

IELTS

1. Refunds will only be processed upon provision of an official receipt from British Council.
2. Candidates who cancel their registration more than **34 days** before the chosen test date will receive a refund. The test centre will deduct an administration fee of MYR180.00 (inclusive of GST) to process the refund.
3. Candidates who cancel their registration within the **34-day** period prior to the chosen test date will not be eligible to receive a refund.
4. Candidates may transfer their test dates if they notify the test centre more than **34 days** before the chosen test date. The centre will charge an administration fee of MYR180.00 (inclusive of GST) to transfer the test dates.
5. Candidates who wish to transfer test dates within the **34-day** period prior to the chosen test date will be treated as a cancellation and will not be eligible for a refund.
6. Candidates are only allowed to transfer their test dates **ONCE**.
7. A test date can be only transferred within the next 3 months of the chosen test date.
8. Candidates who are absent on the test day will lose their full test fee.
9. Candidates who seek to cancel their registration or transfer test dates within the **34-day** period prior to the chosen test date will only receive a refund if they can provide evidence to the test centre that their ability to sit for the test has been affected by an illness or serious cause. Serious causes include:
 - **Illness** – e.g. serious illness, hospital admission or injury (does not include minor illnesses such as a mild cold). Candidates must provide a medical certificate.
 - **Loss or bereavement** – death of a close family member.
 - **Hardship / trauma** – victim of crime, victim of a traffic accident.
 - **National / Military service**

School Exams

1. Refunds will only be processed upon provision of an official receipt from British Council.
2. Registration fee is non-refundable and non-transferable.
3. Examination fee cannot be transferred between examination sessions.
4. There will be **NO** refund of examination fee after registration unless the exam board rejects the exam entry for some reason or another.
5. Non-attendance from either part or whole examination session without any valid reason will not be entitled for any refunds.
6. A refund may be possible in case where candidate is unable to attend any exam sitting due to either:
 - The death of an immediate relative (a copy of the death certificate must be provided)
 - The needs of service to the government (e.g. military service) supported by written evidence from the government agency concerned.
 - Serious illness (supported by medical evidence)

Professional and University Exams

1. Refunds will only be processed upon provision of an official receipt from British Council.
2. Registration fee is non-refundable and non-transferable.
3. As a general rule no refunds will be made to candidates or Examination Boards in respect of the local fee charged by the British Council for professional examinations.
4. However in some extenuating circumstances the British Council will issue a full refund for a professional exam where the candidate has paid the local fee directly to the British Council.
5. Such circumstances would include instances of death in the immediate family, a serious accident and unexpected or severe circumstances.
6. This decision to refund and the percentage of the refund is at the discretion of the British Council.
7. Usually a small administration fee will be deducted from the refund.
8. Candidates are requested to submit a completed refund form along with the appropriate supporting evidence i.e. medical certificate, local chairman/commissioner certificate, death certificate, police report within five working days of the test date to their local British Council Office.

NB. Candidates requiring a refund of board fees should contact the institution directly.

Note

- i. The British Council makes every attempt to be fair in all aspects of refunding money. However, should a candidate be dissatisfied in any way with the refund policy or service received, he/she is advised to write at the first instance to Intan Shuhana Shuaib, Examination Services Manager, British Council Malaysia at kualalumpur.exams@britishcouncil.org.my
- ii. Should the candidate remain dissatisfied with this response, he/she should take the matter up with Naveed Siddiqui, Country Examinations Manager, British Council Malaysia at the same email address as above. This decision will be final and no further submissions will be received.

For more information, please contact our test centres:

<i>Kuala Lumpur</i>	<i>Penang</i>
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Customer Service Hours : Monday to Friday : 9.30am to 7.30pm Saturday and Sunday : 9.00am to 5.00pm	Customer Service Hours : Tuesday to Sunday : 9.00am to 5.00pm