Federation University
Refund Application - International Student

This application must be completed electronically – handwritten applications will not be processed.
All sections must be completed.

1. Student details

Student ID	Date of Birth
First name	Last name
Email	Mobile
Address	
Country	Postcode

2. Course name

Course name	Commencement Date	Campus/Location

3. Reason for refund

Withdrawal from course	**(withdrawal approval letter must be attached)**
Visa refusal	**(DHA notification and decision of record must be attached)**
Exceptional circumstances	**(commencing student only – appropriate supporting documents must be attached)**
Other (please state)	

4. Payment detail

Note: Refund payment will be made to the originating payment source except where the payment is approved to be transferred to another Australian educational institution. **Proof of original payment must be attached.**

Original Payment Date   Payment reference

Is your refund payment being paid direct to your bank account (are you the beneficiary)?   Yes Y   No

If **No** select the relevant option below and attach supporting documents:

Transfer to a specified person/sponsor > **Beneficiary relationship to student**

Transfer to another Australian educational institution > **Signed offer letter and CoE must be attached**

5. Refund method

International Wire Transfer (IWT)

Beneficiary Name

Beneficiary Address

Bank Name

Bank Address

SWIFT Code/BIC

IFSC/CNAPS

Account Name

Account Number/IBAN

Account Currency

India - Indian Financial System Code (IFSC) required
China - China National Automatic Payment System Code (CNAPS) required
Pakistan - International Bank Account Number (IBAN) required
Sri Lanka - Routing Code required

Credit Card

Note: if payment was made via Credit Card your refund must be paid back to the original card

Cardholder Name	Card Type
Card Number	Expiry Date (MM/YY)

Electronic Funds Transfer (EFT)

Note: you must enter your bank account details into your Refund Profile

Step 1. Log into **my Student Centre** at mySC.federation.edu.au and select the **Campus Finances** tile
Step 2. Click on Refund Profile. Click on the Add Refund Profile button and a Refund Profile box will appear
Step 3. Enter your Australian bank account BSB number, Account Number and Account Name

6. Declaration

- I have read and understood the Federation University international student refund procedure
- I declare that the information submitted in and with this application is complete and correct in all respects
- I understand that the provision of incorrect or incomplete information may result in a delay or prevent refund processing.
- I understand University is not liable for any bank charges or variances due to foreign currency exchange rates.
- I authorise for my refund payment to be sent to the specified person (beneficiary) I have nominated in Section 5
- I understand that it is my responsibility to submit all necessary supporting documentation with this application and acknowledge that my refund application will not be processed until all required information has been provided.
- I understand that I am fully responsible for any loss or expense arising out of, or in any way connected with, the provision of incomplete or incorrect information
- I consent to the use and disclosure of the information provided by me in this Refund Application for the purposes and in the circumstances described below

Student Signature   **Date**

Privacy

The information on this form is collected for the primary purpose of processing your refund application. If you choose not to complete all of the questions on this form it may not be possible for Federation University to assess or process your refund application. The information will be held in accordance with the University's Information Privacy Policy and may be accessed and used by people employed or engaged by the University in the delivery of services to you. The information may be made available to Commonwealth and State agencies pursuant to the University's obligations under law. In addition, the information may be used or disclosed to other organisations outside the University where permitted by relevant Privacy legislation and in accordance with the University's Information Privacy Policy. If you wish to seek access to your personal information or inquire about the handling of your personal information, please contact the University Privacy Officer by email: privacyofficer@federation.edu.au

Application submission

IMPORTANT

- **If you do not provide the required supporting documents your refund application will be deemed incomplete and may be denied, delayed or not processed.**
- **Your refund will be processed within 28 days (if student default) or 14 days (if FedUni default) from the date we have received all required application documentation.**

CHECKLIST – ensure that the relevant supporting documents are attached to this refund application

- Approved withdrawal from course
- Visa Refusal DHA notification & decision of record
- Proof of original payment (mandatory)
- Student passport photo page
- Proof of beneficiary identity & relationship to student

- National Identity Card for beneficiary (specified person)
- Exceptional circumstances evidence
- Other reason supporting documents
- Australian educational institution signed offer letter
- Bank Statement copy if unable to enter Refund Profile

Email your completed and signed refund application with all required supporting documents to studentrefunds@federation.edu.au with your student ID number and name as the email subject

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