Murdoch College
Request for Refund/ Credit Adjustment Form

Murdoch College in association with **MU Murdoch University**

Use BLOCK LETTERS when completing this form and please keep a copy.

Representative information (if applicable)

Agent name/contact person

Country

E-mail

Telephone   Fax

Agent signature:

Student details

Title
☐ Mr   ☐ Ms   ☐ Other (please specify):

Family name

First name(s)   Date of birth (d/m/y)

Enrolment ID   Student ID

Enrolment details

Program   Stream

Course Completion Date

Refund/ adjustment details

Refund/ adjustment amount requested

Reason (please tick one):
☐ Request to withdraw prior to commencement
☐ Offer of enrolment withdrawn
☐ Request to withdraw post commencement
☐ Visa cancellation/delayed
☐ Overpayment
☐ Scholarship
☐ Other (please state):

Privacy: We recommend that you read the College's Privacy Policy published on our website murdochcollege.edu.au/forms_policies.html.

Note: For financial institutions located outside Australia that do not accept international payments in AUD, an intermediary bank swift code may be required. Please check with your financial institutions and ensure to provide COMPLETE banking instructions to avoid any delays in receiving your refund.

Original payment method

Initial payment via
☐ EFTPOS   ☐ Flywire   ☐ Bank Transfer
☐ Credit Card (Mastercard/Visa)**   ☐ FEE-HELP

**Approved refunds are paid in Australian dollars ONLY into the same account or credit card from which the original payment was made at the time of enrolment. If the credit is lost or expired, we will refund the payment via bank transfer. Please provide proof of account closure. Provide the details below.

Card number (first 4, last 4 digits only)

_ _ _ _   XXXX XXXX _ _ _ _

Bank details different from Agent/Student (Mandatory)
☐ Yes   ☐ No
(If 'Yes' please attach authorisation email from agent/student providing permission to refund agreed amount into account below).

Do you consent for the refund to be paid in the nominated banks currency?
☐ Yes   ☐ No

Please provide the nominated banks local currency

If you answered no to the above question or your bank account is located in Bhutan, Nepal or Pakistan, please provide the intermediary bank details. (These details can be obtained from your local bank branch.)

AUD Correspondent Bank & SWIFT code

Bank details verified (Mandatory)
☐ Yes   ☐ No

Account Holder Name

Account Holder Address

Account Number

Bank Name

Bank SWIFT Code or BSB

Student declaration

I warrant that the information I have provided in this form is true and correct, and I release and indemnify Kaplan from all loss, claims and liability if the refund is not received by me despite Kaplan applying the information I have provided in this form. I acknowledge that by not providing all requested information, this may delay the processing of my refund.

Signature   Date

Office use only

Invoice number(s)   Receipt number (to be refunded)   AUDIT/NIRD number (for credit card refund)

Fees paid: Non-refundable amounts (administration/enrolment fee):   Extra charges to be invoiced (late fee/change fee/credit adjustment fee):

Total refund:

OSHC Cancellation Required (If applicable)   ☐ Yes   ☐ No   Note: can only be cancelled before the student has started studying. OSHC can not be refunded by Kaplan after the policy has been processed. The student will need to contact their health provider directly to organise a cancellation and refund if eligible.

Prepared by   Date   Approved by   Date

Head office authorisation   Date   Processed by (print name)   Date