

THE REFUND PROCESS

Dear Graduand

Please note NO CASH REFUNDS will be paid out on Campus.

ALL REFUNDS WILL BE PAID OUT ELECTRONICALLY.

LOCAL STUDENTS : You will require a valid local(South African) bank account and a valid local cell-phone number, **please follow the 5 STEP REFUND PROCEDURE below**

INTERNATIONAL STUDENTS : If you have a valid local(South African) bank account, please follow the **5 STEP REFUND PROCEDURE for LOCAL STUDENTS below.**

If you do not have a local bank account, please bring your original passport or a certified copy thereof to us at the Graduation **WHEN COLLECTING YOUR ATTIRE** as well as a hard (paper) copy of your International Banking Details.

STEP 1 YOU WILL RECEIVE AN SMS FROM US REQUESTING YOUR BANKING DETAILS

Once you have returned your attire after the graduation you will receive an SMS in the following format :

T BIRCH & CO PTY LTD | | Please confirm your banking details by SMS reply. | | Reply format: | | BANKNAME, ACCOUNTNUMBER | | Note: The Bank Name and The Commas are important! | Example Reply : ABC BANK, 123456789

STEP 2 YOU WILL SEND US YOUR BANKING DETAILS VIA SMS

USING AN ACTUAL BANK ACCOUNT AS AN EXAMPLE ONLY : BANKNAME, STANDARD BANK, ACCOUNTNUMBER 080002013, your SMS reply would look like this : **STANDARD BANK, 080002013**

STEP 3 YOU WILL RECEIVE AN SMS ASKING YOU TO CONFIRM YOUR BANKING DETAILS SENT IN STEP 2

After you have sent your SMS containing your banking details, you will receive another SMS in the following format :
Please reply YES or NO to confirm banking details: | | Bank: [STANDARD BANK] Account: [080002013]

STEP 4 YOU WILL CONFIRM YOUR BANKING DETAILS VIA SMS (THIS IS DONE TO DOUBLE-CHECK YOUR DETAILS!)

If you are satisfied that your banking details are correct your SMS reply will be : **YES**

If you are not satisfied that your banking details are correct your SMS reply will be : **NO** and you will receive the **STEP 1 SMS** again and repeat the process of confirming your banking details.

STEP 5 YOU WILL RECEIVE A FINAL CONFIRMATION SMS THAT YOUR BANKING DETAILS ARE ON OUR SYSTEM

Once you have replied **YES**, you will then receive a FINAL CONFIRMATION SMS in the following format :

Banking details confirmed! | | Thank you, | T BIRCH & CO PTY LTD | | Powered by TenacIT.net

TIPS (1) Most South African Bank accounts consist of 9 digits up to a maximum of 11 digits, **DO NOT ENTER ANY EXTRA DIGITS** in respect of your account number when replying to the SMS.

(2) Our system cannot refund to a credit card or debit card – i.e. if you send in a 16 digit credit or debit card number, you will receive an error SMS asking you to re-enter your details.

(3) Do not enter your actual name in place of the name of the Bank, we require the name of the institution that you bank with only i.e. Standard Bank, Nedbank, First National Bank, FNB, ABSA, Investec, Post Office Bank, FirstRand Bank are examples of valid bank names.

Payment will be made to the account number provided within 72 hours of the receipt of the FINAL CONFIRMATION SMS. Should you experience any difficulties with the refund process please e-mail us at gradrefundqueries@birchs.co.za