




Standard Operating Procedure (SOP): Personal Bond Claim

Owner: Student Financial Section, Department of the Bursar

Date: 15 September 2019 – SOP # SFS 2019-09001

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Purpose:	To establish a guideline for Personal Bond Claim. This is a step-by-step procedure involving student and UTM service staff. All student and UTM service staff should follow this SOP.
Responsibility:	International Student of UTM, UTM International Office Staff, Faculty Academic Office Staff, Academic Management Division Staff and Department of the Bursar Staff.
Process Steps:	<p>International Student</p> <p>Step 1: Obtain refund claim form and arrange for signatories</p> <p>1.1 If refund to student's own bank account:</p> <p>1.1.1 Obtain original pink colour form from Department of the Bursar: APPLICATION FORM FOR REFUND OF DEPOSIT FOR FOREIGN STUDENT</p> <p>1.1.2 Fill in the form with student details;</p> <p>1.1.3 Obtain approval from UTM International for confirmation on cancellation of student's pass;</p> <p>1.1.4 For confirmation of student's status in University, whether: graduate/withdraw/terminate:</p> <ul style="list-style-type: none"> - Postgraduate Student (PG), please obtain approval from Academic Management Division; - Undergraduate Student (UG), please obtain approval from Faculty Academic Office. <p>1.1.5 Submit the following to Department of the Bursar:</p> <ul style="list-style-type: none"> - Original refund form; - Original receipt showing payment of Personal Bond. - Copy of student's passport; - Copy of student's bank passbook/bank statement. <p>1.2 If refund to Authorised Person's bank account:</p> <p>1.2.1 Obtain refund form per item 1.1.1 together with authorisation form (blue colour): AUTHORISATION LETTER FOR REFUND CLAIM</p>

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Process Steps: <i>(continued)</i>	<p>1.2.2 Fill in both forms;</p> <p>1.2.3 Follow step: 1.1.3 & 1.1.4</p> <p>1.2.4 Submit the following to Department of the Bursar:</p> <ul style="list-style-type: none"> - Original refund form; - Original receipt showing payment of Personal Bond; - Copy of student's passport; - Copy of authorized person's passport - Copy of authorized person's bank passbook/bank statement; - Copy of flight ticket/passport showing date of exit from Malaysia; <p>1.2.5 Students need to submit the documents to Department of the Bursar, themselves.</p> <p>1.2.6 <u>If student has left Malaysia:</u></p> <ul style="list-style-type: none"> - Authorised person bring the documents to Department of the Bursar; - Authorised person to do a <u>Whatsapp Video Call with Student</u> in front of staff in-charge (to verify the authorised person); - Authorised person submit the documents to staff in-charge.
	<p><u>UTM International Office</u></p> <p>Step 2: Obtain approval (confirmation on cancellation of student's pass)</p> <p>2.1 If refund to student's own bank account:</p> <ul style="list-style-type: none"> 2.1.1 Ensure the form is complete with information required; 2.1.2 Check the data against letter received from faculty or expiry date of student's pass; 2.1.3 Sign & stamp at the form. <p>2.2 If refund to Authorised Person's bank account:</p> <ul style="list-style-type: none"> 2.2.1 Follow step 2.1.1 & 2.1.2 above; 2.2.2 Ensure student come himself for approval; 2.2.3 Sign & stamp at the form.
	<p><u>Faculty Academic Office (for Undergraduate Student)</u></p> <p>Step 3A: Obtain approval (confirmation of status: whether graduated/withdraw/ terminated)</p> <p>3A.1 Check status of student, whether: graduated/withdraw/terminated;</p> <p>3A.2 Sign & stamp at the form.</p>
	<p><u>Academic Management Division Office (for Postgraduate Student)</u></p> <p>Step 3B: Obtain approval (confirmation of status: whether graduated/withdraw/ terminated)</p> <p>3B.1 Check status of student, whether: graduated/withdraw/terminated;</p> <p>3B.2 Sign & stamp at the form.</p>

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Process Steps:
(continued)

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Step 4: Payment Process

4.1 If refund to student's own bank account:

- 4.1.1 Ensure the form and supporting documents are complete with information required per Step 1;
- 4.1.2 Check student's financial record, outstanding balance will be offset with the refund and balance (if any) will be credited into student's bank account;
- 4.1.3 If there is no outstanding fee, full refund of personal bond will be credited into student's bank account.

4.2 If refund to Authorised Person's bank account:

- 4.2.1 Verify the authorised person with student, during Whatsapp Video Call session;
- 4.2.2 Write down date, time & name of Department of the Bursar person in-charge who perform the verification;
- 4.2.3 Ensure the form is complete with information required per Step 1;
- 4.2.4 Check student's financial record, outstanding balance will be offset with the refund and balance (if any) will be credited into Authorised Person's bank account;
- 4.2.5 If there is no outstanding fee, full refund of personal bond will be credited into Authorised Person's bank account.

Note: Cheque will be issued if student's/authorized person's bank account is other than CIMB Bank Account. They will be contacted via phone/email for cheque collection.

End of Process.