



## REFUND APPLICATION

Please complete the form below and submit the documents via the following link:  
<http://bit.ly/RefundApplicationSubmission>

## PERSONAL DETAILS

Name (as shown in passport) :

Email :

Matric No. :

Phone No. :

Passport No. :

Nationality :

Address :

## PAYMENT TO BANK ACCOUNT

*Note : If you are using a third person's bank account, please submit together with the Authorisation Form.*

Account holder :

Account No. :

Bank Name :

Swift Code :

Bank Address :

## Refund request reason :

Withdraw  Terminated  Completed studies  Others : .....

## Refund request type:

**Personal bond** (Personal Bond will not be returned if a student is found not complying with Immigration rules and regulations e.g. not cancelling their student pass, has enforcement records etc.)

**Other** : .....

## PROCESS

## REMARKS

## Required Documents :

Required Documents :			REMARKS
1.	<b>Scanned passport copy</b> (in colour): a. Front page of passport	<input type="checkbox"/>	
2.	<b>Proof of payment</b> a. Centre for Educational Extension (UKMSHAPE); <i>and / or</i> b. Education Malaysia Global Services (EMGS)	<input type="checkbox"/> <input type="checkbox"/>	EMGS refunds are subject to EMGS refund policy.
3.	<b>Bank account statement</b> must show name, address and account details – account transactions can be redacted. For overseas bank account, official bank statement / letter must be in English, with details such as account holder's name, bank name, account no., bank address, bank phone number and swift code	<input type="checkbox"/>	
4.	<b>Letter of Withdrawal/Termination/Completion of studies</b>	<input type="checkbox"/>	Personal Bond refund
5.	<b>Student Account Statement</b> (No outstanding fees) Outstanding fees must be paid before applying for refund. Please print your account statement at <a href="https://ekewangan.ukm.my/">https://ekewangan.ukm.my/</a> (refer to INVOICE/ OVERDUE INVOICE)	<input type="checkbox"/>	Personal Bond refund
6.	<b>Checkout Memo / shortened student pass</b>	<input type="checkbox"/>	Personal Bond refund

## DECLARATION

I hereby declare I have complied to Malaysian Immigration rules and regulations, have cancelled my student pass (*if applicable*) and I do not have any enforcement records. I also acknowledge the refund process and procedures by UKMSHAPE and EMGS :-

Name :

Signature:

Date :

## REFUND PROCESS AND PROCEDURES

1. HESA Refund Policy can be downloaded at <https://www.ukm.my/ukmshape/visa-and-student-pass/>. Students may refer to this policy to check if they are eligible to apply for a refund.
2. **Once a visa application has been submitted to EMGS, the visa processing fees for both EMGS and UKMSHAPE are non-refundable.** Personal bond refunds are subject to rules and regulations under the Immigration Ordinance 1959, Immigration of Malaysia Regulation 1963. If a student does not comply with the regulation above, the Personal Bond amount will be forfeited. This includes not applying for student pass cancellation (Checkout Memo) upon withdrawal/termination/completed studies, and having enforcement records in Immigration.
3. The application process for UKMSHAPE refunds will take a minimum **14 working days** upon receipt of complete documents, with all information required. Please be reminded that the timeline is at the discretion of the Finance Division, and VISA has no authority or influence over this process.
4. For EMGS refunds, there is **no specific timeline** for the process as it involves transactions between multiple agencies. Please refer to EMGS website <https://visa.educationmalaysia.gov.my/legal/refund-policy.html> for their current refund policy.