

INTERNATIONAL STUDENT REFUND STATUSES

Refund successfully submitted	We have received your refund application. Thank you!
Student provided updated bank details	We have received your updated bank details. We will use these to process your refund. Thank you!
More information required from student	You must provide more information or documents to receive your refund. <u>Check your emails or the “Refund Messages” form to see what we require. Submit a new “Refund Messages” form with the required information or documents to receive your refund.</u>
Student not eligible for refund	Your application has been refused because you are not eligible for a refund. You have the option to request a review or reapply again when you are eligible.
More information required internally/ With Student Financials for action/advice/For Senior Finance Officer’s action/Sent to VU English/Sent to Manage for Approval/Manager Approved	No action required
Application processed and outcome sent to student	You should have received an email with your refund outcome
Western Union process initiated (student needs to register)	You must register with Western Union to receive your refund. Check your email for details. <u>If you do not complete the Western Union registration, your refund cannot be processed.</u>
Sent to Finance for payment	Your refund is complete and is with our Finance team for payment. Our Finance team makes payment only once per week.
More information required from student for Western Union payment	Our Finance team has not been able to make payment due to a problem with your Western Union registration. <u>Check your emails or the “Refund Messages” form to see what we require. Submit a new “Refund Messages” form with the required information or documents to receive your refund.</u>

