

STUDENT AND ALUMNI AFFAIRS UNIT – REFUND POLICY

NO.	ITEM	REFUND AMOUNT	REFUND APPLICATION DUE DATE
1.	Visa processing fee of RM2,860 / RM700 / RM650 visa and personal bond by country:		
a.	Application received by HESA, but cancelled by applicant before document is sent to EMGS	i. RM2,800 / RM640 / RM590 visa processing fees (administrative fee of RM60 is applied)	6 months from date of cancellation request. Refund requests after 6 months will be subject to UKMSHAPE Management's consideration.
		ii. Full Personal Bond	
b.	Application cancelled before documents are sent to EMGS due to forged documents / overstaying in Malaysia	iii. RM2,800 / RM640 / RM590 visa processing fees (administrative fee of RM60 is applied)	6 months from date of offer letter cancellation (revoke offer). Refund requests after 6 months will be subject to UKMSHAPE Management's consideration.
		iv. Full Personal Bond	
c.	Application cancelled due to personal reasons after documents are sent to EMGS.	i. Not eligible for UKMSHAPE visa processing fees refund	N/A
		ii. Any payment made to EMGS, is subject to EMGS refund policy	Subject to EMGS refund policy
		iii. Full Personal Bond	6 months from date of cancellation request. Refund requests after 6 months will be subject to UKMSHAPE Management's consideration.

STUDENT AND ALUMNI AFFAIRS UNIT – REFUND POLICY

<p>d. Visa Approval Letter (VAL) application rejected by Malaysian Immigration Department</p>	<p>i. Not eligible for UKMSHAPE visa processing fees refund</p>	<p>N/A</p>
	<p>ii. Any payment made to EMGS, is subject to EMGS refund policy</p>	<p>Subject to EMGS refund policy</p>
	<p>iii. Full Personal Bond</p>	<p>6 months from date of cancellation request. Refund requests after 6 months will be subject to UKMSHAPE Management's consideration.</p>
<p>e. VAL approved however student pass sticker issuance could not be processed due to :</p> <ul style="list-style-type: none"> i. Failed post arrival medical screening ii. Discrepancies with academic documents (not able to produce original documents, fake academic certificate/transcript etc) iii. Did not register within allowed registration date iv. VAL expiry v. Other valid reasons subject to UKMSHAPE Management's consideration 	<p>i. Not eligible for UKMSHAPE visa processing fees refund</p>	<p>N/A</p>
	<p>ii. Any payment made to EMGS, is subject to EMGS refund policy</p>	<p>Subject to EMGS refund policy</p>
	<p>iii. Full Personal bond</p>	<p>6 months from date of cancellation request. Refund requests after 6 months will be subject to UKMSHAPE Management's consideration.</p>

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2. Personal Bond		
<p>Personal bond can only be claimed if they meet the following criteria:</p> <ul style="list-style-type: none"> i. Never violated any Immigration rules which led to the student/dependent being charged in court or penalty compound by the Malaysian Immigration Enforcement Division ii. Have applied for student pass cancellation / Checkout Memo while student/dependent pass is still active iii. No outstanding fees 	<ul style="list-style-type: none"> i. Full Personal bond ii. If there are any valid reasons with strong justification, request is subject to UKMSHAPE Assistant Director / Deputy Director / Director consideration 	<p>6 months from completion of studies / withdrawal approval / termination (based on student status). Refund requests after 6 months will be subject to UKMSHAPE Management's consideration.</p>
3. Accommodation fees (PKP premises)		
<p>Accommodation fees (students moving out earlier than the date specified in the semester)</p>	<p>Subject to terms and conditions stated in UKM Bursary Department circular.</p>	<p>3 months from date of withdrawal / moving out. Refund requests after 3 months will be subject to UKMSHAPE Management's consideration.</p>
4. Other refund request		
<p>Other refund request</p>	<p>Subject to UKMSHAPE Management's consideration.</p>	<p>Case by case basis.</p>