

# Request for Refund or Test Date Transfer Form

## Personal details

Please provide ALL information.

<b>Candidate Full Name</b>	
<b>Address</b>	
<b>IC / Passport Number</b>	
<b>Phone Number (include country code)</b>	
<b>Email Address</b>	

Request is for (tick one box):

<b>Refund</b>		<b>Test Date Transfer</b>	
---------------	--	---------------------------	--

<b>Test Date Registered for</b>	/ / (DD) (MM) (YYYY)
<b>*Preferred New Test Date</b> (*Subject to availability)	/ / (DD) (MM) (YYYY)
<b>Test Module</b> (Please circle)	General Training / Academic
<b>Centre Name/ Number</b>	

**Please select the test that you registered for:**

- IELTS (Paper Based)  
  Computer-delivered IELTS  
  IELTS for UKVI (Paper Based)  
 IELTS for UKVI (Computer-delivered)  
 Life Skills A1  
 Life Skills A2  
 Life Skills B1

**Please select the test that you wish to transfer to:**

- IELTS (Paper Based)  
  Computer-delivered IELTS  
  IELTS for UKVI (Paper Based)  
 IELTS for UKVI (Computer-delivered)  
 Life Skills A1  
 Life Skills A2  
 Life Skills B1

**Candidate statement (to be completed by the candidate)**

Please detail your grounds for applying for a refund or a test date transfer.

**In case of medical reasons, this form must be accompanied by an original medical certificate issued by a Professional Medical Practitioner.** The medical certificate must include nature of illness and other relevant information (with reference to the candidate's capacity to sit an exam) which will assist in any assessment of this application for special consideration.

For other reasons, please attach relevant documentation/evidence (police report, military service notice, death notice).

(attach extra sheet if there is insufficient space).

***The information on this form is collected for the primary purpose of assessing your request for a refund/test date transfer. If you choose not to complete all the questions on this form, it may not be possible for the test centre to process your request.***

Please note:

**Refund:**

- I must return the IELTS confirmation letter/ email.
- I must return the official receipt.
- Any other supporting documents.
- I understand that my refund will take approximately 8 weeks to be processed.

**Test Date Transfer:**

- I must return the IELTS confirmation letter/ email.
- I must return the official receipt.
- If there is a problem with your test date transfer application, we will contact you to arrange a suitable test date. If your test date transfer is successful, you will receive a new confirmation letter giving you information about the arrangements for your new test date.

## Banking Details for Refund

**Refund payment method: To be confirmed upon receiving the refund request**

Please fill in the following details	
Bank account holder name	
Bank full name	
Bank branch and address	
Bank account number	
IBAN (international bank) or Swift Code (local bank)	
Last <i>4 digits (only)</i> of card number <i>if payment is made through a card</i>	
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.	

Authorization to receive refund on behalf of candidate	
Authorized Person's Name	
IC / Passport Number	
<ul style="list-style-type: none"> <li>I hereby authorize the person named above to receive my refund as per the bank details filled in above</li> <li>I understand that British Council will not be responsible for the funds once it has been transferred to the authorized person</li> </ul>	

.....  
Signature (Candidate)

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

For Office Use Only			
Received by CME		Date	
Processed by Exam Staff		Date	
Request Approved / Denied by Exams Manager		Date	