

Notes for candidates on the submission of Request for Refund

1. Refunds will only be processed upon provision of an official receipt from British Council.
2. The test taker must communicate a request for cancellation or refund to the British Council examining session ONLY if registered individually online. In this case, the British Council will administer the cancellation and, if applicable, process a refund in accordance with the deadlines and conditions established in the General Cancellation and Return Policy of the British Council.
3. If the test taker has been registered to the exam by a Preparation Centre or Agent, the request for cancellation should be informed to the British Council by the said Centre. Should this be the case, the British Council examining centre will process cancellation with the Preparation Centre, according to the deadlines and conditions established in the General Cancellation and Return Policy of the British Council. It will be the Preparation Centre responsibility to make effective final refund to the Test Taker, if applicable.
4. Cancellation is allowed within 5 weeks after registration confirmation date, and prior to the test date, test taker will receive a refund of 75% of the total registration fee (administration costs will be deducted).
5. Test cancellation and refund request after the 5-week period is only allowed with a valid reason, and it must be accompanied with supporting evidence to justify the candidate's ability to sit for the test has been affected. Acceptable reasons for cancellation include but not limited to:
 - **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**
6. Original supporting documents such as doctor's medical certificate or police report must be submitted along with the refund form within 7 days after the test date.
7. The British Council reserves its right to decline refund.

CONTACT US:

British Council Malaysia

Kuala Lumpur Centre

Ground Floor, West Block, Wisma Golden Realty, 142C Jalan Ampang 50450 Kuala Lumpur.

Tel: +603 27237900

Email: info@britishcouncil.org.my

Penang Centre

Wisma Great Eastern, Suite 3A.1 & 3A.2, 25 Light Street, 10200 Penang.

Tel: +604 2559000

Email: penang@britishcouncil.org.my

Candidate Name	
ID / Passport Number	
Phone Number (include country code)	
Email Address	
Test Date	
Test Venue	
Candidate's Signature	
Refund Request Date	

Reason for Cancellation / Refund Request

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Note: If on medical grounds, please attach the medical certificate or relevant report for other cases.

Payment Method – Bank Transfer

Please fill in the following details (Compulsory)	
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 international bank for bank transfer, are to be borne by the applicant; and is not included in the admin fee. ➤ I understand that an admin fee of 25% of total test fee is applicable for refund request. 	

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. 	

Candidate's Signature

Date

For Office Use Only			
Amount to be refunded (MYR)			
Processed by Exams Staff		Date	
Request Approved / Denied By Exams Manager		Date	