

# OSHC REFUND & CANCELLATION FORM

## 1 Personal and policy details

Given name: \_\_\_\_\_ Surname: \_\_\_\_\_

Date of birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ nib OSHC policy number: \_\_\_\_\_

Contact phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

## 2 Refund reasons and evidence required

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

| ✓                        | 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"> <li>Letter from Department of Immigration indicating decline of student visa; or</li> <li>Letter from Institution confirming you will no longer be coming to Australia to study.</li> </ul>  |
| <input type="checkbox"/> | Your student visa was not extended, was cancelled or a renewal/extension was refused   | <ul style="list-style-type: none"> <li>Letter from Department of Immigration indicating non renewal, extension or cancellation; or</li> <li>Copy of student visa.</li> </ul>  |
| <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"> <li>Certificate of completion from Institution; or</li> <li>Flight departure details (ticket, boarding pass or exit stamp and identification page from passport). Itinerary not accepted and variations of the above not accepted.</li> </ul>  |
| <input type="checkbox"/> | You have been granted permanent residence in Australia                                 | <ul style="list-style-type: none"> <li>Copy of permanent residency visa label from your passport or immigration letter indicating the date when permanent residency will commence; or</li> <li>Medicare eligibility statement; or</li> <li>Letter from Department of Immigration (DIAC).</li> </ul>                           |
| <input type="checkbox"/> | You are not living in Australia for 3 months or more                                   | <ul style="list-style-type: none"> <li>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; or</li> <li>Exit Stamps and identification pages from Passport.</li> </ul> |
| <input type="checkbox"/> | You can provide proof of OSHC with another organisation                                | <ul style="list-style-type: none"> <li>Confirmation of Health Cover Certificate from another OSHC provider (showing: commencement and expiry dates, listed beneficiaries and type of policy).</li> </ul>  |
| <input type="checkbox"/> | In the event of student's death  | <ul style="list-style-type: none"> <li>Copy of death certificate.</li> </ul>  |
| <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"> <li>Letter from the Department of Immigration e.g. from a family policy to a single policy indicating family member(s) leaving Australia; or</li> <li>Flight departure details (Listed as above).</li> </ul>   |
| <input type="checkbox"/> | You have been granted a new visa type  | <ul style="list-style-type: none"> <li>Letter from the Department of Immigration confirming new working/visitor visa type.</li> </ul>   |
| <input type="checkbox"/> | Change to policy visa start and/or end date  | <ul style="list-style-type: none"> <li>Letter from the Department of Immigration confirming new visa dates; or</li> <li>Letter from Institute confirming new course dates.</li> </ul>   |

**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

DD / MM / YYYY

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## 3 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

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

#### Credit Card Details

Card type ▶  Mastercard  Visa  American Express

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 local bank account

Bank/Financial institution name: \_\_\_\_\_

Account holder's name: \_\_\_\_\_

Account number (maximum of 9 digits): \_\_\_\_\_ BSB (maximum of 6 digits): \_\_\_\_\_

## 4 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 Citizenship (DIAC).

Customer's signature

X

Date / /

### General processing of refunds:

**We will endeavour to process all refunds within 20 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.

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

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**

**nib**osHC