

EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)
23rd MAY 2024

NOTIFICATION OF SYSTEM ENHANCEMENT
ONLINE REFUND FORM FOR INTERNATIONAL STUDENTS

1. PURPOSE

- 1.1. The purpose of this bulletin is to notify all Education Institutions about a system enhancement that will allow students to submit refunds directly via an online refund request form available on the EMGS website.
- 1.2. This enhancement is ONLY applicable to student pass applications submitted directly by students who selected USD TT Transfer or Credit/Debit Cards as the method of payment.
- 1.3. There are no changes to the current process for Education Institutions to request a refund. They will continue to follow the current process and procedures.

2. IMPLEMENTATION

- 2.1. Effective from 23rd May 2024, students who have submitted applications directly to EMGS via the EMGS website and selected USD TT Transfer or Credit/Debit Card as the payment method must submit their refund request via an online form available on the EMGS website at <https://visa.educationmalaysia.gov.my/>
- 2.2. Students will only be able to apply for a refund once an application is no longer active with EMGS, where the application status is cancelled, complete, or closed in the STARS system.
- 2.3. In the event that a student is unable to view the online refund request form, education institutions are required to liaise with EMGS to request either the cancellation or closure of the active application.

2.4. After students submit the refund request, education institutions must approve it via their institution's STARS login for EMGS to begin processing the application. Education institutions may also reject the request with a valid reason.

2.5. Education Institutions are required to follow these steps to approve or reject the student refund request:

Login to STARS > My Account > My Applications > Search Refund Order > Click on Order Number > Pending Approval by institute.

Course Name	SKU	Price	Qty	Subtotal
Refund Form	refund-visa	MYR0.00	Applied: 1	MYR0.00
				Total (excluding Service Tax) MYR0.00
				Delivery & Handling MYR0.00
				Service Tax payable @ 6% MYR0.00
				Convenience Fee MYR0.00
Total Amount Payable				MYR0.00

Pending Approval by Institute

Your approval is required for us to process *Refund Form* from
Student: **TEST EC IPTS 017A**
Passport: **CCC333**
Refund for Application Number: **E101000275**

Approve
 Reject

* Required Fields

Submit

Figure 1.0

2.6. We have attached a user guide for students on submitting refund requests to EMGS for your reference. This guide will be accessible on the EMGS website for students.

Education Malaysia Global Services

23rd MAY 2024



User Guide

Online Refund Request for
International Students

Version 1.0

Online Refund Request User Guide for International Students

1.0 Introduction

International students will be able to submit refund requests directly to EMGS through the EMGS website (<https://visa.educationmalaysia.gov.my/>)

The refund request is ONLY applicable for student pass applications created directly by international students on the EMGS Visa website and selected USD TT Transfer or Credit/Debit Cards as the method of payment.

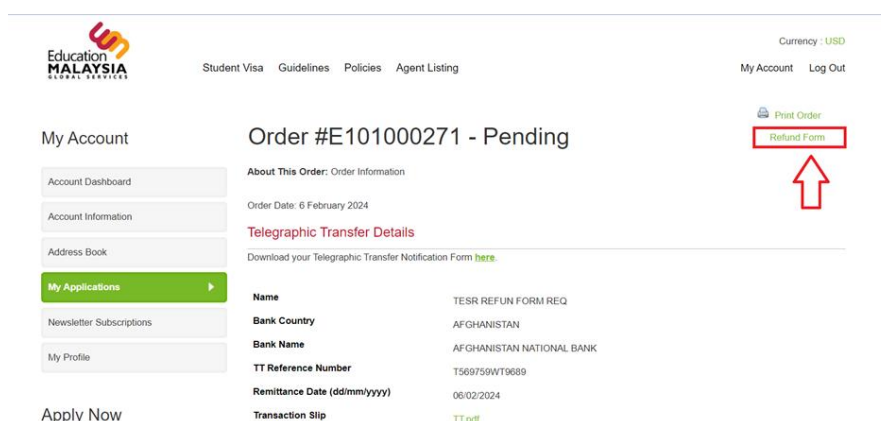
The refund request does not apply to international students in the following categories:

- Student pass applications submitted by education institutions on behalf of the international students.
- Student pass applications submitted directly via the EMGS website by international students with the payment method selected as "Pay through institute".

2 Refund Request Submission Steps

Please follow these steps, to initiate the refund request:

2.1 Login to VISA Website > My Account > My Applications > Select the application > Click On "Refund Form" link.



The screenshot displays the EMGS Visa website interface. On the left, there is a 'My Account' sidebar with options like 'Account Dashboard', 'Account Information', 'Address Book', 'My Applications' (highlighted in green), 'Newsletter Subscriptions', and 'My Profile'. Below this is an 'Apply Now' button. The main content area shows 'Order #E101000271 - Pending'. Under 'About This Order', it lists 'Order Date: 6 February 2024' and 'Telegraphic Transfer Details'. A table of details follows:

Name	TESR REFUN FORM REQ
Bank Country	AFGHANISTAN
Bank Name	AFGHANISTAN NATIONAL BANK
TT Reference Number	T569759WT9689
Remittance Date (dd/mm/yyyy)	06/02/2024
Transaction Slip	TT.pdf

On the right side of the page, there are links for 'Print Order' and 'Refund Form'. The 'Refund Form' link is highlighted with a red box and a red arrow pointing to it.

Figure 1.0

2.2 International students must ensure all the mandatory fields are completed on the refund form.

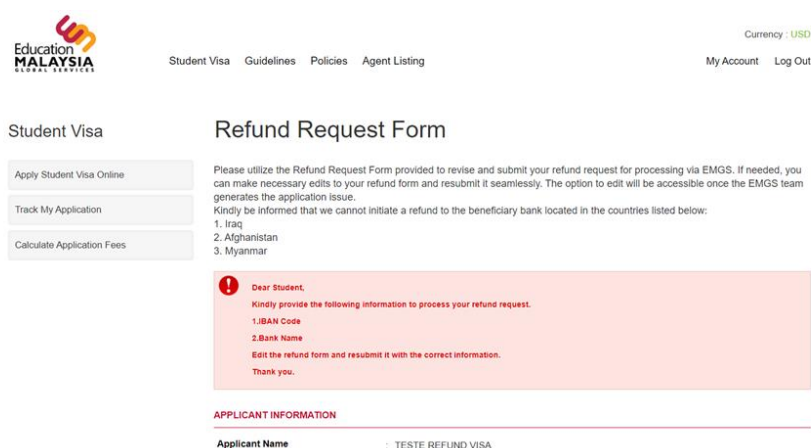
2.3 International Students are advised to thoroughly review all details provided on the refund form before submitting the request to EMGS.

2.4 If the refund request link "Refund Form" is not available on the EMGS website, please request your Education Institution to refer to EMGS to either cancel or close the application.

3 Require Correction or Additional Information

3.1 EMGS will notify the international students via email if additional information is required to process the refund request.

3.2 International students are required to amend the refund form based on the instructions received via email or the notification on the Online Refund Request Form, as shown in the screenshot below.



Education MALAYSIA GLOBAL SERVICES

Student Visa Guidelines Policies Agent Listing

Currency : USD

My Account Log Out

Student Visa

Apply Student Visa Online

Track My Application

Calculate Application Fees

Refund Request Form

Please utilize the Refund Request Form provided to revise and submit your refund request for processing via EMGS. If needed, you can make necessary edits to your refund form and resubmit it seamlessly. The option to edit will be accessible once the EMGS team generates the application issue.

Kindly be informed that we cannot initiate a refund to the beneficiary bank located in the countries listed below:

1. Iraq
2. Afghanistan
3. Myanmar

Dear Student,
Kindly provide the following information to process your refund request.
1. IBAN Code
2. Bank Name
Edit the refund form and resubmit it with the correct information.
Thank you.

APPLICANT INFORMATION

Applicant Name : TESTE REFUND VISA

Figure 2.0