



harshita Uppari <harshitauppari@gmail.com>

[Graduate Management Admission Council] Re: GMAT™ Exam Security Appeal Decision

2 messages

GMAC Test Security <testsecurity@gmac.com>
Reply-To: GMAC Test Security <testsecurity@gmac.com>
To: Harshitha <harshitauppari@gmail.com>

Thu, Jun 4, 2026 at 11:22 AM

##- Please type your reply above this line -##

Your request (559818) has been updated. To add additional comments, reply to this email.

Garima (mba.com)

Jun 4, 2026, 1:52 AM EDT

Dear Harshitha,

We have completed a review of your case as part of the appeals process for your GMAT™ Exam appointment **60006392329** on **2026-05-31**.

The GMAT™ Security Team's review of your exam has determined that our decision to cancel your score is **final and binding**. Your account will reflect a score cancellation reason code of 'T' for Testing Issue.

Once again, your score remains cancelled. If applicable, we will be notifying any school you have sent scores to of this decision.

Failure to comply with the contents of this letter may result in further restrictions and/or legal action. GMAC™ hereby reserves all other rights and remedies it may have available at law, in equity, or otherwise.

The GMAT Security Team

Sachin (mba.com)

Jun 3, 2026, 6:00 AM EDT

Hello Harshitha,

We have received the appeal you submitted regarding appointment **60006392329**. Your ticket is in the queue to be reviewed. You should receive a response to your appeal within 15 business days.

Regards,

GMAC Test Security

Harshitha

Jun 2, 2026, 12:11 PM EDT

Subject: Final Appeal Submission – Score Cancellation | Appointment ID: 60006392329 | GMAT ID: 100005688251

Dear Rida Naved and GMAC Test Security Team,

I apologize for any duplicate emails sent previously due to technical reasons. This is my complete and final appeal submission containing all relevant information regarding my case. I am formally appealing the cancellation of my GMAT score for the exam taken on May 31, 2026 (Appointment ID: 60006392329, GMAT ID: 100005688251).

I strongly believe this cancellation decision was made in error and respectfully request a thorough human review of my complete exam session recording before this decision is made final. I would like to present the following facts in support of my appeal:

1. TESTING ENVIRONMENT — FULLY VERIFIED BY PROCTOR

I took the exam from a private room in my hostel. Before the exam began, I conducted a complete room scan as required and showed the proctor my entire environment including all sides of the room, desk, and surroundings. The proctor was fully satisfied and approved my setup without any concerns. Multiple additional checks were conducted during and after the exam, all of which were cleared by the proctor.

2. PROCTOR ASKED ME TO MOVE — I COMPLIED IMMEDIATELY AND HONESTLY

During my last section, the proctor asked me to move the table. I honestly informed the proctor that the table was fixed and could not be moved. The proctor fully accepted this explanation and instead asked me to move my chair to another position, which I immediately did. The proctor then conducted a complete 360 degree room scan from the new position and was fully satisfied before allowing me to continue the exam. This interaction clearly demonstrates my complete honesty, transparency, and cooperation throughout the entire session.

3. PROCTOR GAVE ZERO WARNINGS THROUGHOUT ENTIRE EXAM

The proctor who monitored my entire session in real time raised absolutely no warnings, flags, or concerns at any point during the exam. If there had been any genuine violation, the proctor — who was observing me live — would have intervened immediately. The fact that the exam continued without any interruption strongly supports the legitimacy of my testing experience.

4. PROCTOR CONFIRMED MY UNOFFICIAL SCORE AS FINAL

At the conclusion of my exam, my unofficial score was displayed on screen. I specifically asked the proctor whether this was my final score, and the proctor verbally confirmed 'yes' before ending the session. A proctor who had any genuine concerns about my exam would never have confirmed my score as final.

5. PROCTOR PROMISED TO CONTACT ME — BUT NEVER DID

After confirming my score, the proctor specifically told me 'I will contact you.' I waited to hear from the proctor regarding any follow up. However, I never received any contact from the proctor whatsoever. Instead, I received an automated cancellation email on June 2, 2026. This raises serious concerns about whether the proctor's observations and intended report were ever considered before this cancellation decision was made.

6. CANCELLATION DECISION MADE IN LESS THAN 36 HOURS OVER A WEEKEND

My exam was completed on May 31, 2026 at approximately 4:30 PM, and the cancellation notice was issued on June 2, 2026 at 5:55 AM EDT — a gap of less than 36 hours over a weekend. I respectfully question whether a thorough human review of my complete 2+ hour exam session was actually conducted in this timeframe. This strongly suggests the cancellation was made by an automated system without proper human review — overriding the live judgment of the human proctor who monitored my entire session and found nothing concerning.

7. EYE MOVEMENTS — NATURAL EXAM ANXIETY AND TIMER CHECKING

I want to address a possible concern regarding my eye movements during the exam. As this was a high stakes test, I was naturally anxious about time management and frequently glanced toward the on screen timer to monitor my remaining time. These eye movements were solely due to exam anxiety and time checking behavior — not due

to any external materials, devices, or assistance. The timer is displayed on the screen itself, meaning I was looking at the screen — which is completely normal and expected behavior for any test taker.

8. ENVIRONMENTAL FACTORS BEYOND MY CONTROL

As this is a shared hostel building, there was occasional noise from other residents in the corridors which was entirely outside my control. The proctor was fully aware of my environment and raised no objections at any point.

In summary, the human proctor who monitored my entire exam in real time:

- Verified my environment multiple times including a mid exam 360 degree check
- Accepted my honest explanation about the fixed table
- Guided me to move my chair and verified the new position
- Raised zero warnings or concerns throughout
- Confirmed my unofficial score as final
- Promised to contact me after the exam

Despite all of this, a cancellation decision was made in less than 36 hours over a weekend — strongly suggesting an automated system overrode the live human proctor's judgment without proper review.

I am a genuine test taker who has invested significant time, effort, and financial resources into this exam. I respectfully request:

1. A thorough HUMAN review of my complete exam session recording
2. Full reinstatement of my scores in light of the above explanation
3. Removal of the 1 year online exam ban
4. Consideration of the proctor's live observations over the automated system's decision
5. The opportunity to answer any questions your team may have — I am fully available and willing to cooperate at any time

Please feel free to contact me at harshitauppari@gmail.com. I am ready to provide any additional information or documentation that may support my appeal.

Thank you sincerely for your time and consideration. I hope for a fair and thorough review of my case.

Warm regards,
Harshitha Uppari
GMAT ID: 100005688251
Appointment ID: 60006392329
Email: harshitauppari@gmail.com
9346177195

On Tue, Jun 2, 2026 at 8:37 PM harshita Uppari <harshitauppari@gmail.com> wrote:

Subject: Formal Appeal – Score Cancellation | Appointment ID: 60006392329 | GMAT ID: 100005688251

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During the session, I was guided by the proctor to adjust my seating position, which I complied with immediately. As my hostel's wired internet connection is located away from my room, there were brief connectivity

interruptions during the environmental checks. However, the connection stabilized quickly and remained stable throughout the entire exam, which I completed fully without any disruptions.

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I also want to bring to your attention that, as this is a shared hostel building, there was occasional noise from other residents in the corridors. This was entirely outside my control and I had no means to prevent it. The proctor was aware of my environment and raised no objections at any point during the exam.

Most importantly, I would like to highlight that the proctor issued absolutely no warnings, flags, or concerns throughout my entire exam session. If there had been any genuine violation, the proctor — who was observing me in real time — would have intervened immediately. The fact that the exam was completed smoothly with full proctor approval strongly supports the legitimacy of my testing experience.

I am a genuine test-taker who has invested significant time, effort, and financial resources into this exam. I strongly believe that the flagged irregularities were not the result of any policy violation on my part, but rather environmental factors and natural test anxiety behaviours that were fully visible to and acknowledged by the proctor.

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Harshitha

Jun 2, 2026, 11:11 AM EDT

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I also want to address a possible concern regarding my eye movements during the exam. As this was a high-stakes test that I had prepared for extensively, I was naturally anxious about time management. As a result, I frequently glanced toward the on-screen timer to monitor my remaining time. I want to clarify that these eye movements were solely due to exam anxiety and time-checking behaviour — not due to any external materials, devices, or assistance. This is a completely natural response for any test-taker under pressure, and I respectfully request that this be taken into consideration during the review.

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Most importantly, I would like to highlight that the proctor issued absolutely no warnings, flags, or concerns throughout my entire exam session. If there had been any genuine violation, the proctor — who was observing me in real time — would have intervened immediately. The fact that the exam was completed smoothly with full proctor approval strongly supports the legitimacy of my testing experience.

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On Tue, Jun 2, 2026 at 8:29 PM harshita Uppari <harshitauppari@gmail.com> wrote:

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On Tue, Jun 2, 2026 at 8:11 PM harshita Uppari <harshitauppari@gmail.com> wrote:

"What is the current status of my exam review and when can I expect a resolution?"

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Jun 2, 2026, 11:11 AM EDT

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Jun 2, 2026, 10:59 AM EDT

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Jun 2, 2026, 10:41 AM EDT

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Rida Naved (mba.com)

Jun 2, 2026, 5:55 AM EDT

Hello Harshitha,

In our analysis of your testing experience from **2026-05-31**, we noticed irregularities that are inconsistent with the GMAT™ Online Policies and Procedures you agreed to when you registered for the test.

GMAT ID: **100005688251**

Appointment ID: **60006392329**

After careful consideration, your score has been canceled. You will not be able to register for an online exam for **one (1) year** from the date of your last exam. You may, at your own expense, register for an exam at a test center.

Our authority to make the decision to cancel your score is firmly grounded in the GMAT™ Policies and Procedures, which allows us to cancel or withhold any scores when, in our judgment, there is a good faith basis to question the validity of a score for any reason. If you believe we should review a decision we made about your exam, you may appeal to the GMAT™ Test Security Team within 7 days from the date of our decision. Any schools that received your official score report will be notified of our decision once the appeal period has passed. In addition, if any GMAT Badges were purchased for this appointment, they will also be canceled.

Regards,
GMAC Test Security

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[29MP43-6JJEV]

harshita Uppari <harshitauppari@gmail.com>
To: GMAC Test Security <testsecurity@gmac.com>

Thu, Jun 4, 2026 at 7:12 PM

Subject: Final Humanitarian Request – Score Reinstatement / Free Retest / Refund | Appointment ID: 60006392329 | GMAT ID: 100005688251

Dear Garima and GMAC Test Security Team,

I am writing this email with great difficulty, and I sincerely request that you read this with empathy and consideration.

I have received your final appeal decision regarding my GMAT exam appointment 60006392329 on May 31, 2026. While I respect your authority to make decisions, I feel deeply that this decision is profoundly unfair to me, and I humbly request one final reconsideration.

I would like to share my personal circumstances so that you understand the true impact of this decision on my life:

I come from a lower middle class family in India. Preparing for the GMAT was not a simple decision for me it was a life-changing commitment. I took a full one year gap from my career solely to prepare for this exam. I attended a coaching center, sacrificed my time, my mental health, and my personal life to prepare to the best of my ability. The financial burden was so significant that I had to take a loan to pay the exam fee of ₹35,400. This is not just money to me — it represents months of financial struggle and sacrifice for my family.

Despite all of this, I approached my exam with complete honesty and integrity:

- I conducted room scans as required, more than 5 times
- I followed every single proctor instruction without question
- When the proctor asked me to move the table, I honestly informed them it was fixed and immediately moved my chair instead
- The proctor conducted a full 360 degree verification mid exam and was completely satisfied
- The proctor gave me zero warnings throughout the entire session
- The proctor confirmed my unofficial score as final at the end
- The proctor told me 'I will contact you' yet I never heard from them

My score was cancelled with only a vague mention of 'Testing Issue' with absolutely no specific reason provided. I

was not told what I did wrong. I was not given a chance to explain before the decision was made. The cancellation came in less than 36 hours over a weekend, raising serious questions about whether a proper human review of my session was ever conducted.

I am not a cheater. I am a genuine, hardworking student from a modest background who gave everything to pursue this dream. This decision has not just cancelled my score — it has shattered my confidence, damaged my financial situation, and put my entire future at risk.

I humbly request one of the following remedies under GMAC's own official Testing Issue policy:

1. A thorough re-review of my complete exam session by a senior human reviewer and reinstatement of my scores, OR
2. A free retest either online or at a test center, OR
3. A complete refund of my exam fee of ₹35,400 so that I can attempt the exam again

I am not asking for special treatment. I am asking for basic fairness. Please look beyond the policy and see the human being behind this case a student who sacrificed everything for this one opportunity.

I sincerely hope you will consider this request with the compassion and fairness it deserves.

Thank you from the bottom of my heart for taking the time to read this.

Warm regards,
Harshitha Uppari
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