
Customer Care:

1. Q: When will the next EMEA Dubai Conference take place?

A: BICSI is reviewing its future conferences and events schedule and will provide more information when it becomes available. BICSI will continue to offer virtual regional events globally to provide ICT professionals, BICSI members, and BICSI credential holders access to ICT education and CECs. Check the BICSI website for details on events and times. bicsi.org/conferences

2. Q: If I want to participate in virtual events, will any be offered in the Gulf Standard Time Zone (or other global time zones)?

A: Yes. BICSI will continue to offer webinars, virtual ICT Forums and other virtual events in the time zone of the host region or country. Check the BICSI website for details on events and times. bicsi.org/conferences

3. Q: Can I continue to contact BICSI using the email address bicsi@bicsi.org?

A: Yes. You can also contact BICSI customer support at email bicsi@bicsi.org. We will strive to answer every inquiry within 24-48 hours.

4. Q: If I mailed or faxed documents (applications, registration forms, etc.) to the Dubai office, will they be re-routed to the BICSI World Headquarters office?

A: Any documents faxed to the BICSI Dubai office on or before **30 April 2021** will be received and re-routed to the BICSI World Headquarters office. Beginning on **1 May 2021**, please send faxes to **+1 813.971.4311**, and send mail to **8610 Hidden River Parkway, Tampa, FL 33637, USA**.

5. Q: Who do I call when I need to speak with someone at BICSI?

A: Call **+1 813-979-1991** between the hours of **08:00 – 17:00 EDT (13:00 – 22:00 BST; 16:00 – 01:00 GST;** (Click [here](#) to find your local time). If you are directed to leave a voice message, we will strive to respond to your call within **24 – 48 hours**.

Membership & Volunteer Services:

6. Q: Will this change have any effect on my membership or on EMEA volunteer opportunities?

A: No. This change will not impact your membership or volunteer status.

Credentialing:

7. Q: Will credential holders get an automatic extension of the recertification grace period?

A: No, If you are experiencing difficulty and cannot meet your recertification requirements, please reach out to discuss next steps and any available options at credentialing@bicsi.org.

8. Q: Do I need to request the exception if I need CECs or a conference credit?

A: Yes, If you are experiencing difficulty and cannot meet your recertification requirements, please reach out to discuss next steps and any available options at credentialing@bicsi.org.