



PUSAT TUISYEN KASTURI'S REFUND POLICY

1. In the event student requests for a refund of tuition fee, the counter staff must get the respective student to fill in "Tuition Fee Refund Form" ("TFRF").
2. The decision for any tuition fee refund is at the discretion of the CEO of the company including whether the tuition fee is to be refunded in full or pro-rated/partially.
The valid reasons for refund of tuition fees are:
 - i) Unable to attend due to medical condition.
 - ii) Dissatisfaction with teacher (with reasonable grounds).
 - iii) Others (with reasonable grounds)
3. The company shall refund the relevant tuition fees to the students in the event the following occur:
 - (a) The Company ceases operation of any tuition centre.
 - (b) Classes are closed due to low enrolment.- The student needs not to complete the TRF if the refund is related to (a) or (b).
4. In the event the TFRF is indicated as "Not Approved" by the CEO, the counter staff will contact and notify the respective student that the tuition fee refund request has been rejected.

If the refund is "Approved", the counter staff must submit the TFRF with all supporting documents to the finance staff to process the refund payment.

5. Finance staff will proceed to arrange for payment on the tuition fee refund to the student and email the notification of the online payment to the email address as provided in the form or forward a copy of the notification to the counter staff to inform the student.
(Refund takes up to 10 days)