

Request for Refund Form

Refund request is subject to CSU International Student Fee Refund Policy and takes up to 28 days to process from the date this form is accepted when all complete and accurate documents are received. Please ensure all required information is completed correctly to minimise delays in payment. **This form MUST be typed and signed, as a handwritten form will not be accepted.**

CHECKLIST – please make sure you tick all boxes for supporting documents requirements before submit refund request

Student Details

- I have completed my personal details.
- I have provided CSU student ID as per my CoE form.

Reason for Refund Request please select ONLY ONE reason and attach required documents

- VISA refusal I have provided the VISA rejection letter(s) from the Australian Government Department of Home Affairs.
- GTE refusal I have provided the email from CSU International Admissions
- Course termination I have provided the completed termination form to CSU;
 - I have provided the approved termination letter from CSU
- Remission of fees I have provided the remission fees refund approval email from CSU.
- Other reasons I have provided the documentary evidence to support my refund application.

Payment Details please complete ONLY ONE of the options

- I have provided Australian bank account details online via the Student Admin Portal https://online.csu.edu.au/Inter/Action?type=B&cmd=Banner_Bank_Acct ; OR
- I have provided the BANK/SORT/SWIFT code – mandatory for international money transfers;
- I have provided a copy of the most recent bank statement showing the beneficiary's bank account details – mandatory for international money transfers.

In addition to the BANK/SORT/SWIFT code, more information can be found on page 2 of this form.

- I have provided the IBAN - mandatory for European transactions, and also required for refunds to be paid to Pakistan; OR
- I have provided my IFSC - mandatory for payments to India.

If you choose a **3rd party refund option**,

- I have completed the 3rd party payment authorisation form in part 5, signed and dated in part 7 (page 4 of this form).
- I have provided a relationship certificate.
- I have provided a copy of one of the following photo ID documents: passport, citizenship certificate, or national ID card from the 3rd party beneficiary.
- I have provided the banking details of the 3rd party tertiary education provider on their letterhead, which CSU can verify over the phone.

What should you know?

Bank charges may be incurred by the recipient of the payment. These charges are imposed by the banking institutions and are deducted from the payment made by the University. The University has no control over such charges and therefore does not bear any responsibility for amounts deducted.

Where bank charges are incurred by the University as a result of the student providing incorrect or incomplete details regarding their bank account, alternative payee or any other information, these charges will be deducted from the refund paid to the student.

The **refund payment amount** will be based on the Australian dollar fee for the course rather than any foreign currency exchange amount applicable at the date of refund. Therefore, the refunded amount may vary from the approved amount due to foreign exchange currency fluctuation.

In addition, for overseas refund payments that need to be reissued due to **incorrect banking details**:

- A new refund request form needs to be completed with the updated banking details and necessary student and campus signatories;
- A further copy of the beneficiary's bank statement header clearly showing the beneficiaries name and account details.

An intermediary bank swift code may be required to be provided if your financial institution does not accept payments from Australia. Please check with your financial institutions and ensure to provide COMPLETE banking instructions to avoid any delays in receiving your refund.

| INTERNATIONAL MONEY TRANSFER DETAILS | | | |
|--------------------------------------|---------------------------------|--|--------------------------|
| Canada – 9 digit Transit | USA – 9 digit Routing | GBP not using IBAN – 6 digit Sort Code | India – 11 digit IFSC |
| China – 12 digit CNAPS | Indonesia – 7 digit Routing | Pakistan - CNIC/SMIC & Passport number | Kenya – 5 digit Routing |
| Hong Kong – 6 digit Branch Code | Mexico – 18 digit CLABE | New Zealand – 6 digit BSB | Nigeria – 10 digit NUBAN |
| Sri Lanka – 7 digit Branch Code | Singapore – 7 digit Branch Code | South Africa – 6 digit Routing | Vietnam – 8 digit CITAD |

International payments from Australian accounts to IBAN-recognised countries will require a valid IBAN. Please check and confirm this number with your bank because of its complex structure, length and strict formatting requirements.

IBAN is required for all countries listed below

| IBAN – LIST OF COUNTRIES REQUIRING IBAN | | | | |
|---|--------------------|---------------|--------------------------------|---------------------------------|
| Albania | Czech Republic | Iceland | Malta | Sao Tome and Principe |
| Andorra | Denmark | Iran | Martinique | Saudi Arabia |
| Angola | Dominican Republic | Iraq | Mauritania | Senegal |
| Austria | Equatorial Guinea | Ireland | Mauritius | Serbia |
| Republic of Azerbaijan | Estonia | Isle of Man | Moldova | Slovak Republic |
| Bahrain | Faroe Islands | Israel | Monaco | Slovenia |
| Belarus | Finland* | Italy | Montenegro | Spain |
| Belgium | France | Ivory Coast | Mozambique | Sweden |
| Benin | French Guiana | Jersey | Netherlands | Switzerland |
| Bosnia & Herzegovina | French Polynesia | Jordan | New Caledonia | Timor-Lest (East Timor) |
| Brazil | Gabon | Kazakhstan | Niger, Republic of | Togo |
| Bulgaria | Georgia | Kosovo | Norway | Tunisia |
| Burkina Faso | Germany | Kuwait | Pakistan | Turkey |
| Burundi | Gibraltar | Latvia | Poland | Ukraine |
| Cameroon | Greece | Lebanon | Portugal | United Arab Emirates |
| Cape Verde | Greenland | Liechtenstein | Palestinian Occupied Territory | United Kingdom (ACH GBP exempt) |
| Central African Republic | Guadeloupe | Lithuania | Qatar | Virgin Islands, British |
| Congo | Guatemala | Luxembourg | Reunion | |
| Costa Rica | Guernsey | Macedonia | Romania | |
| Croatia | Hungary | Madagascar | Saint-Pierre and Miquelon | |
| Cyprus | Hungary | Mali | San Marino | |

PART A – International Student Refund Requestor to complete Sections 1 - 8

| 1. Student Details | | | | |
|---|--|--|---|--|
| Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other | | | | |
| Family name (as shown in passport) | | | | |
| Given name(s) (as shown in passport) | | | | |
| Have you started your course: <input type="checkbox"/> No (pre-arrival) <input type="checkbox"/> Yes (post-arrival) | | | | |
| CSU student ID as per COE form | | | Passport number | |
| Email address | | | | |
| Telephone (country code) | | | Mobile phone (country code) | |
| 2. Refund Request Details | | | | |
| Campus location | | | Course name/s | |
| Course start date (DD/MM/YYYY) | | | Total fees paid on application in AUD | |
| 3. Refund Request Reasons (please select only one reason and attach required documents as per checklist) | | | | |
| <input type="checkbox"/> VISA refusal | | | <input type="checkbox"/> GTE refusal | |
| <input type="checkbox"/> Course termination | | | <input type="checkbox"/> Remission of fees | |
| <input type="checkbox"/> Other reasons (please provide brief reason) | | | | |
| 4. Refund Request Method (preferred payment method (please complete ONLY ONE of the options) | | | | |
| Method 1 – Refund to Australian Bank Account | | | | |
| Please go to section 5, if you have already uploaded Australian bank account details online via the Student Admin Portal at https://online.csu.edu.au/Inter/Action?type=B&cmd=Banner_Bank_Acct . Please call CSU at (+61) 1800 275 278 if you are unable to login. | | | | |
| Method 2 – Refund to Overseas Bank | | | | |
| Beneficiary account name | | | Account No. | |
| Please indicate the currency your account is set up to receive | | | | |
| Beneficiary address | | | | |
| City | State/Province | Postcode | Country | |
| Bank name | | | | |
| Bank address | | | | |
| City | State/Province | Postcode | Country | |
| SWIFT code or Bank code | | IBAN (it is required for all EURO payments and payments to many countries, please refer to checklist on page 2) | | |
| Intermediary bank swift code Required if your beneficiary bank does not have the connectivity to swift network and thus does not accept international payments for refundable fees in AUD or USD from Australian accounts. | | | | |
| Please tick one and provide information based on the country of bank in below table on next page | | | | |
| <input type="checkbox"/> IFSC (India) | <input type="checkbox"/> CNAPS (China) | <input type="checkbox"/> Beneficiary Tax ID/NIT (Columbia) | <input type="checkbox"/> CNIC (Pakistan) <input type="checkbox"/> Passport Number (Pakistan) | <input type="checkbox"/> Bank code (Sri Lanka) |

5. 3rd Party Payment Authorisation Form

(Please only complete if you nominate for the refund to be deposited to a 3rd party)

Relationship to the student: Parent Married partner
 A third party tertiary education provider within Australia
 other (please specify and provide evidence and statement to support your request)

A 3rd party beneficiary's name:

(as shown in passport, citizenship certificate or national ID card)

Date of birth (DD/MM/YYYY)

Place of birth (as shown in passport)

Nationality

Email address

Telephone (country code)

6. Conditions of Refund Application

- I declare that I have read and understood the CSU International Student Fee Refund Policy listed at the beginning of this form. Refunds will be processed in accordance with CSU International Fee Refund Policy will be paid within 28 working days.
- I understand that all payments from this time on will be paid according to the information supplied within this form. If any changes need to be made, I will inform CSU of these changes in writing.
- I request that, in accordance with the CSU International Student Refund policy, any outstanding fees and charges owing to the University be deducted from the credit amount before any refund is paid.
- I understand I will receive a refund ONLY if an amount remains in credit after all outstanding fees and charges have been paid in full to CSU.
- I hereby affirm the information provided within this form to be true and accurate.

7. Declaration – You Must Select Only ONE Option from below

Option 1: Student declaration

I have read and agree to the CSU International Student Fee Refund Policy and the above conditions on of refund and declare that I am the person to whom this refund is to be paid.

Student signature

Date

Option 2: Authorisation to pay refund to third party (refund to be paid to someone other than the student)

I authorise you to pay this refund to the person whose account details are listed in section 5. I have read and agree to the CSU International Student Fee Refund Policy and the above conditions of refund and I understand this refund will not be paid directly to me.

Student signature

Date

**Parents/Legal Guardian Signature
(for student under 18)**

Date

8. How to Submit Your Request for Refund Form

Please send your completed International Student Refund Application Form, together with your supporting documents to email address internationaladmiss@csu.edu.au

PART B – Office Use Only – CSU to complete sections 1 - 3

| 1. Administrative Checks (DSA) | | |
|---|------------------------------|-----------------------------|
| Student's booking has been cancelled | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Student's supporting documents have been received | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| eCoE has been Cancelled if eCoE issued | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Overseas Student Health Cover Policy Cancelled | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

| 2. Administrative Checks for Finance (DSA) | | |
|---|------------------------------|-----------------------------|
| If already raised, request to remove Overseas Student Cover has been forwarded to finar@csu.edu.au | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Student's supporting documents have been received and attached to email / case | | |
| <ul style="list-style-type: none"> CSU International refund form (checked to ensure that it is completely filled in and signed by the student) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <ul style="list-style-type: none"> Copy of Bank Statement to prove the account information | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <ul style="list-style-type: none"> Visa Refusal / Visa Withdrawal Notice (if applicable) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <ul style="list-style-type: none"> Cancelled CoE | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <ul style="list-style-type: none"> Letter of withdrawal clearly showing date student requested to withdraw | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <ul style="list-style-type: none"> Notice of cancellation by CSU (if applicable) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <ul style="list-style-type: none"> Copy of Passport | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

3. Division of Finance Checklist

| | | |
|--|--|--|
| Overseas Student Cover has been removed from student's account | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Student's supporting documents have been received <ul style="list-style-type: none"> CSU International refund form (checked to ensure that it is completely filled in and signed by the student) Copy of Bank Statement to prove the account information Visa Refusal / Visa Withdrawal Notice (if applicable) Cancelled CoE Letter of withdrawal clearly showing date student requested to withdraw Notice of cancellation by CSU (if applicable) | <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> No <input type="checkbox"/> No <input type="checkbox"/> No <input type="checkbox"/> No <input type="checkbox"/> No |
| Policy consulted to work out cancellation fees (if applicable) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Bank statement checked to the Refund form paperwork to ensure details are correct on main document. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| EDDSA Approval has been obtained | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Documents and EDDSA Approval forwarded within Finance for approval | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| For Overseas payments <ul style="list-style-type: none"> I Doc Created AP Advised of Document Number Paperwork BDM'd in B-F-DOCS under Invoice Overseas Bank information entered into Western Union Copy of Passport | <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> No <input type="checkbox"/> No <input type="checkbox"/> No <input type="checkbox"/> No |
| For Domestic Payments <ul style="list-style-type: none"> Bank Details have been forwarded to Accounts payable for entry into Banner Bank Details Verified in Banner | <input type="checkbox"/> Yes <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> No |