

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

I have provided my current postal (mailing) address

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 my BANK/SORT/SWIFT code – mandatory for international money transfers.

In addition to the BANK/SORT/SWIFT code,

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

I have provided my IFSC – mandatory for payments to India

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).

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.

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 if requesting EFT payment)

Mailing address

State Postcode

Country Telephone number (day)

2. REQUEST DETAILS

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

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

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

3. PAYMENT DETAILS ONLY FOR EFT REFUNDS WITHIN AUSTRALIA

» Refunds can only be paid into an account in the student's name unless the Refund Request – Alternative Payee form is completed and attached to this Refund Request.

» For offshore payments, the Refund Request – International Money Transfer form must be completed **in addition** to this Refund Request.

Account holders name

Name of bank Branch

BSB Account number

4. SIGNATURE

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

I authorise CQUniversity to pay into this bank account as per my instructions (EFT only)

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

Signature

Date / /

5. OFFICE USE ONLY

Refund amount \$ Refund number Refund type

Admin fee \$ Raised Yes N/A SGC Level 1 approval (Initials)

IMT/Bank details

20017 GO FINAC CTL 00000 00000 00000 (100% EXCL 0) DOF/HOD

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.

Refunds of ad hoc payments

Ad hoc payments do not appear on the Student Account, eg payment for a transcript or ID card. A refund of any overpayment or credit of these types of payments must be requested using the Department Receipt Refund Request Form available from the Financial Services Division.

Please email cqudebtors@cqu.edu.au to request this form.

Policy

Credit balances on student accounts can be refunded subject to the relevant Refund and Excess Payments (Credit Balances) Policy at <http://policy.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 www.cqu.edu.au/student-life/new-students/student-forms/domestic-students/student-finance

Where to submit your application

Students and former students at a metropolitan campus of CQUniversity (Brisbane, Melbourne, Sydney) must submit their Refund Request Forms to that campus administration in the first instance. All other students should submit their forms to the Student Governance Centre in Rockhampton.

CQUniversity Brisbane

160 Ann Street
Brisbane QLD 4000

CQUniversity Melbourne

120 Spencer Street
Melbourne VIC 3000

CQUniversity Sydney

400 Kent Street
Sydney NSW 2000

All other campuses, study hubs and centres, and Distance Education (Flex) students

CQUniversity Australia
Student Governance Centre
Building 2, Bruce Highway
Rockhampton QLD 4702
AUSTRALIA

'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 11 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.

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.