

OSHC REFUND & CANCELLATION FORM

1 Personal and policy details

Given name: _____ Surname: _____ Date of birth: ____ / ____ / ____
 nib OSHC policy number: _____ Policy expiry date: _____
 Contact phone number: _____ Email address: _____

2 Refund reasons and evidence required

✓	Reason for refund	Examples of evidence required
<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"/>	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; and Copy of student visa.
<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; and Flight departure details (ticket, boarding pass or exit stamp and identification page from passport).
<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.
<input type="checkbox"/>	You are not living in Australia for 3 months or more.	<ul style="list-style-type: none"> If you're going to another country for 3 or more months you'll have to show us your boarding pass to and from your destination. You won't be able to claim for any services while your policy is suspended.
<input type="checkbox"/>	You can provide proof of OSHC with another organisation	<ul style="list-style-type: none"> Confirmation of Health Cover 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. changing	<ul style="list-style-type: none"> Letter from the Department of Immigration from a family policy to a single policy indicating family member(s) leaving Australia Flight departure details
<input type="checkbox"/>	You have been granted a new visa type	<ul style="list-style-type: none"> Letter from the Department of Immigration confirming i.e. working/visitor visa new visa type
<input type="checkbox"/>	Change to policy start date	<ul style="list-style-type: none"> Letter from the Department of Immigration confirming new visa start date Letter from Institute confirming course start date

Your policy will be cancelled 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

/ /

3 Payment options

☐ Credit Card

If you purchased your policy by credit card directly from nib in the last 12 months, your refund will be credited 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.

☐ **Credit Card Authority** (automatic debit from a credit card)

Card type ► ☐ Mastercard ☐ Visa ☐ American Express

Name of card holder (as shown on card)

Expiry date

/

Card number



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Cont.

Payment options cont.

☐ Deposit into local bank account

Bank / Financial institution name: _____

Account holder's name: _____

Account number: (maximum of 9 digits) _____ BSB: (6 digits) _____

Need help completing this form?

Call the nib Customer Care Centre on **1800 775 204** or email **niboshc@nib.com.au**

4 Declaration

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 Citizenship (DIAC).

Customer's signature

X

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, with a minimum refund of one month
- 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.

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Please send completed Refund Forms to: (no stamp required)

**nib Premium Processing, Reply Paid 62208,
Locked Bag 2010, Newcastle NSW 2300
p: 1800 775 204 or +61 2 4914 1146
e: niboshc@nib.com.au**

nib OSHC