

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 330.00 (RM 380.00 from 1 April 2019 onwards)
- 3 You will receive a full refund if your result is changed to a higher bandscore.
- 4 Complete the form below and forward it with your original Test Report Form and 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 You will receive an EOR letter stating your final result 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"> ➤ 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. 	

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

.....
Signature

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

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