

# OSHC Refund Tips

(from UQ-OCS Class of 2022)

## REQUIRED DOCUMENTS

### 1. COPY OF PASSPORT

### 2. CERTIFIED COMPLETION STATEMENT: The certified completion statement should be obtained in the following manner:

- Log onto my.UQ, then go to the myRequests section
- Click new request, then click certified document.
- On the request details section, **do NOT choose 'Completion Statement' as this does not allow the option to include the "I require additional wording from the Faculty of Medicine for my OSHC refund" text as instructed by the UQ Ochsner Phase 2 website.** This will autogenerate a generic completion statement that is not tailored to what students need to get the refund (it doesn't indicate that students were part of the Ochsner program, that they left Australia, etc).
- Instead, **choose 'Other' and add the additional details in the comments section.**
- It will take up to 10 business days for UQ to complete the document. The completion statement will be available in the 'My eEquals' portal once it is finalized. Please note that if the request is being submitted around the holidays, processing times may be even longer.

### 3. FLIGHT ITINERARY: Students must provide a copy of the flight ticket they purchased when leaving Australia. Regarding students who did not save a copy of their flight itinerary, some airlines are unable to provide a copy after a certain amount of time so students should double check with their respective airlines if this is applicable.

If students are ultimately unable to locate and provide a copy of the itinerary for their departure flight, the only acceptable alternative is to submit a request for international movement records from the Australian Government Department of Home Affairs and provide that documentation instead.

(<https://immi.homeaffairs.gov.au/.../request-international...>)

### 4. VISA GRANT DOCUMENTATION: Students should attach the document they received prior to matriculation indicating that you were granted a student visa by the Australian Government. (example shown below) Students who do not have a saved copy can access this documentation on the Australian Government ImmiAccount portal at <https://online.immi.gov.au/lusc/login>.



Dear [REDACTED]

We have granted you a Student (subclass 500) visa on 27 December 2018.

<b>Application status</b>	
Student (subclass 500):	<b>Granted</b>

**Visa conditions**

8105 - Work limitation  
8202 - Meet course requirements  
8501 - Maintain health insurance  
8516 - Must maintain eligibility  
8517 - Maintain education for dependants  
8532 - Under 18 approve welfare  
8533 - Inform provider of address

An explanation of each condition of this Student (subclass 500) visa is provided below.

You can check these conditions at any time by using the Visa Entitlement Verification Online (VEVO) service. The four-digit number presented next to each condition above is used in VEVO to identify each condition that applies to this Student (subclass 500) visa.

**Visa duration and travel**

<b>Date of grant</b>	27 December 2018
<b>Must not arrive after</b>	15 March 2023
<b>Length of stay</b>	15 March 2023
<b>Travel</b>	Multiple entries


**Visa summary**

- VISA CANCELLATION LETTER:** Allianz requests documentation confirming the cancellation of the student visa. Students can request their visa cancellation on the ImmiAccount portal. This should only be done AFTER graduation. Once the request has been submitted, students should also download a pdf available on their ImmiAccount that confirms that they submitted a request for visa cancellation. Please note that processing times are highly variable. *(If students do not receive their visa cancellation within time, they can try submitting documentation confirming that they requested visa cancellation along with the rest of their paperwork.)*
- OSHC REFUND FORM:** First, please note that the policy number being requested on the form starts with 'P00'. This may be different than original policy numbers issued prior to 2020. Students should check their email inboxes or on the Allianz myHealth app to find their updated policy number. Some students who initially could not locate their policy number have noted that the UQ financial aid office (Irina Bapst) was able to assist them in finding their policy numbers. Second, Allianz recommends students selecting option #2 for the reason for refund.

**\*\*Although this item was not mandated by Allianz, it is recommended that students also provide documentation confirming that they paid for the OSHC premium. (screenshot included as example) There have been cases where Allianz initially rejected refund applications due to misunderstanding OSHC policies as University-sponsored/paid, which they are not. Sending this documentation should help clarify and avoid this misunderstanding.**

**PAYMENT DETAILS**

Date of offer: [REDACTED]  
 Student ID Number: [REDACTED] Date of Birth: [REDACTED]  
 CRICOS Code: 080920G  
 [REDACTED]



**THE UNIVERSITY OF QUEENSLAND AUSTRALIA**  
UQ International Admissions  
 CRICOS Provider Code: 00025B

**Payment (please tick one):**

I hereby pay the following deposit amount, USD\$3,000 for the first semester of tuition fees, and **AUD\$3060** OSHC for the duration of my Doctor of Medicine program.

I have been successful in obtaining a full scholarship/sponsorship which covers the cost of my tuition and OSHC, and attach a copy of my scholarship/sponsorship letter to this form to accept my offer.

I have been successful in obtaining a partial scholarship/sponsorship. I hereby pay the balance of AUD\$ [REDACTED] for any remaining deposit of tuition fees and OSHC for the duration of my program, and attach a copy of my scholarship/sponsorship letter to this form.

**Please select from one of the following payment methods:**

**Option 1. Banker's draft**

**Tuition fee deposit (must be paid in U.S. dollars by banker's draft)**

I enclose a banker's draft for USD\$3,000 made payable to The University of Queensland.

**OSHC (must be paid in Australian dollars)**

I enclose a banker's draft drawn on an Australian Bank (with which your financial institution has a relationship eg: ANZ, CBA) for **AUD\$3060** made payable to The University of Queensland.

I have chosen my own OSHC and do not need the University to arrange cover for me. Attached is evidence of my OSHC (eg certificate of insurance).

**Option 2. Telegraphic Transfer**

I have arranged a Telegraphic Transfer (TT) for USD\$ 3000 for my deposit to:

The University of Queensland No.1 Account  
 Commonwealth Bank of Australia (CBA)  
 St Lucia Branch  
 Account Number: 064 158 10897870 (Swift Code : CTBAAU2S)

Please quote your "Student ID OCHSNR" on the TT advice, scan and email to:  
[applicationstatus@uq.edu.au](mailto:applicationstatus@uq.edu.au)

I have arranged a Telegraphic Transfer (TT) for **AUD\$3060** for my OSHC to:

The University of Queensland No.1 Account  
 Commonwealth Bank of Australia (CBA)  
 St Lucia Branch  
 Account Number: 064 158 10897870 (Swift Code : CTBAAU2S)

Please quote your "Student ID OCHSNR" on the TT advice, scan and email to:  
[applicationstatus@uq.edu.au](mailto:applicationstatus@uq.edu.au)

UQ-Ochsner – v 28.06.2018

**Option 3. Credit Card (OSHC only)**

Please note that it is not possible to pay tuition fee deposits by credit card.

Please charge my credit card.

I authorise the University to process multiple transactions as necessary to pay AUD\$ 3060 (complete details below).

Mastercard  Visa

Card Number: [REDACTED] Expiry Date: [REDACTED]  
 Name on Card: [REDACTED] Signature: [REDACTED]  
 CVV: [REDACTED]

Please check your daily credit card limit with your bank prior to making payment. Delays will be experienced if payment is declined.

All documentation should be sent in a single email to [oshc@allianzcare.com.au](mailto:oshc@allianzcare.com.au). Students should include their **policy number** (P00...) and **OSHC refund** in the email subject line. It is also recommended for students to write out brief details of the documentation they are providing in the body of the email as to avoid any potential confusion. Should students have additional questions regarding the refund process, please note that **it is easier to call Allianz at +61 7 3305 7000 between 7:30 AM to 5:00 PM AEST** than to email as there may be significant delays with email responses.

If applications are lacking documentation or require further follow up, students will be notified within 10 business days. Otherwise, it will take up to 15 business days for the application to be processed. Allianz will then send out an email noting that the OSHC policy has been amended (with the expiration date being changed to the day of departure from Australia). Shortly after, they will follow up with a subsequent email confirming that the refund is being sent to students' bank accounts. It will then take an additional 15-20 business days to transfer funds to US bank accounts (Per Allianz, it will take less time if funds are being transferring to an Australian bank account instead.)

Given the extensive amount of time needed to obtain documents and have the refund application processed, students should begin the refund process as soon as possible.