral of the story is do not give up!
