

Student Refunds – What happens now?

Your refund request has now been submitted, please read the Information below before contacting our offices.

It is our policy to process refunds back to the original payment method in line with Anti money laundering requirements.

Please find the option below which applies to you.

Card Refunds

- If the original payment was made by Card, **no further action is required on your part** – your refund will be returned to the same card.
- Please allow up to **fourteen (14) days** for the refund to be received on your card. Please note you will not receive notification of the transaction. You will need to check your statement to confirm.

Bank Refunds

If the original payment was made by bank transfer, you will receive an email from Study Group within the next **seven (7) days** containing a link to the PayOnline website.

Actions required by you:

- Access the PayOnline website via the link provided in the email.
- Select your current mobile number (A verification code will be sent via SMS message to this number)
- Enter the SMS Verification code in order to access your account.
- Enter your bank details.

Once you have completed the steps above your refund will be processed within **fourteen (14) days**.

FAQ's

- My original payment was made by bank transfer, but I haven't received an email containing the PayOnline link
Please contact your centre administration staff to check that the email address listed in our booking system is correct.
- There is no mobile number available or the number displayed is incorrect on PayOnline.
Please contact your centre administration staff to correct your mobile number in our system. Please note the mobile number should be in international format (e.g. +44 for the UK) with no spaces, brackets etc.
- I am unable to enter my bank details through my PayOnline account.
Please contact your centre administration staff for support.
- I have not received my refund in the time stated above.
- *Please contact your centre administration staff for support.*