

# REFUND REQUEST CHECKLIST



CQUniversity Brisbane  CQUniversity Melbourne  CQUniversity Sydney  CQUniversity other campuses

Please ensure you read the Information Sheet on the reverse of the refund form/s and complete the Checklist below before submitting your Refund Request Form/s. It is important that your **Refund Request Form** is completed accurately and all required documentation is submitted.

If your refund is to be transferred to a bank account overseas, you must complete and submit an **International Money Transfer** form with your refund request.

If your refund is to be transferred to a person other than yourself you must complete and submit an **Alternative Payee** form with your refund request.

**Important Note:** Your Refund Request cannot be processed if forms are missing or incomplete. The time for a refund to be processed, as specified in CQUniversity Australia's Refund Policy, begins only when a legible, complete and correct application, including supporting documentation, is received at the campus at which you are enrolled, or to which you have applied.

## CHECKLIST

### STUDENT DETAILS

I have completed, signed and dated the Refund Request form – compulsory for **all** refunds

I have provided my email address and phone number

I have provided my current street address (no PO Boxes)

### PAYMENT DETAILS

I have provided BSB and correct bank account number in Australia; OR

I have completed, signed and dated the International Money Transfer form – required for all international money transfers. **Important:** You must provide the details listed below for international bank transfers.

I have provided the BANK/SORT/SWIFT code – mandatory for international money transfers and bank account number

**In addition** to the BANK/SORT/SWIFT code and account number:

I have provided my IFSC – mandatory for payments to India; OR

I have provided my IBAN – mandatory for European transactions, and also required for refunds to be paid to Pakistan

If necessary,

I have completed, signed and dated the Alternative Payee form AND

I have provided correct bank account details for the alternative payee (required if the funds are not being paid to you) on the Refund Request or the Refund Request – International Money Transfer form.

**In addition,**

I have provided the reason/s why I am requesting my refund be paid to an alternative payee (a reason must be provided, especially if the payment is going offshore).

# INFORMATION ABOUT CREDIT BALANCES AND REFUNDS

## Credit Balances

- » Students can apply for a refund if their account is in credit. It is the responsibility of the student to be aware of all credit amounts (excess payments) on their account and to maintain current address and contact details.
- » The mailing address provided for the student on this form will be updated in the student record if different to the mailing address presently recorded.
- » Credit balances less than \$10 AUD will be refunded only by Electronic Funds Transfer (EFT) to an Australian bank account.
- » Credit balances under \$5 cannot be refunded – excess funds will be applied to future charges or will be deemed unclaimed.

## Policy

Credit balances on student accounts will be refunded subject to the *Student Refund and Credit Balance Policy* at [cqu.edu.au/Policy](https://www.cqu.edu.au/Policy).

## Applying for a refund

- » All students applying for a refund must complete the Refund Request Form
- » If the refund is to be paid to someone other than the student, the Refund Request – Alternative Payee Form must also be completed by the student
- » If the refund is to be paid offshore, the Refund Request – International Money Transfer Form must also be completed by the student
- » Some students will need to complete all three forms

Refund Request Forms are located at <https://www.cqu.edu.au/student-life/student-finances/payments-and-refunds/refunds>

## Where to submit your application

On campus students (including international students who are onshore) - to Campus Administration on the Campus at which you are enrolled.

Online students - by email to [sgc@cqu.edu.au](mailto:sgc@cqu.edu.au)

Offshore applicants who have not commenced study at CQUniversity - to the International Compliance team by emailing [international-refunds@cqu.edu.au](mailto:international-refunds@cqu.edu.au)

'Student' includes current and former students and applicants.

## Deceased students

The personal legal representative of the Deceased Estate can apply for any excess payments to be refunded. Refunds will only be processed once all requirements of the University and the country of nationality have been fulfilled. See the Refund Policy for full details.

## Payment of refunds

Refunds are processed weekly with a deadline of noon Thursday. Barring unforeseen circumstances, refunds processed by the weekly deadline will be paid approximately 8 days later for EFT and approximately 15 days later for IMT. An email will be sent to students advising when funds have been transferred. It is important to provide a current email address in your Refund Request form. Please note, these time frames are guidelines only and may vary.

## Refunds to credit cards/payment services

As per the *Student Refund and Credit Balance Policy and Procedure* the student's preferred payment of method will be taken into consideration at the time of processing the refund. However, the final determination of payment method will be at the University's discretion. When possible, refunds will be paid to the credit card or payment service e.g. Flywire, from which the payment originated.

## Bank charges

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.

## Exchange Rate Fluctuation

The University will not be liable for any variance due to foreign exchange rate fluctuations.

## Currency Transacted

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 its discretion elect the next best suited currency in which to transact without seeking further approval from the Student.

## Personal Information

CQUniversity may collect, use and disclose your personal information for the purpose of processing your refund request. Further information on the collection of personal information can be located in the *Privacy Policy and Procedure*, which can be accessed at <https://www.cqu.edu.au/policy>.

# REFUND REQUEST

To be completed by **all students** applying for a refund of fees.

Please **PRINT CLEARLY** using blue or black pen.

All fields must be completed.



## 1. STUDENT CONTACT DETAILS

Student number

Family name		
Given names		
Email address (compulsory)		
Street address		
State		Postcode
Country	Telephone number (day)	

## 2. REQUEST DETAILS

Reason for refund request. Please attach supporting documentation where applicable, eg unsuccessful visa application, COE of new provider.

Refund of credit balance (excluding cancellation of course prior to commencing or completing a term in that course)

Other – please provide brief reason/s, eg cancellation of course


## 3. PAYMENT DETAILS FOR EFT REFUNDS WITHIN AUSTRALIA ONLY

» For offshore payments use the Refund Request – International Money Transfer form to provide bank details.

Account holders name	<input type="text"/>		
Name of bank	<input type="text"/>	Branch	<input type="text"/>
BSB	<input type="text"/>	Account number	<input type="text"/>

## 4. SIGNATURE

Please tick (as applicable) and sign and date this request

I authorise CQUniversity to pay as per my instructions

My fees are not funded by a CQUniversity scholarship or study support scheme

Signature

Date  /  /

## 5. OFFICE USE ONLY

Refund amount	\$ <input type="text"/>	Refund number	<input type="text"/>	Refund type	<input type="text"/>
Admin fee	\$ <input type="text"/>	Raised	Yes <input type="checkbox"/> N/A <input type="checkbox"/>	Clause Number	<input type="text"/>
IMT/Bank details	<input type="text"/>				
20017	GO	FINAC	CTL 0000 0000 0000	(100% EXCL O)	DOF/HOD <input type="text"/>