

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. **Cambridge and Pearson Edexcel School Exam:**
 - Candidates who cancel their registration within the normal registration period will receive a refund. The test centre will deduct an administration fee of RM230 (O level & IGCSE) and RM250 (A level, GCE) to process the refund.
 - Candidates who registered after the normal registration period and wishes to cancel the test will not be eligible to receive a refund without a valid reason (refer to point 5). Administration fee of RM230 (O level & IGCSE) and RM250 (A level) applies.
3. **Admission test:**
 - Cancellation of test 21 days or more before the test day will receive a refund. The test centre will deduct an administration fee of RM 120 to process the refund.
 - Candidates who cancel their registration within the 21 days period prior to the chosen test date will not be eligible to receive a refund without a valid reason (refer to point 5). The test centre will deduct an administration fee of RM 120 to process the refund in both scenarios.
4. **University/Professional/School Entrance:**
 - Candidates who cancel their registration more than 7 days before the test day will receive a refund. The test centre will deduct an administration fee of RM 120 to process the refund.
 - Candidates who cancel their registration within the 7 days period prior to the chosen test date will not be eligible to receive a refund without a valid reason (refer to point 5). However, the test centre will deduct an administration fee of RM 120 to process the refund in both scenarios.
5. Test cancellation and refund request which requires a valid reason 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 the given time frame.
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	
Name of Exam Board / University	
Exam Date	
Candidate's Signature	
Refund Request Date	

Reason for Cancellation / Refund Request

--

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 my refund will take approximately 8 weeks to be processed. ➤ I understand that the below admin fee is applicable for the following refund request: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Exam Board</th> <th style="width: 40%;">Admin Fee</th> </tr> </thead> <tbody> <tr> <td>Cambridge (O Level & IGCSE)</td> <td>RM 230</td> </tr> <tr> <td>Cambridge (A Level)</td> <td>RM 250</td> </tr> <tr> <td>Edexcel (IGCSE)</td> <td>RM 230</td> </tr> <tr> <td>Edexcel (IAL & GCE)</td> <td>RM 250</td> </tr> <tr> <td>Admission Test</td> <td>RM 120</td> </tr> <tr> <td>University Exam/School Entrance/DELTA</td> <td>RM 120</td> </tr> <tr> <td>Professional Exam</td> <td>RM 120</td> </tr> </tbody> </table>		Exam Board	Admin Fee	Cambridge (O Level & IGCSE)	RM 230	Cambridge (A Level)	RM 250	Edexcel (IGCSE)	RM 230	Edexcel (IAL & GCE)	RM 250	Admission Test	RM 120	University Exam/School Entrance/DELTA	RM 120	Professional Exam	RM 120
Exam Board	Admin Fee																
Cambridge (O Level & IGCSE)	RM 230																
Cambridge (A Level)	RM 250																
Edexcel (IGCSE)	RM 230																
Edexcel (IAL & GCE)	RM 250																
Admission Test	RM 120																
University Exam/School Entrance/DELTA	RM 120																
Professional Exam	RM 120																

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	