

Fee Refund Form

SS-01

Shared Services - Finance Shared Services Private Bag 92019 Auckland 1142, NZ

Email: collections@auckland.ac.nz

1. Student's details				
First name/s:		Last name:		
Student ID:		Address:		
		Address:		
Email:				
Phone:				
2. Reason for refund I am requesting a refund for the following reasons (if your fees were paid by a student loan then any overpayment will be refunded to StudyLink automatically):				
3. Refund details Method of refund: Refund to credit card * *If payment was made by credit card using Student Services Online, the refund will be processed to that credit card. (go to 4) Refund to bank account				
holder's name:		Bank address:		
Bank name:				
Country:				
Bank account nu	mber:			
N.B. Please attach written permission authorising the refund to the above bank account if you are not the account holder.				
Where bank account listed above is not in New Zealand, then please complete below:				
Bank holder's full address:				
SWIFT CODE / ABA / IBAN				
4. Student's declaration				
• I have read, understood and accept the conditions of this refund application as outlined on the next page.				
I have provided a copy of my current student visa. (International Students only)				
• I have attached proof of the bank account details for the refund, eg, copy of a bank statement. (If student refund is to be paid into a bank account)				
 I request that any outstanding fees and charges owing to the University be deducted from the credit amount before any refund is paid. 				
Name:	Date:		Signature:	
5. Form submission				

Please attach all relevant information and submit the completed form to the Student Information Centre or International Office or email to collections@auckland.ac.nz. Refunds are paid within 20 working days of receipt of the completed refund application.



Conditions of refund

Please read the following conditions carefully before applying for a fee refund.

- A. A course fee refund can only be processed if the refund complies with the enrolment dates and regulations published in the University Calendar at www.calendar.auckland.ac.nz/en/genregs/enrolment-and-programme.html.
- B. I understand that a \$60.00 refund processing fee applies in accordance with schedule A of the University Fees Statute 2001.
- C. As a new International Student, I understand that an administration fee of \$1000.00 may be charged in addition to a refund processing fee. Details are available from the International Office at int-questions@auckland.ac.nz.
- D. A refund to a credit card can only be credited back to the originating credit card if the credit card payment was made using Student Services Online. The University accepts no responsibility if a student does not receive the refund credited to the originating card (including where the card belongs to a third party). After the University has processed the refund, it may take up to twenty (20) working days before the refund appears in your account due to bank processing practices.
- E. Where a refund payment is issued to another person, institution or sponsor nominated by you (ie, "the student"), the University of Auckland shall be deemed to have discharged any obligation in relation to the refund of fees to the student and accepts no responsibility if the student does not receive the benefit of such refund from a person, institution or sponsor nominated to receive the refund payment.
- F. As an international student, I understand that Immigration New Zealand will be notified if I am holding a University of Auckland student visa and I am no longer enrolled.
- G. The University may delay processing a course fee refund until after the deadline has passed for additions and deletions for that semester/quarter.
- H. The student agrees to repay to the University of Auckland on demand any payments credited to the student in error. The University reserves the right to set off the amount of any overpayment made in error against any liability (including any future debt) owing to the University of Auckland by the student.

International Office use only			
Notes:			
Deduct admin fee (\$1000): Yes No Notify Immigration NZ: Yes No N/A			
Authorised by	Name: Signature:		
Office use only			
Refund via PC banking	Refund via DPS online Refund via A/P Refund via cashier (specify): Credit card EFTPOS		
Processing fee (\$60):	○ Charged		
Total refund amount:			
Receipt number (Academic Services refund only)			
Approver (Academic Services refund)	Name: Date: Signature:		
Authorised by	Name: Date: Signature:		