StudyGroup

SGA Request for Refund form

Refund request is subject to SGA Cancellation and Refund Policy and Procedure and takes up to 28 days to process from the date this form is submitted.

Please ensure all required information is completed correctly to minimise delays in payment.

This form must be typed and signed, as handwritten will not be accepted.

1. Student details

Title *(please tick)*	Mr ☐	Mrs ☐	Ms ☐	Miss ☐	Other ☐

Family name *(as shown in Passport)*
Given name(s) *(as shown in Passport)*

Student type *(please tick)*	Student has enrolled ☐	Student has commenced course ☐
Have you started your course? *(please tick)*	No (pre arrival) ☐	Yes (post arrival) ☐

Student number	Passport number
Email address	
Home phone	Mobile phone

2. Refund request details

College name	Campus location
Course name	
Course start date *(dd/mm/yyyy)*	Total fees paid on application in AUD

3. Refund request reason

Genuine Temporary Entrant (GTE) refusal ☐	Family, personal, medical or financial reasons ☐
Student visa application was refused ☐	Termination/cancellation ☐
Other	

4. Refund request method (preferred payment method)

Please complete **only one** of the following options

Option 1 – refund to Australian bank account

BSB	Account number
Other	

Option 2 – refund to an overseas bank

Account name	Bank name
Beneficiary address	

City	State	Postcode	Country

Bank address

City	State	Postcode	Country

SWIFT code	IBAN *(if applicable)*
Intermediary bank swift code *(if applicable)*	Account number

Please tick one and provide information based on the country of bank:

IFSC *(India)* ☐	CNAPS *(China)* ☐	Beneficiary Tax ID/NIT *(Colombia)* ☐	CNIC *(Pakistan)* ☐	Bank code *(Sri Lanka)* ☐
Other				

5. Third party payment authorisation form

Required – only when banking details provided for refund belongs to someone other than that of the student

Relationship to student:	Parent ☐	Married partner ☐	Other *(please state)*

Third party beneficiary's name

Date of birth *(dd/mm/yyyy)*	Nationality

If Australian please provide either a copy of your passport **or** provide a copy of your drivers licence *(please tick document provided)*   Passport ☐   Drivers licence ☐

If non-Australian please provide a copy of your passport *(please tick document provided)*   Passport ☐

ABN/Company Registration Number *(if refund banking details are for a business account)*

Attach required documents

- A copy of relationship certificate

- A copy of passport or drivers licence

- A payment evidence to prove where a bank account is named as the payer of the initial payment.

6. Conditions of refund application

- All refunds will be processed in accordance with SGA Cancellation and Refund Policy and Procedure and will be paid within 28 working days. Please ensure all required information and supporting documentation is provided to prevent payment delays.

- All refunds will be paid via electronic funds transfer (EFT) and will be paid in Australian dollars only. If your local bank does not accept Australian dollars, the refund will be paid in US dollars.

- Refunds will be paid into the same account as was used to make the original payment, unless you authorise a third party transfer in Section 5 above.

- Please ensure that you fill out this form carefully, as providing incorrect details may cause your refund to be delayed and maybe subjected to additional transaction fees.

- Please be aware that your bank may deduct banking transaction fees, which could affect the final amount you receive.

7. Declaration

You must select **only one** option from selection below

Option 1: Student declaration
I have read and agree to the SGA Cancellation and Refund Policy and Procedure and the above conditions of refund and declare that I am the person to whom this refund is to be paid.

Student signature	Date *(dd/mm/yyyy)*

Option 2: Authorisation to pay refund to third party (refund to be paid to someone other than the student)
I authorise SGA to pay this refund to the person whose account details are listed in section 5. I have read and agree to the SGA Cancellation and Refund Policy and Procedure and the above conditions of refund and I understand this refund will not be paid directly to me.

Student signature	Date *(dd/mm/yyyy)*

8. How to submit your SGA request for refund form

Please email your completed SGA Request for Refund Form, together with your supporting documents to the relevant email listed below (**pick one only**).

Pre-arrival students:

Admissions	anzheconfirmations@studygroup.com

Post-arrival students:

ANU College	anucpayments@anucollege.edu.au	Flinders International Study Centre	fisccampus@studygroup.com
Taylors College (Perth campus)	Perth-BursarOffice@studygroup.com	Taylors College (Waterloo campus)	waterloorefunds@studygroup.com

Privacy collection statement

Study Group Australia Pty Limited (SGA) collects, uses and discloses the personal information required by this form for the purpose of processing your request. If the personal information you provide to SGA is incomplete and/or inaccurate, SGA may be unable to process your request. By completing and submitting this form, you agree to SGA collecting, using and disclosing your personal information in accordance with the SGA 'Student Privacy Policy' that can be accessed from the College's website.

Study Group Australia Pty Limited trading as ANU College, Taylors College and Flinders International Study Centre
CRICOS Provider Code 01682E   ACN: 070 919 327

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