

Personal and policy details

nib OSHC Policy Number

Title Given name/s Surname

Date of Birth

Contact Number

Email

 / /

✓ Reason for refund

Evidence required

Please Note: Refunds will not be processed without required evidence supplied. All supporting documents must contain relevant effective dates.

<input type="checkbox"/>	You paid for cover but did not come to Australia	<ul style="list-style-type: none"> Letter from Department of Immigration indicating decline of student visa; or Letter from Institution confirming you will no longer be coming to Australia to study.
<input type="checkbox"/>	You have been studying in Australia and your student visa was not extended, was cancelled or a renewal/extension was refused	<ul style="list-style-type: none"> Letter from Department of Immigration indicating non renewal, extension or cancellation; or Copy of student visa Date you are departing Australia <input type="text"/><input type="text"/>/ <input type="text"/><input type="text"/>/ <input type="text"/><input type="text"/><input type="text"/><input type="text"/>
<input type="checkbox"/>	You need to leave Australia before the end of your studies and approved period of stay	<ul style="list-style-type: none"> Certificate of completion from Institution; or Flight departure details (ticket, boarding pass or exit stamp and identification page from passport). Itinerary not accepted and variations of the above not accepted.
<input type="checkbox"/>	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 permanent residency will commence; or Medicare eligibility statement; or Letter from Department of Immigration.
<input type="checkbox"/>	You are not living in Australia for 3 months or more	<ul style="list-style-type: none"> Flight departure details (ticket, boarding pass or exit stamp and identification page from passport). Itinerary not accepted and variations of the above not accepted. You won't be able to claim for any services while your policy is suspended; or Exit Stamps and identification pages from Passport.
<input type="checkbox"/>	You can provide proof of OSHC with another organisation	<ul style="list-style-type: none"> Confirmation of Health Cover Certificate from another OSHC provider (showing: commencement and expiry dates, listed beneficiaries and type of policy).
<input type="checkbox"/>	In the event of student's death	<ul style="list-style-type: none"> Copy of death certificate.
<input type="checkbox"/>	Change to the scale of policy i.e. from single to family or family to single	<ul style="list-style-type: none"> Letter from the Department of Immigration e.g. from a family policy to a single policy indicating family member(s) leaving Australia; or Flight departure details (Listed as above).
<input type="checkbox"/>	You have been granted a new visa type	<ul style="list-style-type: none"> Letter from the Department of Immigration confirming new working/visitor visa type.
<input type="checkbox"/>	Change to policy visa start and/or end date	<ul style="list-style-type: none"> Letter from the Department of Immigration confirming new visa dates; or Letter from Institute confirming new course dates.

Your policy will be cancelled and refund granted from the following date:

Please indicate the date:

- You will be departing Australia
- You were granted your new visa; or
- You commenced cover with another OSHC provider

Date / /

General processing of refunds

We will endeavour to process all refunds within 10 working days of receiving a completed refund request form.

- We may contact you to clarify any details or request further information in order to process your refund
- Refunds are calculated on a daily basis from the date joined and the date the policy is cancelled
- There is no minimum cover period payable if cover is cancelled prior to arrival in Australia

Privacy: The information that you provide is collected for the purpose of arranging a refund of your nib OSHC premium. The information will be disclosed to educational providers, the underwriter, government departments responsible for OSHC, medical practitioners, hospitals and other medical and assistance providers. If you would like to gain access to your personal information please contact nib.

Refund Payment

If you purchased or amended your nib OSHC policy by credit card either yours or someone else's, **your refund must be processed back to this credit card.** Please provide the details below:

Credit Card Card type (please tick) Mastercard Visa American Express

Please note: If the credit card isn't in your name, then you will need to contact the owner to organise reimbursement.

Name of card holder (as shown on card)

Expiry date

 /

Card number

If the original credit card used to purchase your nib OSHC is no longer valid/active or you purchased by paying cash/B-Pay then please supply bank account details as per below:

Deposit into Australian bank account

Bank/Financial institution name

BSB number

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Account Name

Account number

Deposit into an overseas/international bank account

Bank/Financial institution name

Bank/Financial institution address (full street address)

Account Name

Account holder's address including City/State/Prov/Zip Code (no PO Boxes)

Swift/BIC Code (8 or 11 characters)

Account number

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International Bank Account Number (IBAN) (if applicable)

IFSC Number (if applicable)

Please note that \$AUD (Australian Dollars) is the default currency for refunds. If your bank cannot accept \$AUD, please select from the following options:

EUR (Euro) GBP (British Pounds) INR (Indian Rupee) USD (US Dollars)

Declaration

- I declare that the original credit card used to purchase the OSHC cover is no longer valid or active.
- I acknowledge that upon requesting cancellation or refund of my OSHC Policy with nib, that my name and contact details will be forwarded to the Department of Immigration and Border Protection (DIBP).

Customer's signature

Date / /

Please send completed Refund Forms to

@ Email: niboshc@nib.com.au OR  Mail: nib Premium Processing
Reply Paid 62208, Locked Bag 2010
Newcastle, NSW, 2300

Need help completing this form? Call the nib Customer Care Centre on 1800 775 204 or email niboshc@nib.com.au