



Asian Bodywork Therapy Certification Frequently Asked Questions (FAQ)

Updated 12/18/2011

Question #1: New 10/24/11 - Which certifications are currently supported by NCCAOM? Which certifications will continue to be supported in the future?

Answer: The NCCAOM will continue to support four certification programs through the renewal process which is designed to ensure that NCCAOM Diplomates are performing activities to stay current within their practice area in a manner that benefits the safety and trust of the public as well as meeting the needs of the Diplomate: Dipl. ABT (NCCAOM), Dipl. Ac. (NCCAOM), Dipl. O.M. (NCCAOM) and Dipl. C.H. (NCCAOM).

Question #2 As an NCCAOM Diplomate of Asian Bodywork Therapy, how will the discontinuance of the ABT exam affect me?

Answer: NCCAOM is planning to discontinue the ABT exam for certification in Asian Bodywork Therapy at the end of 2012; however, the Diplomate of ABT is not being retired. All currently certified Diplomates will be able to keep their designation as long as they continue to recertify. The NCCAOM will continue to gather input from individuals interested in the NCCAOM ABT Certification Program to determine if there is a continued need to offer a different ABT credential which may include an examination in the future. Your input regarding this consideration is important to the NCCAOM; please contact the NCCAOM Public Relations department from the "Contact Us" page on the NCCAOM website www.nccaom.org, if you are an NCCAOM certified Diplomate of ABT, an applicant or candidate intending to get the ABT certification or you have not yet completed the ABT Diplomate/Candidate questionnaire. You may also call 904-598-1005 to speak to a NCCAOM customer service representative.

Question #3: New 10/24/11 - Why didn't NCCAOM make an effort to work with the ABT community to develop ideas on how to grow the ABT profession?

Answer: In 2008 the NCCAOM convened a taskforce that included a number of prominent ABT Diplomates, educators and massage therapists to discuss ideas for growing the ABT profession and the number of ABT Diplomates -- none of the strategies suggested ever came to fruition. The NCCAOM also has a staff liaison that sends communications out to all American Organization for Bodywork Therapies of Asia (AOBTA) Council of Schools & Programs (COSP) school officials and to Accreditation



Commission for Acupuncture and Oriental Medicine (ACAOM) accredited program officials who have a track in Asian bodywork therapy. Approximately 20% to 30% of all applicants for the ABT Certification Program have come from ACAOM accredited schools.

Question #4: If the NCCAOM is planning to discontinue the offering of the ABT certification exam after 2012, why should I apply for the ABT certification and take the examination?

Answer: Feedback from the ABT community indicates that there are enough practitioners within the ABT community interested in the opportunity to become certified as a Diplomate of Asian Bodywork Therapy (NCCAOM) even if the exam is to be discontinued. The NCCAOM is offering the exam in 2012 to meet this interest.

The value of the Diplomate of ABT (NCCAOM) credential is having successfully completed a program that meets national accreditation standards of competency through the [National Commission of Certifying Agencies \(NCCA\)](#). This value is in no way diminished because the ABT exam is discontinued. In fact, through recertification, you are able to retain a unique professional certification as an Asian bodywork therapist which is held by a select group of individuals. In addition, you will be able to take advantage of all of the benefits of becoming an NCCAOM Diplomate as detailed in question number 12.

Question #5: New 10/24/11 - Why would I want to continue to recertify as a Diplomate of ABT (NCCAOM) once the ABT modular exam is discontinued?

Answer: Earning certification from NCCAOM represents a significant professional achievement. The Diplomate of Asian Bodywork Therapy (NCCAOM) will remain a viable NCCAOM certification for anyone currently holding this certification and for those who will achieve ABT Diplomate status in 2012. Benefits and recertification requirements for Diplomates of ABT remain unchanged (for a listing of these benefits, please see question number 12).

The discontinuation of the ABT exam means, after December 31, 2012 individuals who have attained the Dipl. ABT (NCCAOM) designation may continue to recertify to maintain their active Diplomate certification status; however, if an ABT Diplomate allows his/her certification to terminate, their Dipl. ABT (NCCAOM) credential can never be regained, as there will be no instrument available to measure competency.



Question #6: New 10/24/11 - Is the Asian Bodywork Therapy credential protected from misuse by unqualified individuals?

Answer: Paperwork has been filed with the U.S. Patent and Trade Office (USPTO) to register all of the NCCAOM credentials to include the Diplomat of ABT (NCCAOM) credential and is in the final stages of the approval process. NCCAOM is currently in the process of obtaining trademark protection for all four of its credentials as included below:

- Dipl. ABT (NCCAOM) and Diplomat of Asian Bodywork Therapy (NCCAOM)
- Dipl. Ac. (NCCAOM) and Diplomat of Acupuncture (NCCAOM)
- Dipl. O.M. (NCCAOM) and Diplomat of Oriental Medicine (NCCAOM)
- Dipl. C.H. (NCCAOM) and Diplomat of Chinese Herbology (NCCAOM)

Once the above NCCAOM credentials have been approved by the USPTO, all NCCAOM Diplomates will be required to insert a registered ® symbol after their credential [Dipl. ABT (NCCAOM)®]. The acronym NCCAOM®, the NCCAOM logo, and the NCCAOM Certification Service Marks (to include the ABT service mark) have been registered with the USPTO for several years. The NCCAOM will announce the approval of the credential(s) registration upon its completion.

Question #7: New 10/24/11 - I submitted an Asian Bodywork Therapy certification application form prior to the reduction in the application fee and have not yet completed the certification process. Can I get a refund?

Answer: New applicants for the certification program receive the benefit of a reduced application fee of \$75. If you have an active application on file with the NCCAOM for which you paid the original application fee of \$400, you should have received a voucher letter which was mailed the week of October 17, 2011. The voucher covers the cost of one NCCAOM ABT examination valued at \$300 and is good for the March 5-17, 2012 examination administration. If you have not received your voucher letter please contact Tara Willey at twilley@thenccaom.org or call 904-674-2492.

Question #8: What if I was once certified as a Diplomat of Asian Bodywork Therapy with the NCCAOM and I allowed my certification to expire? Can I return to active Diplomat status?

Answer: The NCCAOM has a lapsed policy whereby a former Diplomat, who has allowed their certification to expire, may return to active Diplomat status. After December 31, 2012 former Diplomates



of Asian Bodywork Therapy who allow their certification to terminate will be unable to return to active status as a Diplomat of ABT.

Question #9: New 10/24/11 - What real or perceived value will the Dipl. ABT (NCCAOM) have once it is no longer available?

Answer: NCCAOM is committed to supporting Diplomates of ABT now and in the future. As stated by an NCCAOM Diplomat of ABT, *“Retiring of the exam does not diminish the significance of the credential. My Diplomat status still attests to a certain level of education and achievement and I’m proud of my NCCAOM Diplomat status.”*

Question #10: Who is eligible to take the ABT certification exam in 2012?

Answer: Anyone who can document the required 500 hours of basic Asian bodywork therapy education from formal, full-time schools or formal programs and short courses is eligible to take ABT certification exam. *Correspondence and distance learning programs do not qualify.* You can also qualify via the Apprenticeship route (see question 20 below). Complete eligibility requirement details are located in the *NCCAOM® Asian Bodywork Therapy Certification Handbook, 2011-2012 Edition* found on the NCCAOM website. If you are currently engaged in the application process for ABT certification, the NCCAOM staff will contact you.

Question #11: Are NCCAOM’s eligibility requirements for certification as Diplomat of ABT the same as those for an AOBTA® Certified Practitioner member?

Answer: The requirements are similar but not the same. Below is a summary of the eligibility requirements:

- If you graduated from an AOBTA approved Council of Schools & Programs (COSP) program you are eligible for the NCCAOM ABT certification exam.
- All applicants are required to have their school submit official transcripts directly to the NCCAOM. Some schools request a modest administration fee for this service. You are advised to follow-up with school officials to ensure your transcripts have been sent by certified mail before the deadline.
- All candidates for the NCCAOM certification in ABT must also pass the ABT certification exam.
- **Note:** You must submit a transcript from every school you attended.



Question #12: Why should I apply for NCCAOM certification if I am already “certified” by the AOBTA?

Answer: The AOBTA® Certified Practitioner designation is a qualification for “Certification Practitioner” level of membership in the AOBTA. This qualification is neither a nationally accredited board certification recognized for state licensure nor is it a nationally accredited certification program.

The Diplomate of ABT is considered a level of mastery and achievement by other healthcare professionals. There are several reasons why you should apply for the NCCAOM ABT Certification if you desire to be designated as an Asian bodywork therapist. Here are a few reasons:

- National certification by NCCAOM is the only way to be recognized as a Diplomate of Asian Bodywork Therapy which permits you to use the following designation after your name, Dipl. ABT (NCCAOM).
- As a Dipl. ABT (NCCAOM) you are able to request a verification of passing the NCCAOM ABT certification examination which is used for licensure in the following states: LA, MD, MO, MS, NC, NH, and NJ. Applicants for licensure in Washington DC and WI who have passed the ABT exam, may qualify, as they have a separate route for applicants who have passed exams that are accredited by the National Commission of Certifying Agencies (NCCA) for licensure. The ABT Certification Program is accredited by NCCA.
- You are eligible for all the benefits offered to actively certified Diplomates such as being listed in the NCCAOM’s *Find a Practitioner Directory* on the NCCAOM website. A list of all the benefits of maintaining your certification through the NCCAOM is offered on page 9 of the *NCCAOM® ABT Certification Handbook*, 2011-2012 Edition.

The following are a few testimonials to consider:

Tara Rachel Jones, M.Ed., Dipl. ABT (NCCAOM), *“I have been a Zen Shiatsu Therapist since 2004 and a Diplomate of ABT (NCCAOM) since 2004. Studying for the exam and getting the certification was a big part of what I believe sets Asian bodywork therapy apart from LMT. Our work is unique and belongs accredited in the name of Chinese and Oriental Medicine. Taking the exam is also a way of acknowledging the dedication and commitment to the practice itself. I believe the NCCAOM exam should be a required part of our ability to offer ABT.”*



Brenda Levin, ABMP Professional, *"I highly value the significance and importance of the certification to the honor and respect of Asian bodywork practitioners - providing us with a way to express our unique understanding of the body in theory and practice from other bodywork modalities."*

Teresa Patterson, Dipl. ABT (NCCAOM), *"I hold 2 state massage therapy licenses. The reason I was able to get the second license in Mississippi was that the NCCAOM exam is considered one of the "national exams" that is acceptable for licensure. It is accepted in both states, Louisiana and Mississippi, where I hold both Massage Therapy licenses and Massage Therapy Instructor licenses. I am very proud to hold this certification."*

Question #13: I am currently licensed in a state that has accepted my passage of the NCCAOM certification exam for licensure as an Asian bodywork therapist. What will happen in 2013 when the exam will no longer be offered?

Answer: The NCCAOM has notified those states that have regulations permitting or requiring the NCCAOM ABT exam as documentation of competency to practice as an Asian bodywork therapist. We will continue to stay in communication with these states and will revise this ABT FAQs as new information becomes available.

Question #14: New 10/24/11 - Which states permit the option of passing the ABT certification exam in lieu of a massage therapy certification or licensing exam to obtain a massage therapy or bodywork license?

Answer: Six states recognize the NCCAOM Asian Bodywork Therapy examination and have written into their rules and regulations that passing of the ABT certification exam is accepted for licensure: Louisiana, Maryland, Missouri, Mississippi, North Carolina, New Hampshire and New Jersey. There have been cases in two other instances for the states of Wisconsin and the District of Columbia, where an applicant for licensure petitioned to have the passage of the ABT exam accepted for licensure. The reason that WI and DC accepted the NCCAOM ABT certification is because they have a separate route for licensure applicants who have passed exams that are part of a certification program accredited by the National Commission of Certifying Agencies (NCCA). The NCCAOM ABT Certification Program requires passing the ABT exam. The NCCAOM ABT Certification Program is accredited by NCCA through December 31, 2012.



Question #15: Why was the ABT exam offered only once a year?

Answer: In the recent past, the number of applicants for the ABT certification exam was small (between 35 to 50 applicants a year). Although all the examinations administered by the NCCAOM to date have been psychometrically valid, the declining number of exam candidates poses a future challenge for the NCCAOM to maintain a psychometrically valid exam. When examinations are reviewed for validity purposes, one of the factors considered is how candidates have performed on individual items. The more candidates who have taken the items, the more confident we can be regarding our interpretation of the performance of those items (e.g., whether the items are written clearly, fair to all candidates, appropriate for the exam). The overall quality of an examination depends upon the quality of individual items, and larger numbers of candidates help us identify poorly performing items so we can design better examinations.

Question #16: New 10/24/11 - Why is it not financially feasible for NCCAOM to continue offering the Asian bodywork therapy examination for ABT certification?

Answer: There are many direct costs associated with the development and implementation of each accredited certification program offered by the NCCAOM. These costs include examination development of the item bank by subject-matter experts, content validity verification through the job task analysis process, item construction reliability verification by a team of psychometricians whose expertise is to analyze the exam for reliability and validity, and there is also the examination administration costs associated with providing NCCAOM examinations at a secure Pearson VUE Professional Test Center.

The only program which requires the Asian bodywork therapy exam is the Asian Bodywork Therapy Certification Program. All other NCCAOM examinations are required for certification in at least two certification programs. The Foundations of Oriental Medicine and Biomedicine exams are required for three separate certification programs.

Unfortunately, the number of qualified test takers has declined since the exam was first offered; therefore, NCCAOM is discontinuing the current ABT examination as of December 31, 2012. The NCCAOM, however, is going to actively study the potential need for a different credential for Asian bodywork therapy professionals. If you would like to provide input as an applicant or candidate for the NCCAOM ABT Certification Program please send an email to [publicrelations @ thenccaom.org](mailto:publicrelations@thenccaom.org) and a brief questionnaire will be emailed to you.



The NCCAOM is hoping to attract more applicants and candidates for the ABT certification exam in 2012; therefore, the exam will be offered four (4) times in 2012:

- March 5 – 17, 2012
- June 4 – 16, 2012
- August 13 – 25, 2012
- October 29 – November 10, 2012

Question #17: Updated 12/18/11 Why is the NCCAOM ABT certification so expensive?

Answer: The NCCAOM certification fees cover the review of your application and verification of your eligibility to take the ABT certification exam. The separate fee for the exam includes covering the costs for examination development by subject-matter experts and for content and reliability verification by a team of psychometricians whose expertise is to analyze the exam for reliability and validity. The exam fee also covers the administrative cost to provide the examination at a Pearson VUE secure national test center.

We advise you to start budgeting early for your certification fees. Remember you can also pay by credit card (NCCAOM accepts Visa and MasterCard). If you are physically challenged, or are switching careers because of an accident or disability you may also be entitled to reimbursement from the appropriate government agency. In order to make the ABT certification more affordable, the NCCAOM has reduced the application fee to \$75 for 2012. This is a savings of over \$300 from the previous fee for the ABT application. The exam cost remains at \$300 for the reasons described above in this FAQ.

Question #18: Why does the National Certification Board of Therapeutic Massage and Bodywork (NCBTMB) certification cost so much less than the NCCAOM certification?

Answer: There are over 290,000 licensed massage and bodywork therapists according to Associated Bodywork and Massage Professionals (AMBP) organization (www.abmp.com). Many of these massage therapists have taken one of the NCBTMB National Certification Exams; there are currently 439 actively certified NCCAOM ABT Diplomates, who possess the unique professional identity as a nationally board certified Asian bodywork therapist; therefore, the exam development costs must be divided by a smaller testing population.

Question #19: What is the difference between the NCBTMB certification in Massage and Bodywork and the NCCAOM ABT certification?



Answer: The NCBTMB certification in Massage and Bodywork is for massage therapists and does not qualify you to call yourself a Diplomate of ABT (NCCAOM). You can fail each of the minimal Asian bodywork questions in the NCBTMB exam and still pass the exam. Remember, although both NCCAOM and NCBTMB are accredited by the National Commission for Certifying Agencies (NCCA), they serve very different purposes.

Question #20: I completed my training 20 years ago in assorted ways that don't fit neatly into the routes of eligibility requirements. How can I prove my eligibility for the NCCAOM ABT Certification Program?

Answer: Thoroughly document all your training courses, dates and hours, and document all your clinical experience in ABT. If your name has changed (marriage or by choice) since you completed your training, be sure and provide legal documentation. You may also qualify through the Apprenticeship Route of Eligibility. An apprenticeship must have been directed by a qualified preceptor (an AOBTA Certified Instructor, or Dipl. ABT (NCCAOM)), or a practitioner who can document 5 years of clinical practice involving 500 ABT sessions per year on a minimum of 75 different patients, prior to your training as an ABT, and while you are in the apprenticeship training. You can find specific information on the Apprenticeship Route in the *NCCAOM® Asian Bodywork Therapy Certification Handbook 2011-2012*, Edition.

Question #21: My original school closed years ago. How can I prove my training?

Answer: Network through your classmates or the AOBTA national office, locate the school owner, or one or other of the instructors. Send them details of the classes you completed, with dates, and hours and ask them to confirm your education. All former COSP schools are required to retain students' past transcripts and to submit them on request for a small administration fee. Similarly, all schools are required by the Department of Education to store students' transcripts.

Question #22: I trained in Shiatsu, so instruction in Asian theory was often integrated with my practical training. Is it true the NCCAOM ABT certification exam includes many questions on the foundations and theory of Chinese Medicine?

Answer: The exam has been carefully crafted to cover all the different forms of ABT of China, Japan, Korea and Thailand. The solid common denominator is foundations of Asian medicine, so we advise you



to complete a documented minimum 100 hours of standalone theoretical training in the foundations of Oriental (Asian) medicine.

Some of the COSP schools are offering special fill-in courses for individuals who need to add to their basic training in anatomy and physiology and/or foundations of Oriental medicine. Contact the AOBTA COSP Director at [cosp @ aobta.org](mailto:cosp@aobta.org) for details.

Question #23: How can I prepare myself for the NCCAOM exam?

Answer: You can find the NCCAOM ABT Exam Content Outline on our website at www.nccaom.org under “Applicant”, and then under “Exam Content”. The exam content outline contains the knowledge, skills and abilities (KSAs) statements needed to prepare you for the exam. This is an important and useful study tool to use when preparing to take the ABT certification exam. Also, most COSP schools offer all-day prep workshops. These workshops are announced in the regular AOBTA emails to members. You may also contact the AOBTA Director of Education at [education @ aobta.org](mailto:education@aobta.org) for details on current DVDs or videos you may purchase on exam prep classes.

Question #24: My application was denied last year because of insufficient documentation. If I apply again this year do I have to pay the full fee?

Answer: No. Applications are good for four (4) years or through December 31, 2012, whichever comes first. In some cases application expiration dates have been extended. Please check with the NCCAOM certification staff about the status of your application if you still wish to qualify for the ABT exam in 2012. If your application is still active, you only need to provide the missing documentation in order to complete the approval process. The exam will be administered four times in 2012.

Question #25: I failed the ABT exam. Can I take the exam again? How much do I have to pay?

Answer: Yes, You can retake the NCCAOM ABT exam up to five (5) times as long as you have a valid application on file. If you have attempted the exam three (3) times unsuccessfully you will need to complete PDA requirements prior to receiving a new authorization to test (detailed information is located on page 38 of the *NCCAOM® Asian Bodywork Therapy Certification Handbook*, 2011-2012 Edition). Please contact the NCCAOM certification staff if you want to retest in 2012.

The \$300 examination fee, payable to the testing vendor, Pearson VUE, will not be due until you are approved to test (receive an NCCAOM Authorization to Test letter). If you have an active application on



file with the NCCAOM for which you paid the original application fee of \$400, you should have received a voucher letter which was mailed the week of October 17, 2011. The voucher covers the cost of one NCCAOM ABT examination valued at \$300 and is good for the March 5-17, 2012 examination administration. If you have not received your voucher letter please contact Tara Willey at twilley@thenccaom.org or call 904-674-2492.

Question #26: Does NCCAOM offer an online practice test for ABT?

Answer: No. The NCCAOM needs to have a large enough pool of candidates in order to develop an NCCAOM Practice Test specific to ABT.

Question #27: New 10/24/11 - When can I begin to register for the Asian bodywork therapy exams being offered in 2012?

Answer: ABT exam registration will be open with Pearson VUE on **November 1, 2011** for the **March 5-17, 2012 administration**. On **March 18, 2012** registration will be open for the remaining 2012 ABT exam administrations in June, August and October/November. You will need a NCCAOM Approved-to-Test (ATT) letter prior to registering with Pearson VUE. The ATT letter is issued after your application and supporting documents have been reviewed and approved by the NCCAOM certification services department staff.

Question #28: Am I able to bring scrap paper into the examination?

Answer: You **cannot** bring any writing materials in with you when you go in to take the examination. You will be provided with an erasable note board (5 sheets in a binder) and a marker that you can use to take notes (this will be collected upon completion of the examination).

Question #29: How many questions are there and how much time do I have to finish?

Answer: The ABT examination consists of 100 multiple-choice questions and you have 2.5 hours to complete it.

Question #30: What percentage can I get wrong and still pass?



Answer: The exam is not scored by percentages. It uses *criterion-referenced testing* so that candidates are always measured on the same ruler. This method allows for various levels of difficulty between exams and does not adversely affect the candidates.

Question #31: Can I submit comments related to the questions on the exam after I finish the exam?

Answer: Yes. You have 30 business days after you finish the exam to send feedback to [examcontent @ thenccaom.org](mailto:examcontent@thenccaom.org). It would be best to send your comments sooner rather than later when items of concern are fresh in your mind. Remember to be as specific as you can and do not discuss your questions with anyone other than the testing staff at NCCAOM.

Question #32: Is it true that the screen turns off after five minutes if you don't answer the first question?

Answer: Yes. The first question is actually a legal agreement that says you will treat everything you read on the examination with the utmost and absolute confidentiality. If you agree, just press **"I agree"** to start the examination. The full text of the *Non-Disclosure Agreement and Full Terms of Use for the NCCAOM Exam* can be found on page 34 of the *NCCAOM[®] Asian Bodywork Therapy Certification Handbook, 2011-2012 Edition*.

Question #33: Is it true that I will receive a preliminary "Pass" or "Fail" status after I complete the examination?

Answer: No, this only applies for the year-round adaptive examinations. You will receive your official scores via mail approximately 30-45 business days after the close of the examination administration period. You may also check your pass or fail status by logging into your NCCAOM online account approximately 30-45 days after the close of the examination administration period. (See On-line Account Maintenance found in the *NCCAOM[®] Asian Bodywork Therapy Certification Handbook, 2011-2012 Edition*, Appendix E for complete instructions on how to login to your NCCAOM account). After logging in click on the "My Account" tab, choose the "Update My Profile" link and finally click on the "Exams" tab.

If you have questions about the ABT certification examination content or format, please send an email to [examcontent @ thenccaom.org](mailto:examcontent@thenccaom.org).



Question #34: New 10/24/11 - Is Biomedicine a certification program?

Answer: No. It is a separate examination that is used for the Dipl. Ac. (NCCAOM), Dipl. O.M. (NCCAOM) and Dipl. C.H. (NCCAOM) certification programs. The four modular examinations offered by NCCAOM for certification purposes are Biomedicine, Acupuncture with Point Location, Foundations of Oriental Medicine and Chinese Herbology.

Question #35: New 10/24/11 - Why does NCCAOM continue to offer certification in Chinese Herbology when based on information shared by the NCCAOM, the numbers of candidates requesting certification in Chinese Herbology is as low as or lower than Asian Bodywork Therapy?

Answer: Yes, the number of individuals becoming certified separately in Chinese Herbology is low; however, most newly certified Diplomates are becoming certified in Oriental Medicine which requires that candidates pass all the same certification exams as required by the Chinese Herbology certification candidates with the addition of the Acupuncture with Point Location exam. Certification in Oriental Medicine requires candidates to pass the following exams: Foundations of Oriental Medicine, Acupuncture with Point Location, Chinese Herbology, and Biomedicine. Those candidates seeking certification in Chinese Herbology take all of the above exams except Acupuncture with Point Location.

Therefore, all of the NCCAOM certification exams, except the ABT certification exam are required for certification in at least two certification programs and therefore the number of examinees is high. For example, in 2010, 665 Chinese Herbology modular exams were delivered to candidates seeking certification in Chinese Herbology or Oriental Medicine. Please see the *NCCAOM® Study Guides* to learn more about all the requirements for certification in Acupuncture (AC), Chinese Herbology (CH) and Oriental Medicine (OM).

Question #36: New 10/24/11 - Why am I unable to send an email to [info @ thenccaom.org](mailto:info@thenccaom.org), [publicrelations @ thenccaom.org](mailto:publicrelations@thenccaom.org), etc. when I click on the hyperlink?

Answer: To reduce spamming of the NCCAOM email domain, NCCAOM purposely includes spaces when publishing email addresses (i.e. after the word “info” and prior to “thenccaom.org”). Spammers use machines to scan websites and emails to collect valid email addresses which they use to send spam. This overuse can cause a company’s domain name to be black listed by the major email



providers. When sending an email to the NCCAOM remove all spaces in the email address to ensure delivery.