

## **REFUND POLICY**

### **Definitions**

<b>“Courier Fee”</b>	Means the fee paid to EMGS which is used to courier the Supporting Letter, Medical Card, iKad or any other supporting documents back to the institution.
<b>“eVAL”</b>	Means the electronic visa approval letter with a six month validity issued by the Department of Immigration Malaysia upon approval of a Student Pass.
<b>“eVAL Fee”</b>	Means the fee paid to EMGS for the issuance of a eVAL.
<b>“GST”</b>	Means the government tax imposed on goods and services in Malaysia in accordance with the Goods and Service Tax Act 2014.
<b>“iKad”</b>	Means the identification card issued through EMGS for international students.
<b>“Immigration Fees”</b>	Means the applicable fees paid to EMGS to be passed on to the Department of Immigration Malaysia for the issuance or processing of any Pass including but not limited to Student, Dependent and Special Passes.
<b>“Insurance Premium”</b>	Means the insurance premium purchased through EMGS.
<b>“Medical Screening”</b>	Means the mandatory physical examination of the Foreign Student or Dependent required to be undertaken within a specified time upon arrival in Malaysia before issuance of the relevant Pass.
<b>“Medical Screening Fee”</b>	Means the applicable fee paid to EMGS for the Medical Screening.

**“Processing Fee”**

Means the fee paid to EMGS for the processing of the application excluding any fees paid for Medical Screening, Immigration, and Insurance.

**“Sticker”**

Means the Sticker endorsed in the passport when the Student Pass is issued.

**“Student pass”**

Means visa, pass, permit, student card or such other equivalent document issued by Immigration to a Foreign Student for the purpose of pursuing studies in Malaysia, or in the case of the Dependents for the purpose of accompanying or joining the Foreign Student including any renewal or variation.

## General Terms

1. Refunds are final. Once a refund request has been made and approved it will not be cancelled. If the student wishes to reapply then a further full processing fee will be payable.
2. Refunds are not payable in circumstances where the Pass is not issued within the time frame target for EMGS.
3. Please be advised that the Processing Fee and the eVAL Fee are non-refundable upon receipt of the application. If an institution submits payment for fees for a student and has not obtained those funds from the student before paying EMGS; the institution will not be eligible for any refund of the Processing fee or eVAL Fee if the student cancels their application or is unable to attend or enter Malaysia for any reason.
4. A refund is only payable for the Medical Screening Fee if the Student Pass/eVAL is cancelled and the student has not attended the medical screening. In the event that a refund application is made after the eVAL has expired an administrative charge of RM50 will be deducted for the processing and verification of the refund. No refund request will be accepted after 90 days from the expiry date of the eVAL. ***Please refer to the Table below for further details.***
5. A refund is only payable for the Insurance Premium if the Student Pass/eVAL is cancelled and if there has been no claim made under the Insurance Policy. In the event that the Student qualifies for a refund the premium payable will be pro-rated in accordance with the Insurer's policy. In the event that a refund application is made after the eVAL has expired an administrative charge of RM100 will be deducted for the processing and verification of the refund. No refund request will be accepted after 90 days from the expiry date of the eVAL. ***Please refer to the Table below for further details.***
6. A refund is only payable for any Immigration Fees if the Student does not receive the Student Pass Sticker endorsed in their passport. ***Please refer to the Table below for further details.***
7. A refund for iKad fees is only applicable if the Student does not receive the Student Pass Sticker endorsed in their passport. In the event that a refund application is made after the eVAL has expired an administrative charge of RM10 will be deducted for the processing and verification of the refund. No refund request will be accepted after 90 days from the expiry date of the eVAL. ***Please refer to the Table below for further details.***

8. A refund is only payable for Courier Fees if EMGS has not utilized the fees to courier relevant documents to the institution. In the event that a refund application is made after the eVAL has expired an administrative charge of RM2 will be deducted for the processing and verification of the refund. No refund request will be accepted after 90 days from the expiry date of the eVAL.  
***Please refer to the Table below for further details.***
9. If an application is closed due to non-submission of additional documents within the stipulated time frame or if the institute has requested EMGS to close the application a refund request must be made within 6 months from the date the application was closed in STARS.
10. If an application has reached the passport endorsement stage and EMGS has changed the application status to ' Request institute to submit student passport to EMGS' or 'Request institute to provide additional details', a refund request must be made within 3 months from the date EMGS first requested:
  - i. the passport for student pass endorsement
  - ii. requested additional documents to prepare the supporting letter for self-endorsementNo refund request will be accepted after 3 months.
11. Refunds are subject to EMGS approval and will be paid via e-payment within 30 days of approval. This policy is subject to change and you must check the latest version which is available within STARS and in the FAQs section of the EMGS website.
12. Please note that EMGS will not refund fees in the event there is any suspicion of fraud, illegal or suspicious activities.
13. Any refund request for application invoiced prior 1st June 2018, the 6% GST will not be refunded.

**Refund Table**

	<b>Stage of Application</b>	<b>Description</b>	<b>Fees that may be refunded</b>
A	<b>BEFORE issuance of eVAL</b>	<ul style="list-style-type: none"> <li>• May be applied for at any time before eVAL is issued</li> <li>• Provide written, dated and signed request from the institution on an official letterhead requesting the cancellation of the application and refund.</li> </ul>	<ul style="list-style-type: none"> <li>• Immigration</li> <li>• Insurance Premium</li> <li>• Medical Screening</li> <li>• iKad</li> <li>• Courier</li> </ul>
B	<b>AFTER issuance of eVAL AND BEFORE student has entered the country</b>	<ul style="list-style-type: none"> <li>• Applications will be accepted <b>before eVAL</b> expiry upon written proof or confirmation from the Department of Immigration that the eVAL has been cancelled.</li> <li>• The refund application must be received <b>within 90 days from the expiry of eVAL</b>. Thereafter only Immigration fees may be refunded.</li> <li>• Provide written, dated and signed confirmation on an official letterhead from the Institution requesting the cancellation of the application and refund.</li> <li>• Administrative fees are payable for refund applications made after eVAL expiry</li> </ul>	<ul style="list-style-type: none"> <li>• Immigration</li> <li>• Insurance Premium</li> <li>• Medical Screening</li> <li>• iKad</li> <li>• Courier</li> </ul>
C	<b>AFTER issuance of eVAL AND AFTER student has entered the country AND BEFORE issuance of Student Pass</b>	<ul style="list-style-type: none"> <li>• Parties will only be eligible for a refund of such fees as have not been utilised upon written proof or confirmation from the Department of Immigration that the eVAL/Pass has been cancelled/shortened or on receipt of Exit Stamp/Check Out Memo depending on the circumstances.</li> <li>• Provide written, dated and signed confirmation on an official letterhead from the Institution requesting the cancellation of the application and refund.</li> <li>• The refund application must be received within 3 months from the date EMGS first requested a passport for the student pass endorsement or requested additional documents to prepare the supporting letter for self-endorsement. Thereafter only Immigration fees may be refunded.</li> </ul>	<ul style="list-style-type: none"> <li>• Immigration</li> <li>• Insurance Premium</li> <li>• Medical Screening</li> <li>• iKad</li> <li>• Courier</li> </ul>
D	<b>AFTER issuance of Student Pass Sticker</b>	<ul style="list-style-type: none"> <li>• Parties will only be eligible for a refund of such fees as have not been utilised upon written proof or confirmation from the Department of Immigration that the Pass has been cancelled/shortened or on receipt of Exit Stamp/Check out Memo depending on the circumstances.</li> <li>• Provide written, dated and signed confirmation on an official letterhead from</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance Premium</li> </ul>

		<p>the Institution requesting the cancellation of the application and refund.</p> <ul style="list-style-type: none"> <li>• Please inform EMGS as well as making any necessary police report.</li> <li>• Upon EMGS receiving confirmation that the Student Pass has been cancelled.</li> </ul>	
E	<p><b>Application Closed due to non-submission of additional documents within specified timeframe or upon request by institution</b></p>	<ul style="list-style-type: none"> <li>• The refund application must be received <b>within 6 months from the date the application is closed in STARS</b>. Thereafter only Immigration fees may be refunded.</li> <li>• Provide written, dated and signed confirmation on an official letterhead from the Institution requesting the refund.</li> </ul>	<ul style="list-style-type: none"> <li>• Immigration</li> </ul>

REFUND APPLICATION REQUEST [FOR USE BY INSTITUTIONS ONLY]				
<b>REASON FOR REFUND REQUEST:</b> <i>Please supply written confirmation on Institution Letterhead</i>				
INSTITUTION NAME				
INSTITUTION CONTACT NAME				
INSTITUTION ADDRESS FOR POSTING				
REFUND PAYABLE TO				
PASSPORT NUMBER				
EMGS APPLICATION NUMBER				
DATE OF REQUEST				
FEES REQUESTED:		REQUIRED INFORMATION:		APPLICATION STATUS:
Medical Screening	<input type="checkbox"/>	Confirm Not Completed <b>Yes/No</b>		eVAL not issued <input type="checkbox"/>
Insurance Premium	<input type="checkbox"/>	Date of Commencement (if student entered country)		eVAL issued but Student NOT in the country <input type="checkbox"/>
		Date of Cancellation (if applicable)		
Immigration Fees	<input type="checkbox"/>	RM ____	Pass Fee RM__	MEV eVAL issued but Student IN the country <input type="checkbox"/>
Others (Please Specify)	<input type="checkbox"/>			Student Pass Issued <input type="checkbox"/>