

Refund form

Please complete form in CAPITAL letters, attach your membership card and evidence required.

Personal and policy details	
OSHC policy number:	Type of policy: Standard <input type="checkbox"/> Essential <input type="checkbox"/>
Policy expiry date: ___/___/_____	Date of birth: ___/___/_____
Given name:	Family name (surname):
Telephone (Home):	Mobile:
Email address:	
Are you a sponsored student and your sponsor has paid for your OSHC? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, you are not entitled to receive a refund via Allianz Global Assistance. Please refer to your institution.	

Refund reasons and evidence required	
Reason for refund (please tick)	Evidence required
<input type="checkbox"/> 1. You had paid your premium and did not come to Australia	<ul style="list-style-type: none"> Letter from Department of Immigration and Border Protection indicating decline of student visa; or Letter from Institution confirming you will no longer be coming to Australia to study.
<input type="checkbox"/> 2. You paid your OSHC premiums on the basis of an extended stay but the extension of authorised stay was not granted by the Department of Immigration and Border Protection	<ul style="list-style-type: none"> Letter from Department of Immigration and Border Protection indicating that extension of authorised stay not granted; and Copy of student visa.
<input type="checkbox"/> 3. Your circumstances have changed and you are no longer able to study in Australia, e.g. family illness requires you to return to your home country	<ul style="list-style-type: none"> Certificate of completion from Institution; and Flight departure details (ticket, boarding pass or exit stamp and identification page from passport).
<input type="checkbox"/> 4. You have been granted permanent residence in Australia	<ul style="list-style-type: none"> Copy of permanent residency visa label from your passport or immigration letter indicating the date when PR will commence.
<input type="checkbox"/> 5. You can provide proof of OSHC with another organisation	<ul style="list-style-type: none"> Certificate of Insurance from another OSHC provider (showing commencement and expiry dates, listed beneficiaries and type of policy).
<input type="checkbox"/> 6. You have simultaneous OSHC policies with Allianz Global Assistance	<ul style="list-style-type: none"> Provide all of your current policy numbers; and Copy of entry stamp into Australia; and Copy of Student Visa.

If you did not reside in Australia for a continuous period of three (3) months or more but you still held a valid Student Visa for this period, you are not entitled to a refund but you may be entitled to a holiday credit. You can download copies of the Holiday Credit form and the holiday credit fact sheet from our website at www.oshcallianzassistance.com.au.

Your policy will be cancelled from one of the following dates (please state one):		
You will be departing Australia: ___/___/_____	You were granted your new visa ___/___/_____	You commenced cover with another OSHC provider: ___/___/_____

Don't forget to attach your membership card/s (Please note: You must return all membership cards to complete your refund)

If you cannot return your membership card, please indicate the reason and sign below:

My membership card has been lost My membership card has never been received Other – please state:

Please sign	
Signature (Policy holder only):	Date: ___/___/_____

*Please note: Allianz Global Assistance may be required to notify the Department of Immigration and Border Protection of policies which are cancelled and refunded.

Payment option – by credit card (preferred)

If you purchased your policy by credit card directly from Allianz Global Assistance in the last 12 months, your refund will be returned to the credit card used to make the purchase. Please note if the credit card isn't in your name, then you will need to contact the owner to organise reimbursement.

Alternative payment options

If your policy was not paid for by credit card, or was paid for more than 12 months ago, or the credit card has since closed off or expired, then please select an option below for receiving your refund payment.

Deposit into local bank account , or **Deposit into someone else's account**

Account holder name:

Account holder signature:

BSB (6 digits):

Account number :

Telegraphic transfer to overseas account

Please note: In the case of incorrect/incomplete information being provided, bank charges will be deducted from your refund amount.

Account holder name:

Account holders address (Include City/State/Prov/Zip Code):

Account holders phone number (overseas):

Bank /fund name:

BSB/Swift/BIC code:

Account number:

IBAN or IFSC (where applicable):

Routing number (where applicable):

Bank address (full street address):

Currency which your account is held in:

General Processing of Refunds

- We will endeavour to process all refunds within 10 working days of receiving a completed refund form (including all necessary supporting evidence).
- We may contact you to clarify any details or request further information in order to process your refund.
- Refunds are calculated on a monthly basis, with a minimum refund of one month.
- A minimum cover period of 3 months is payable if cover is cancelled after arriving into Australia.
- There is no minimum cover period payable if cover is cancelled prior to arrival in Australia.
- For transfer to someone else's account, please provide a signed and dated letter of authority

Please return completed form to:

Allianz Global Assistance OSHC
Locked Bag 3001
Toowong QLD 4066

Phone: 13 OSHC (13 6742)
Fax: +61 7 3305 7009
Email: oshc@allianz-assistance.com.au

The information that you provide is collected for the purposes of administering your Allianz Global Assistance OSHC policy and otherwise managing the policy (including complying with regulatory requirements in relation to OSHC). The information may be disclosed to educational providers, the underwriter, government departments responsible for OSHC, medical practitioners, hospitals and other medical and assistance providers as required to including to notify the Department of Immigration and Border Protection of the granting of the credit. If you would like to gain access to your personal information, please contact Allianz Global Assistance.

Allianz Global Assistance Overseas Student Health Cover policies are authorised under a Deed entered into between Lysaght Peoplecare Limited and the Australian Government through the Department of Health and Ageing. Allianz Global Assistance OSHC is managed by AGA Assistance Australia Pty Ltd ABN 52 097 227 177. Lysaght Peoplecare Limited ABN 95 087 648 753, a private health insurer under the Private Health Insurance Act 2007 (Cth) is the underwriter of Allianz Global Assistance OSHC policies.