



Application for a fee refund

1. Personal Details

Family name	<input type="text"/>	University ID	<input type="text"/>
Given names	<input type="text"/>	Phone	<input type="text"/>
		Email	<input type="text"/>

2. I am requesting a refund for the following reason:

Late withdrawal	Withdrew from program
Program leave	Dropped a course
Student card/Transcript	OSHC
Overpayment	Application fee
Other	<input type="text"/>

3. Bank Details

Please complete either section 3a OR 3b. Do not provide bank details for an Australian and International bank account.

3a. I am requesting a refund to an Australian bank account:

Please note:

- We are unable to refund back to a credit card. Please make sure the details provided match to a bank account.
- If you have requested a refund to an Australian bank account, and are an **active** student you will also need to update your bank details in ISIS to match what you have provided below. Your refund will not progress until these details match.
 - Click on the compass symbol found at the right hand corner of your ISIS page
 - Click onto Navigator
 - ISIS
 - Account Details

BSB Bank account number Account holders name

Account holders address

3b. I am requesting a refund to an International bank account:

Please note:

- We are unable to refund back to a credit card. Please make sure the details provided match to a bank account.
- You will be required to confirm with your bank that they will accept International payments in your nominated currency before submitting your application. This is particularly important if you select CNY/RMB.
- Once you submit your application you are acknowledging that you have checked and have confirmation from your bank that they will accept International payments in this currency.
- Your refund will be processed in the currency you request on this application and no follow up emails will be sent from the processing team to confirm your selected currency.
- The university is not liable for any financial loss occurred if your bank rejects the payment in your requested currency.
- Please provide a SWIFT, IBAN or CNAPS code. You do not need to provide all three. Your bank will be able to provide you with this information

Bank account number

Account holders name

Account holders address

Name and address of bank

Swift code IBAN

CNAPS Currency



Application for a fee refund

Please read the following information carefully to ensure that you complete the application correctly and understand how your refund will be processed. If you have any questions please contact refunds@anu.edu.au before submitting your request for a refund.

Refund Timing

Student Administration and Records will endeavor to process your refund within 28 calendar days of your application being received and a credit appearing on your account.

In some circumstances, refunds may require extra time to process due to delays in program withdrawal or leave being approved, appeals or incomplete information being provided.

Please ensure that you read and complete the form correctly and provide information where requested to avoid delays in the processing of your refund.

Refund Methods

Payments will be refunded back to a bank account via Electronic Funds Transfer or Telegraphic Transfer.

If you are an active student and have requested a refund to an Australian bank account, please ensure your Australian bank account details on ISIS are correct and match the bank details provided on your refund application.

Remission of HECS-HELP/FEE-HELP Debt

If you have deferred your tuition fees to HECS-HELP or FEE-HELP and then successfully apply for a Late withdrawal you do not need to submit a request for a refund. A remission of your HECS-HELP or FEE-HELP debt will be submitted on your behalf. Please note that it can take up to 6 months for this to be reflected with the Australian Taxation Office (ATO).

Information provided in this application will be kept confidential.

4. Student's declaration

- The information I have provided in this application is true and correct to the best of my knowledge and I understand that providing inaccurate or incomplete information will delay my refund application.
- My Australian bank account in ISIS matches the Australian bank account listed on my application.
- I understand that the Student Administration and Records office will endeavor to process my refund within 28 calendar days of receiving my completed application or 28 calendar days from the time a credit appears on my student account.
- I understand that all payments will be refunded by Electronic Funds Transfer (EFT) or Telegraphic Transfer (TT) to my nominated bank account.
- Where applicable, I have completed and submitted all relevant paperwork (e.g. Application for Program Leave or Withdrawal) by the appropriate closing date to be eligible for a fee refund

The University is not liable for any financial loss incurred by students where :

- payments are refunded in the same currency in which they were originally made.
- you have provided incorrect bank account details to the University.
- your nominated bank does not accept the foreign currency specified by you.

Applicant's signature

Date