

Refund Request Form			
(NOTE: Please allow 28 days for processing)			
Details		Refund Type	Tick
RR No (Admin only):		VISA Refusal	
Date:		VISA Renewal Refusal	
Student Name:		VISA Breach of Condition	
Student ID:		Withdrawal	
Course:		Transfer	
Course Intake:		Cancellation	
Section 1			
I have understood ACI's refund policy and I request a refund for the following:			
Invoice Number:			
Amount:			
Reason: (Please attach any supporting documentation)			
Section 2			
Option 1: Refund to credit card (only available if paid by credit card)			
Card No.			
Expiry		Security code	
Name			
Option 2: Refund to an Australian bank account (Australian dollars only)			
BSB		Account Name	
Account No.			
Bank Name		Branch Name	
Branch Address			
Bank Account holder's Address			
Option 3: Refund to an Overseas bank account (Australian dollars only)			
Bank Name		Branch Address	
Branch City		Bank Country	
Account No.		Account Name	
Swift Code			
Bank Account holder's Address			

Section 3

Acknowledgement

I acknowledge that:

- A request for a refund will be processed in accordance with the Bush Tukka Pty Ltd Refund Policy.
- There are 20 days to access the Complaints and Appeals process if any disagreement with the outcome or decision.
- The information provided in this form is true and correct. Any false information given, or information withheld may lead to the request being refused.
- Where relevant, ACI will notify DBIP if this request is for a withdrawal from a course. This may result in the cancellation of a CoE and may affect a student visa.

Print Name:

Signature:

Section 4

Office use only:

Action to be taken:

APPROVED

DENIED

ADJUSTED AMOUNT \$

Comments:

Refund: EFT or CCard. (circle one)

Signed:

Position:

Print Name:

Date Processed:

Amount to be refunded:

Administration record only

Refund Register

Logged in Refund Register:

Yes

No

Date:

Logged By:

Signature:

Refund Processed

Formal Letter Sent:

Yes

No

Date:

Sent By:

Date:

Appeal of Decision

Appeal Lodged:

Yes

No

Date:

CAF Number:

Date: