

Request for  
REFUND ADJUSTMENT

USE BLOCK LETTERS WHEN COMPLETING THIS FORM AND PLEASE KEEP A COPY.



TE KUNENGA  
KI PŪREHUROA  
**MASSEY**  
UNIVERSITY  
UNIVERSITY OF NEW ZEALAND

Te Ara Whakawhiti  
**MASSEY**  
UNIVERSITY  
COLLEGE

PREPRESENTATIVE INFORMATION (if applicable)

Agency business name:	
Contact person name:	
Country:	
Email	
Phone:	Mobile:
Agency name:	
Signature:	

STUDENT DETAILS

Gender (please tick as appropriate): <input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Other (please specify)	
Family name:	
First name(s):	Date of birth (dd/mm/yyyy):
Student ID:	Student Email:
Programme name (please tick one): <input type="checkbox"/> General English <input type="checkbox"/> English for Academic Purposes (EAP) <input type="checkbox"/> Foundation Certificate (International) <input type="checkbox"/> Foundation Certificate (International - Accelerated) <input type="checkbox"/> Diploma (Business) <input type="checkbox"/> Graduate Diploma (Marketing) <input type="checkbox"/> Graduate Diploma (Management)	
Programme completion date:	

REFUND / ADJUSTMENT DETAILS

Refund / adjustment amount requested:
Reason (please tick one): <input type="checkbox"/> Withdraw prior to commencement <input type="checkbox"/> Withdraw post commencement <input type="checkbox"/> Overpayment <input type="checkbox"/> Offer of enrolment withdrawn <input type="checkbox"/> Visa cancellation <input type="checkbox"/> Other (please state):

OFFICE USE ONLY

Fees paid:	Non-refundable amounts (e.g. administration/enrolment fee):	Extra charges to be invoiced (e.g. late fee/change fee/credit adjustment fee):	Total refund:
UniSafe Insurance Cancellation Required (If applicable) <input type="checkbox"/> Yes <input type="checkbox"/> No			
Note: can only be cancelled before the student has started studying. UniSafe Insurance can not be refunded by Kaplan after the policy has been processed. The student will need to contact their health provider directly to organise a cancellation and refund if eligible.			
Prepared by:	Date:	Approved by:	Date:
Head office authorisation:	Date:	Processed by (print name):	Date:

Original payment method

Initial payment via <input type="checkbox"/> EFTPOS <input type="checkbox"/> Overseas Bank Transfer* <input type="checkbox"/> Flywire <input type="checkbox"/> NZ Bank Transfer <input type="checkbox"/> Credit Card**
* Payment made by overseas bank transfer will be returned to the same overseas account. Provide bank details below. **Payment made by credit card will be returned to the same credit card. If the credit is lost or expired, we will refund the payment via bank transfer. Please provide proof of account closure. Provide the credit card details below.
Credit Card number (first 4, last 4 digits only) – if your initial payment was made by credit card XXXX XXXX
Bank details: If the bank details are different to the initial payment account, please attach authorisation email from student's parent providing permission to refund agreed amount into account below. Do you consent for the refund to be paid in the nominated banks currency? <input type="checkbox"/> Yes <input type="checkbox"/> No
Please provide the nominated banks local currency
If you answered no to the above question or your bank account is located Bhutan, Nepal or Pakistan, please provide the intermediary bank details. (These details can be obtained from your local bank branch.) NZD Correspondent Bank & SWIFT code
Bank details verified (Mandatory) <input type="checkbox"/> Yes <input type="checkbox"/> No
Account Holder Name
Account Holder Address
Account Number
Bank Name
Bank SWIFT Code or BSB

STUDENT DECLARATION

I warrant that the information I have provided in this form is true and correct, and I release and indemnify Kaplan from all loss, claims and liability if the refund is not received by me despite Kaplan applying the information I have provided in this form. I acknowledge that by not providing all requested information, this may delay the processing of my refund.	
Signature:	Date (dd/mm/yyyy):

Privacy: We recommend that you read the College's Privacy Policy published on our website college.massey.ac.nz

For financial institutions located outside New Zealand that do not accept international payments in NZD, an intermediary bank swift code may be required. Please check with your financial institutions and ensure to provide COMPLETE banking instructions to avoid any delays in receiving your refund.