

## IELTS Enquiry on Results Form

### Notes for candidates on the submission of Enquiries on Results (EOR)

1. You can choose to undertake an Enquiry on Results – which means having your IELTS test re- marked.  
You must make this request within six weeks of your test date. Your test will be sent to the head office of British Council for re-marking by Senior Examiners.
2. You can choose to have one or more parts of your test re-marked. The fee is the same regardless i.e. RM 380.00.
3. You will receive a full refund if your result is changed to a higher band score.
4. Complete the form below and forward it with the proof of payment to British Council Kuala Lumpur or Penang office.
5. The re-mark is done by trained Clerical Markers and senior examiners employed by British Council.
6. Your result will normally be available in 2 to 21 days, depending on several factors including the number of sections requested for remark. If you have not received a response after 28 days, please contact your test centre.
7. If your scores change as a result of an EOR, you will be required to return the original TRF before a new one is issued. You will retain the original TRF if no score change.
8. You will receive an EOR letter stating your results status. You should make all enquiries regarding the progress of your re-mark to British Council Kuala Lumpur or Penang office.

### To be completed by the candidate

Test date:	/	/
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Centre name:		Centre number:	
Candidate name:		Candidate number:	

Candidate's address:				
Please circle the test/s to be re-marked:	Listening	Reading	Writing	Speaking
Contact Number				
Email Address				
Candidate signature:				Date: / /

For Official Use Only			
Officer Name		Signature	
Receipt Number		Date	

EOR fee will be refunded if your result is changed to a higher band score.

Please fill in the banking details below for refund purposes in the event of changed scores.

**Payment method: Bank Transfer**

Please fill in the following details	
Bank account holder name	
Bank full name (eg: Malayan Banking Berhad / Citibank Berhad / RHB Bank Berhad)	
Bank branch and address	
Bank account number	
IBAN (international bank) or Swift Code (local bank)	
<ul style="list-style-type: none"> <li>➤ I understand that any processing fee applied by the bank for international bank transfer, are to be borne by the applicant; and is not included in the cancellation fee.</li> </ul>	

To authorize someone to receive bank transfer on behalf	
Authorized Person's Name	
IC / Passport Number	
<ul style="list-style-type: none"> <li>➤ I hereby authorize the following person to collect my refund as detailed above.</li> <li>➤ I understand that British Council will not be responsible for the funds once it has been transferred on my behalf.</li> </ul>	

.....  
Signature

...../...../.....  
Date (DD/MM/YYYY)

For Office			
Received by CME		Date	
Processed by Exam Staff		Date	
Refund Approved / Denied By Exams Manager		Date	