

**REQUEST FOR REFUND ( FOR PEI COURSES)**
**PART 1**
**1. Filled by Participant**

Name of the Participant / Employer	
NRIC / FIN / Corporate A/C No	
Contact No	
Email Address:	

**Course Information**

Name of Course Registered for	
Course Commencement date	
Total Course fee	
Paid Amount	
Invoice No	
Reason for cancellation	
Date of Request	

**Declaration:**

I, \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (Name, NRIC/FIN and Signature), have read and understood the Ever Safe's refund policy, terms and conditions before submitting this request

**2. Office Use**

- A) Invoice No : \_\_\_\_\_
- B) Amount Paid : \_\_\_\_\_
- C) Mode of Payment : \_\_\_\_\_
- D) Eligible amount for refund : \_\_\_\_\_

Checked by	Approved by
_____ (Admin In-charge)	_____ (Director)

**3. Filled by Participant (Acknowledgement)**

I, \_\_\_\_\_ (Name, NRIC/FIN and Signature) declare that I have received \$ \_\_\_\_\_ in refund paid by cheque ( ) on \_\_\_\_\_. I understand that this is subject to EverSafe's 'Refund policy, terms and conditions, which I have read and understood at the time of submitting refund request.

**1. REFUND POLICY**
**1.1 Refund for Withdrawal Due to Non-Delivery of Course:**

The PEI will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;

(v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organization stated in Schedule A within any stipulated timeline set by CPE; or

(vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

**1.1 Refund for Withdrawal Due to Other Reasons:**

If the Student withdraws from the Course for any reason other than those stated in 2.1, the PEI will, within seven (7) working days of receiving the Student's written withdrawal, refund to the Student an amount based on the table in Schedule I.

**1.2 Refund During Cooling-Off Period:**

The PEI will provide the Student with a cooling-off period of seven (7) working days from the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D) already paid if the Student submits a written notice of withdrawal to the PEI during the cooling-off period, regardless of whether the Student has started the course or not.

**SCHEDULE D**  
**REFUND TABLE**

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[80%]	more than [3] days before the Course Commencement Date
[50%]	before, but not more than [3] days (within 3 days) before the Course Commencement Date
[0%]	after, but not more than [1] days (same day) after the Course Commencement Date
[0%]	more than [1] days after the Course Commencement Date
[0% to 100%]	With valid reason and the Management's consideration, may differ from case to case.

