REFUND REQUEST INTERNATIONAL MONEY TRANSFER



For payments made offshore by IMT to International Banks

A. PAYEE CONTACT DETAILS (student, or alternative payee if alternative payee form completed)			
Student name			
Street address			
Telephone number			
Email address			
Student number			
B. BANKING DETAILS (All fields must be completed)			
Please also supply IBAN below if required			
Account holders name			
Name of bank Branch			
Street address			
City Country			
BANK/SORT/SWIFT code			
Account number			
(IBAN - Mandatory for all EUROPEAN cross border transactions and also required for refunds to be paid to PAKISTAN). Print CLEARLY.			
Indian Financial System Code (IFSC) is mandatory for all refunds paid by IMT to INDIA. Print CLEARLY			
C. INTERMEDIARY BANK DETAILS (only if applicable - not needed for all refunds - see reverse)			
Name of bank Branch			
Street address			
City Country			
Account number			
BANK/SORT/SWIFT code			
D. STUDENT SIGNATURE			
I authorise CQUniversity to pay into this bank account as per my instructions.			
Signature Date / /			
Please note: Only handwritten ("wet") signatures are accepted.			
Tease note. Only human mich (net) signatures are accepted.			

INTERNATIONAL BANKING INFORMATION

Before completing your bank account details please contact your banking institution and confirm what information is required for you to receive a payment into your overseas bank account from Australia. There are strict guidelines for some countries and if incorrect information is supplied it may result in:

- The payment being rejected
- The payment being delayed
- A fee incurred as the result of the payment rejection by the beneficiary bank
- The beneficiary will not receive payment
- Potential foreign exchange loss

BANK CODES – a series of numbers which is used to identify banks around the world. It can be between 3 and 23 digits depending on the country of the bank and the type of code it is. Please contact your banking institution for the relevant information.

A Bank Code may be known as:

- BSB
- BSC (Bank Sort Code)
- NCC (National Clearing Code)

- BIC (Bank Identification Code)
- SWIFT
- SORT
- CHIPS (Clearing House Inter-Bank Payment System) US and Canada only
- IBAN for all payments to European countries and Pakistan
- IFSC (Indian Financial System Code) for all payments to India

IBAN – IBAN **MUST** be included for all payments to European countries and to Pakistan. Please contact your banking institution for the correct IBAN. An IBAN consists of a maximum 34 alphanumeric characters, which are made up of the following:

ISO country code	2 alpha characters
Check digits	2 numeric characters
Basic Bank Account Number	Max 30 alphanumeric characters total

BIC/SWIFT – SWIFT code/ address and a BIC are the same thing and are interchangeable terms. SWIFT is the process the Commonwealth Bank uses to send money overseas and a BIC is the code that the SWIFT system uses to identify banks worldwide.

A BIC will either have 8 or 11 digits, depending on the bank you are sending the IMT to. An example of a BIC is as seen below:

	Bank code	4 alphanumeric characters	
	Country code	2 alpha characters	
	Location code Branch	2 alphanumeric characters	
	code (optional)	3 alphanumeric characters	
IFSC – IFSC is an acronym for Indian Financial System Code and is mandatory for all IMT payments to India .			

Intermediary Bank – (if applicable, please confirm this with your banking institution)

The beneficiary may provide full payment instructions to ensure funds are not converted or so that funds are received by them quicker. An intermediary bank can be used when the beneficiary bank is not domiciled in the currency of that country. Your payment will be sent via an intermediary banking institution (nominated by your bank) and then forwarded to your banking institution for settlement into your account.

If you do not have an Intermediary Bank, the Commonwealth Bank will use their preferred Correspondent Bank to effect the payment.

The University will not be liable for any variance due to foreign exchange rate fluctuations. The University will attempt to make payment in AUD in the first instance. Where the transaction cannot be performed in AUD the University will at it's discretion elect the next best suited currency in which to transact without seeking further approval from the Student.

Personal Information

Personal information is collected, stored, used and disclosed by CQUniversity to process your refund request, where the refund is to be paid offshore.

Personal information will be disclosed with the University's financial institution. To process your refund, the University's financial institution may also be required to provide personal information to your financial institution.

Information collected can be disclosed without consent when required by law. Any other provision of personal information will be authorised in accordance with the University's Privacy Policy and Procedure, and in accordance with the Information Privacy Act 2009 (Qld), and the Privacy Act 1988 (Cth).