

REFUND POLICY AND PROCEDURE

(Effective: 29 Sep 2014)

REFUND POLICY

Refund During Cooling-Off Period

Applicable to **new commencing students only**, PSB will provide the student with a cooling-off period of seven (7) working days from the date the Student Contract has been duly signed by both parties. Student will be refunded the highest refund percentage stated within the refund table in Schedule D of the Student Contract for the fees already paid if the student submits a written notice of withdrawal within the cooling-off period, regardless of whether the student has started the course or not.

Refund for Withdrawal Due to Non-Delivery of Course

PSB Academy (PSB) will inform the student in writing of alternative study arrangements (if any) within three (3) working days in the event of the following causes as listed in clause 2.1 of the Student Contract:

- a) It does not commence the Course on the Course Commencement Date;
- b) It terminates the Course before the Course Commencement Date;
- c) It does not complete the Course by the Course Completion Date;
- d) It terminates the Course before the Course Completion Date;
- e) It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the student contract within any stipulated timeline set by CPE; or
- f) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice except for (f).

For (f), only new Students commencing the Course will be refunded the entire Course Fees and Miscellaneous Fees already paid. The existing Students will be only refunded with the remaining Unconsumed Course Fee and Miscellaneous Fee already paid.

Refund for Withdrawal Due to Other Reasons

1. For new commencing students, if the student withdraws from the Course for any reason, PSB will refund, if applicable, to the student the first instalment paid based on the refund table stated in Schedule D of the Student Contract.
2. For existing continuing students from the second term of study onwards, if the student withdraws from the Course, refund, if applicable, of subsequent instalment of course fees paid will be subjected to:
 - a) For PSB proprietary programmes, the refund table stated in the valid Student Contract Schedule D with the Course Commencement Date reference to the Term Commencement Date stated in the Overall Schedule attached to Student Contract.
 - b) For university programmes, the refund policy stated in the respective university's Student Handbook.
3. The following payments are non-refundable and non-transferable:
 - a) Course Application Fee
 - b) Student Pass application fee
4. Refund for withdrawal shall be processed within the next seven (7) working days from the date in Part II of the Course Withdrawal and Refund Request Form and upon receiving all documents required to process the refund (excluding time taken for postal services or external processing by banks).
5. There will be no refund of course fees and miscellaneous fees for students who have to terminate their studies due to disciplinary action being meted out for failing to abide by the regulations and guidelines of PSB and / or the university partner and / or Singapore Authorities.

REFUND PROCEDURE

1. Refund for withdrawal shall be processed within the next seven (7) working days from the date in Part II of the Course Withdrawal and Refund Request Form, and upon receiving all documents required to process the refund (excluding time taken for postal services or external processing by banks). In the event if student initiated a change of refund payment mode (with supporting documents, i.e.: email or acknowledgement on Course Withdrawal and Refund Request Form), the refund request shall be processed within the next seven (7) working days from student revised acknowledgement date.
2. Student will receive their refund amount through the following channels:
 - a) For credit / debit card payments received by PSB, the refunded amount will be credited back to the respective credit card.
 - b) For payment received in all other manners, the refund amount will be refunded via cheque.
3. For refund cheque payment to third party, student is required to submit an Authorization Letter, upon requesting for refund.
4. Student will be informed via email when the refund process is completed.
5. For refund via cheque, student is solely responsible to collect the cheque from the Student Services Centre during the normal operating office hours. Student is also solely responsible to bear all additional charges incurred to re-issue a cheque for whatever reason.

References:

- EduTrust Certification Scheme Guidance Document (V2.0) - Criterion 4.3 Refund Process
- CPE Approved Student Contract version 3.0

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PSB Academy Pte Ltd 355 Jalan Bukit Ho Swee Singapore 169567

Tel (65) 6885 1000 Fax (65) 6276 3103 www.psb-academy.edu.sg

Co. / GST Reg. No. 200704825E