

## University, Professional, and School Exams REFUND REQUEST FORM – UAE

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### SECTION A – PERSONAL DETAILS

|  |      |                      |                          |
|--|------|----------------------|--------------------------|
| First name<br>(In capital letters – As per the passport/Emirates ID) |      |                      |                          |
| Surname/ family name   |      |                      |                          |
| Nationality  |      |                      |                          |
| Emirate  |      |                      |                          |
| Examination Registered For   |      |                      |                          |
| Examination Date / Session   |      |                      |                          |
| Contact Number<br>(Mobile)   |      | Other contact number |                          |
| Email Address:   |      |                      |                          |
| Receipt Number   |      |                      |                          |
| Payment Method   | Cash | Card in Office       | Online Card      Paytabs |
| Reason for Refund  |      |                      |                          |

### SECTION B – For Office use only (Customer Services Department)

|  |                          |                |  |
|--|--------------------------|----------------|--|
| Receipt attached                         | <input type="checkbox"/> | Receipt number |  |
| Customer Services Staff Name / Signature |                          | Date received  |  |

### SECTION C – For Office use only (Examinations Department)

|  |  |                       |  |
|--|--|-----------------------|--|
| Amount Paid                                |  | Amount to be refunded |  |
| Checked by (Staff Name / Signature)        |  | Date                  |  |
| WBS  |  | GL                    |  |
| Approved by (Exams Manager Name/Signature) |  | Date                  |  |
| Document Number                            |  |                       |  |

### Section D – Refund Policy

Refund may be applicable on the following grounds:

- Medical – hospital admission or serious injury,
- Loss or bereavement – death of parents, guardian, brother/sister or child
- Hardship/trauma – victim of crime, victim of traffic accident.

Applications for refund must be made at least 14 days before the exam date and it will attract a 25% administration fee.



BANK DETAILS - REFUND FORM  
استمارة استرجاع - معلومات بنكية

|  |   |   |
|--|---|---|
| CITY   |   | المدينة   |
| CANDIDATE NAME   |   | الاسم   |
| BANK NAME  |   | اسم البنك   |
| ACCOUNT HOLDER NAME<br>(If the account holder is not yourself<br>sign the declaration below)   |   | اسم صاحب الحساب<br>(إذا لم تكن أنت صاحب الحساب<br>فيرجى التوقيع على البيان أدناه) |
| IBAN   |   | رقم ايبان   |
| SWIFT CODE   | (To be completed by the British Council)  | رمز السويفت   |
| CANDIDATE EMAIL ID   |   | البريد الإلكتروني   |
| TEL/MOBILE NUMBER  |   | رقم الهاتف/الجوال   |
| If the account number mentioned above is not your<br>personal bank account, please sign the declaration below:   | إذا رقم الحساب أعلاه ليس حسابك الشخصي, رجاء التوقيع في<br>الخانة التالية:   |   |
| I hereby authorise ....., to receive my refund from the British Council.   |   |   |
| Signature:   | Date:   |   |
| <b>IMPORTANT:</b><br>Please attach a copy of a document that shows both the<br>accountholder name and IBAN number. This could be your<br>bank card or a letter from the bank certifying that the<br>account number mentioned above belongs to the name<br>mentioned.             | <b>هام:</b><br>يرجى إرفاق نسخة من وثيقة تبين كل من اسم صاحب الحساب<br>ورقم الأيبان IBAN. هذا يمكن أن يكون عن طريق بطاقه المعومات<br>المصرفية (التي تحتوي على رقم الايبان) أو خطاب من البنك يثبت<br>أن رقم ايبان ينتمي إلى الاسم المذكور.      |   |
| <b>Disclaimer:</b><br>Missing or incorrect information may result in attempted<br>payments made by the British Council being returned from<br>your bank as unsuccessful. The British Council will accept<br>no responsibility for any delays or loss that occurs as a<br>result. | <b>تنويه:</b><br>المعلومات الناقصة أو غير صحيحة قد تؤدي إلى فشل محاولة<br>عملية السداد من قبل المجلس الثقافي البريطاني للبنك الذي<br>تتعامل معه. وعليه لن يتحمل المجلس الثقافي البريطاني أية<br>مسؤولية عن أي تأخير أو خسارة تحدث نتيجة لذلك. |   |
| Please note you will receive your refund within a period of<br>7 to 10 working days , if all details provided are correct.   | سوف تسترد المبلغ خلال 7-10 يوم عمل في حال كانت<br>البيانات المعطاة صحيحة.   |   |