

Refund Policy

1.0 General Terms

Refunds are final and at full discretion of EMGS. Once a refund request has been made and approved, it will not be canceled. If the student or institution wishes to reapply then a further full processing fee will be payable.

1.1 Students

1. Students may only apply for a refund if the application is created by the student directly and paid through the Education Malaysia website.
2. Students are not allowed to apply for a refund if the application was created by the institution.
3. If the application is yet to be approved; or has been rejected by the institution through the EMGS system, the student can apply for a full refund.
4. If the application has been approved, please refer table 1.0 item No.2,3,4,5 & 6 for the list of refunds applicable.
5. The student is required to submit a refund request by sending an e-mail to enquiry@emgs.com.my

1.2 Institutions

1. Institutions may only apply for a refund if the application is created by the institution through the EMGS portal.
2. Institutions are not allowed to apply for a refund if the application is created by the student.
3. Effective 15th of October 2018, institutions are required to fill up an Online Refund Form and upload the supporting documents under 'My Account' in order to apply for a refund. No hardcopy of refund forms and documentation will be accepted. Any refunds received before that date will be processed as received.
4. In some cases it may be necessary for EMGS to request for additional documents from the institutions to process refunds. In these cases the institution is required to provide EMGS with the additional documents within 60 days of the date that the status of the refund application is changed to 'pending'. The refund request will be automatically closed if the institution does not provide EMGS with the additional documents within 60 days. The institution will be required to create a new refund request if they wish to continue to seek for a refund.

2.0 Categories of Refund

Refunds are not payable in circumstances where there is any delay in the issuance of the eVAL & Student Pass.

2.1 Fees

2.1.1 Processing Fee and eVAL Processing Fee

1. Processing Fee means the fee paid to EMGS for the processing of the application excluding any fees paid for Medical Screening, Immigration, Insurance and iKad.
2. eVAL Processing Fee means the fee paid to EMGS for the issuance of the eVAL.
3. The Processing Fee and eVAL Processing Fee are not refundable once the application is invoiced. This applies to all types of applications.
4. If the institution has submitted an application and decided to pay for the application prior to receiving the funds from the applicant, the Processing Fee or eVAL Processing Fee are not refundable if the applicant cancels their application or is unable to enter Malaysia for any reason.
5. The Processing Fee and eVAL Processing Fee are only refundable if the student applies through the Education Malaysia website directly and the institution has yet to approve or reject the student's application. Refer *1.0 General Terms > Students > Item No.3* for further information.

2.1.2 Medical Screening Fee

1. The Medical Screening Fee is the medical fee paid to EMGS for the screening which the student is required to attend upon arrival to Malaysia at an EMGS approved panel clinic.
2. The Medical Screening Fee is only refundable if the eVAL has been canceled and the student is yet to attend the medical screening.
3. If the refund application is made after the expiry of the eVAL, an administrative charge of RM50 will be deducted for the processing and verification of the refund.
4. No refund request for Medical Screening Fee will be accepted 90 days after the expiry date of the eVAL.
5. Please refer to *table 1.0 item 1,2,3 & 4* for further information.

2.1.3 Insurance Premium Fee

1. The Insurance Premium Fee is the fee paid to EMGS to purchase an insurance coverage for the student.
2. The Insurance Premium Fee is refundable if the Student Pass or eVAL have been canceled and there were no claims made under the Insurance Policy.

3. In the event that the student qualifies for a refund, the Insurance Premium Fee will be pro-rated in accordance with the Insurer's policy.
4. If the refund application is made after the eVAL has expired, an administrative charge of RM100 will be deducted for the processing and verification of the refund.
5. No refund request will be accepted 90 days after the expiry date of the eVAL.
6. Please refer to *table 1.0 item 1,2,3,4,5 & 6* ifor further information

2.1.4 iKad Fee

1. The iKad Fee is the fee paid to EMGS for the issuance of an identification card for the student
2. The iKad fee is only refundable if the student does not receive the student pass endorsement on their passport.
3. If the refund application is made after the expiry of the eVAL, an administrative charge of RM10 will be deducted for the processing and verification of the refund.
4. No refund request will be accepted 90 days after the expiry date of the eVAL.
5. Please refer to *table 1.0 item 1,2,3 & 4* ifor further information

2.1.5 Courier Fee

1. Means the fee paid to EMGS for the courier service to send the Supporting Letter, Medical Card, iKad or any other supporting documents back to the institution.
2. The Courier fee is only refundable if the institution does not utilize the courier fees to deliver EMGS relevant documents to the institution.
3. If the refund application is made after the expiry of the eVAL, an administrative charge of RM2 will be deducted for the processing and verification of the refund.
4. No refund request will be accepted 90 days after the expiry date of the eVAL.
5. Please refer to *table 1.0 item 1,2,3 & 4*for further information

2.1.6 Immigration Fees

1. The terms 'Immigration fees' includes the following items:
 - Student Pass fee
 - Dependant Pass fee
 - Multiple Entry Visa fee
 - Single Entry Visa fee

- Journey Performed fee
 - Special Pass fee
2. Immigration fees are only refundable if the student/dependant pass was not issued to the applicant or in some case, rejected by the Immigration Department of Malaysia
 3. The Immigration fees are also refundable if the application is rejected by the Immigration Department of Malaysia.
 4. No refund request will be accepted 90 days after the expiry date of the eVAL.
 5. Please refer to *table 1.0 item 1,2,3 & 4* for further information

2.1.7 Other application fees

1. There may be a Convenience Fee chargeable. A Convenience Fee is a fee payable for the convenience of credit card or telegraphic transfers payment and includes the fee payable to the payment gateway provider during a credit card payment or for additional bank charges involved during bank transfer activities.
2. There will be a Convenience Fee applicable for **students** who applies and pays for an application through the Education Malaysia Global Services website.
3. Convenience fees are not refundable in any case.
4. For all other type of applications aside from student pass applications, please refer to table 2.0 for further information.

2.1.8 Tax

5. Any tax charged and invoiced on any fees listed under clauses 2.1.1 -2.1.8 above (whether Goods and Service Tax or Service Tax) will be refunded if the fee paid is deemed eligible for a refund under this policy. Please note that other policies under 2.0 may apply. Kindly refer table 1.0 item 1,2,3,4,5 & 6 for further information.

Other Information

6. If an application is closed due to non-submission of additional documents within the stipulated time frame or if the institute (Institution) has requested EMGS to close the application, a refund request must be made within 6 months from the date the application was closed in EMGS System.
7. If an application has reached the passport endorsement stage and EMGS has changed the application status to 'Request institute to submit student/dependant passport to EMGS' or 'Request institute to provide additional details', a refund request must be made within 3 months from the date EMGS first requested:
 - The passport for student/dependant pass endorsement;
 - Additional documents to prepare the supporting letter for self-endorsement.
8. Referring to item 2, please note that no refund request will be accepted after 3 months of the first notification sent to the institution.
9. This policy is subject to change and you must check the latest version which is available within STARS and in the FAQs section of the EMGS website

10. Please note that EMGS will not refund fees in the event that there is any suspicion of fraud, illegal or suspicious activities with regard to the student/dependant application.

3.0 Refund Information based on Payment Type

3.1 Credit Card

11. The credit card feature is currently available to students who apply for a Student Pass via the Education Malaysia Global Services website (<https://educationmalaysia.gov.my/>).
12. The refund request needs to be submitted via the e-mail address used to create the student's application in the Education Malaysia Global Services website.
13. Any refunds made will be credited directly to the credit card used to pay for the student pass application. In the event that the refund cannot be credited to the credit card used, the refund will be made using the Telegraphic Transfer (TT) method as set out under item 3.2 below.
14. The refund will be made via the third party payment gateway provider as EMGS does not store any information of credit cards.

3.2 Telegraphic transfer (TT)

15. The telegraphic transfer feature is currently available to students who apply for a Student Pass via the Education Malaysia Global Services website.
16. The currency used will be in USD.
17. The refund request needs to be submitted via the e-mail address used to create the student's application in the Education Malaysia Global Services website.
18. Students are required to request for a refund by sending an e-mail to enquiry@emgs.com.my.
19. EMGS will only credit the refund back to a bank account in the name of the student who is making the Student Pass application.
20. The amount refunded will be in USD.
21. The Convenience Fee is non refundable.

3.3 Other payment methods

22. All other payment methods such as cash, cheque, bank transfer, local order and postpaid are only available for institutions.
23. The refund request needs to be submitted by the institution using the online refund form available in STARS.
24. Refunds will be credited to the institution's bank account details.
25. The institution is obliged to ensure that they have furnished EMGS with the updated bank account details through the *e-Payment form*.
26. Any additional charges imposed by banks for the processing of refund will be beared by the account holder.

Table 1.0

No	Type Of Application	Stage Of Application	Description	Fees that may be refunded
1	Application created by student	Before application is approved by the institution	May be applied at any time before the application is approved by the institution	Processing Immigration eVAL Processing Insurance Premium Medical Screening iKad Courier Service Tax
2	Application created by student and application created by institution	Before Issuance of eVAL and after the approval of application by the institution	May be applied at any time before the eVAL is issued.	Immigration Insurance Premium Medical Screening iKad Courier
3	Application created by student and application created by institution	After the issuance of eVAL and before the student has entered the country	The refund application must be received within 90 days from the expiry of eVAL. Administrative fees are payable for refund applications made after eVAL expiry	Immigration Insurance Premium Medical Screening iKad Courier
4	Application created by student and application created by institution	After the issuance of eVAL and after the student has entered the country and before the issuance of Student Pass	The institution or student will only be eligible for a refund if the requested fees are not utilised. This will also be confirmed through a written proof or confirmation from the Department of Immigration mentioning that the student's eVAL/Pass has been canceled/shortened or if the institution submits an Exit Stamp/Checkout Memo depending on the circumstances involved. The refund application must be received within 3 months from the date EMGS first requested the passport for the purpose of endorsing the student pass OR from the date EMGS requested additional documents to prepare the supporting letter for self-endorsement.	Immigration Insurance Premium Medical Screening iKad Courier
5	Application created by student	After issuance of Student Pass Sticker	The institution or student will only be eligible for a refund if the requested fees are not	Insurance Premium

No	Type Of Application	Stage Of Application	Description	Fees that may be refunded
	and application created by institution		<p>utilised. This will also be confirmed through a written proof or confirmation from the Department of Immigration mentioning that the student's eVAL/Pass have been canceled/shortened or if the institution submits an Exit Stamp/Checkout Memo depending on the circumstances involved.</p> <p>Depending on the situation, the institution is required to make the necessary police report if the applicant is found to be engaged in illicit activities that prompted the institution to refund and cancel the application</p> <p>The refund will also be made once EMGS receives confirmation that the Student Pass has been canceled.</p>	
6	Application created by student and application created by institution	Application Closed due to Non-submission of additional documents within specified timeframe or upon request by institution	Institution or student must submit the refund application within 6 months from the date the application is closed in STARS.	Insurance Premium Medical Screening iKad Courier Immigration

Note: Effective 8th of October 2018, institutions are required to fill up the Online Refund Form and upload the supporting documents in 'My Account' in order to apply for a refund. No hardcopy of refund forms will be accepted.

Table 2.0

No	Type Of Application	Description	Fees that may be refunded
1	Dependant Pass	May be applied if the dependant pass application has been rejected or the institution withdraws the dependant pass application before the dependant pass is endorsed.	Immigration
2	Special Pass	May be applied if the special pass has been rejected or the institution withdraws the special pass application before the special pass is endorsed	Immigration
3	Supporting Letter Replacement	May be applied if the supporting letter replacement was not issued to the institution due to unavoidable circumstances	Supporting Letter Replacement
4	iKad Renewal Application	May be applied if the iKad renewal application has been rejected or the institution withdraws the iKad renewal application before the iKad is renewed	iKad

No	Type Of Application	Description	Fees that may be refunded
5	iKad Replacement Application	May be applied if the iKad replacement application is rejected or if the institution did not receive the new iKad from EMGS	iKad Replacement
6	Shorten/transfer Student Pass	May be applied only for the case of 'transfer Student Pass' if the request has been rejected or the institution withdraws from the 'transfer pass' application before the transfer pass is made.	Immigration
7	Insurance Top Up	May be applied if the insurance top up application is rejected or if the student has two overlapping insurance policies.	Insurance
8	Medical Card Replacement Application	May be applied if the medical card replacement application is rejected or if the institution did not receive the medical card from EMGS.	Medical Card Replacement

Note: Effective 8th of October 2018, institutions are required to fill up the Online Refund Form and upload the supporting documents in 'My Account' in order to apply for a refund. No hardcopy of refund forms will be accepted.

4.0 Cancellation Policy

The cancellation policy indicates the cancellation procedures imposed by Education Malaysia Global Services on applications created by students.

The table below outlines the cancellation that will take place if EMGS did not receive the payment within a stipulated time frame.

Table 3.0

EMGS WEBSITE

No	Stage or Status of application	Application Type involved	Auto canceled/closed by EMGS
1	Pending	New student application (IM14)	Credit Card - Within 24 hours if no payment is received from the application created date. Telegraphic Transfer - After 30 days if no payment is received from the application created date.
2	Pending Payment	New student application (IM14)	Credit Card - Within 24 hours if no payment is received from the application created date. Telegraphic Transfer - After 30 days if no payment is received from the application created date.

Note: Effective from 1st August 2022