

Request for Refund or Test Date Transfer Form

Personal details

ACCA Student ID: _____

Name: _____ Surname: _____

Telephone: _____ Email: _____

Test date registered for: _____ Test Module registered for: _____

Request is for (tick one box): Refund Test Date Transfer

Preferred new test date if this is a transfer request: _____

Candidate statement *(to be completed by the candidate)*

Please state your reasons for applying for a refund or a test date transfer.

In case of medical reasons, this form must be accompanied by an original medical certificate issued by a Professional Medical Practitioner. The medical certificate must include nature of illness and other relevant information (with reference to the candidate's capacity to sit an exam) which will assist in any assessment of this application for special consideration.

For other reasons, please attach relevant documentation/evidence (police report, military service notice, death notice).

(Attach extra sheet if there is insufficient space).

Bank details *(to be sent along with this form via email to info@britishcouncil.uz)*

*It is not required to provide this data in case of payment with a Visa / MasterCard on the registration system.**By signing this Form, you hereby confirm that the information provided above is true, complete, and accurate, and in the event of any additional amendments, the British Council will be notified as soon as possible.**Failure to notify British Council of any amendments may result in a delay to your payment.**The information on this form is collected for the primary purpose of assessing your request for a refund/test date transfer. If you choose not to complete all the questions on this form, it may not be possible for the test centre to process your request.**Please read through the policy on the 2nd page before you state your decision.*

Candidate signature: _____

Date: _____

Received by: _____

Date: _____

Test centre use only:

Request (please select): **APPROVED** **NOT APPROVED**

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ACCA on demand Refund Policy

If you cancel your paid exam more than 14 days before the exam date or are unable to attend your exam on the day due to any of the following reasons, then you will be entitled to a full refund:

- Medical – a serious illness or injury, hospital admission etc.
- Loss or bereavement – death of parents, guardian, brother/sister, or child
- Hardship/trauma – victim of crime, victim of traffic accident
- Military service

If the cancellation or withdrawal is made 14 days or less before the exam, the refund shall be subject to admin fee charge of 25% of the exam price, so only 75% refund shall be made.

Issuing of refunds:

1. Please note that evidence of the reasons why the candidate is not fit to take the exam on the day issued by an authorised body will be required for a full refund.
2. Refunds will be processed within thirty (30) days after receiving all required details from the test-taker (supporting documents from an authorised body confirming the case, completed refund application form with full and correct bank details for the refund).
3. If approved, the refund will be issued by transferring the funds to your bank account provided in your request.

ACCA on demand Transfer Policy

All exam date transfers up to two days before the exam date will be made free of charge. However, test takers are entitled to make a transfer request only once. Please note that the new test date must be within three months of the original date.

Important: If the exam cancellation or transfer request is made after the exam token creation, i.e., within 24 hours before the exam date, no refund or transfer will be allowed, as automatic token fee charge will be processed by ACCA. Also, no refunds will be issued for incorrect choice of examination or subject.