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 Students will only be able to apply for a refund once an application is no longer active with EMGS, where the application status is cancelled, complete, or closed in the STARS system.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.

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

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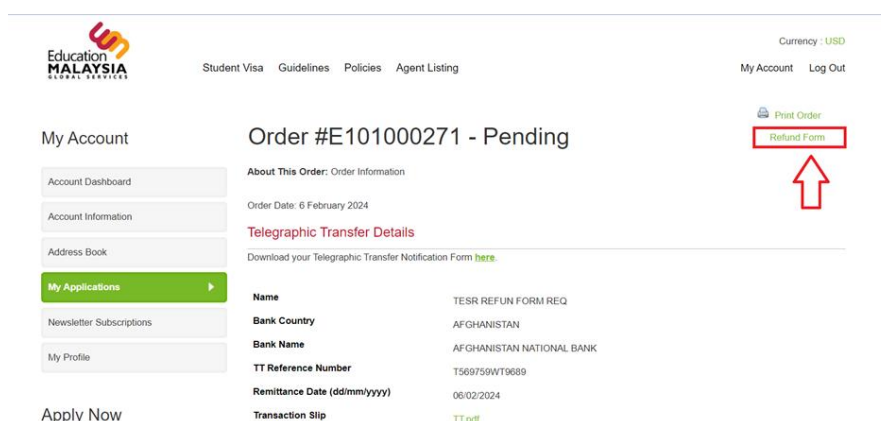
The refund request does not apply to international students in the following categories:

- 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.

Figure 1.0

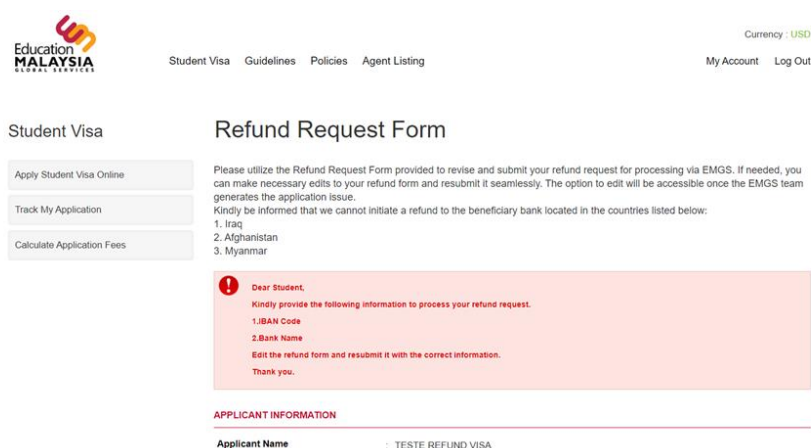2.2 International students must ensure all the mandatory fields are completed on the refund form.

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.

Figure 2.0