

Refund Policy and Requirements Checklist

Refund of Visa Application Fee: Cancellation, No shows and Administration Fees

A full refund of VFS Global's service fee ("Service Fee") is generally not possible once payment of the visa application fee ("Visa Fee") (which includes the Service Fee) has been made.

All cancellations and no shows will attract a penalty fee of R850 ("Penalty Fee"), which will be deducted from the Visa Fee.

All other reasons will bear a R250 administration fee ("Administration Fee"), on condition that proof of resubmission of documents is provided by the customer or agent completing the refund submission.

No fee will be charged if the applicant is unable to honour the appointment due to his or her death or hospitalisation.

An applicant can reschedule a confirmed appointment twice, up to 48 hours prior to the scheduled date of that appointment, but thereafter the Penalty Fee will be charged. VFS Global recommends that applicants reschedule appointments where necessary to avoid being charged Penalty Fees for no shows.

Where an applicant makes a mistake on their visa application (for example by making an error on the visa application form, or failing to produce the required documents during submission at a VFS Global center,) the applicant will be advised to correct these errors and complete a new application, with all necessary processes including the payment. When a refund is requested for these reasons, the applicant will be refunded his/her initial payment, less the Administration Fee. An applicant must show proof of a new application and payment being completed prior to requesting a refund. Failure to provide proof of a new application and payment will result in the levying of a Penalty Fee.

All applications where an applicant must apply from their country of origin, will bear a penalty fee (R850) **if** proof of resubmission of documents from their country is not provided. We strongly recommend that an applicant only submits their refund request, once they are in possession of the stated resubmission documents.

The Penalty Fee; will apply when an applicant fails to make use of VFS Global services.

All refund claims made after the applicant's confirmed appointment date for any reason will be regarded as a no show or cancellation and will be subject to the Penalty Fee.

Eligible refunds require 30 calendar days from the date of refund request, excluding public holidays, to be processed and no refunds will be processed after 6 months from the date of becoming eligible for such refunds (from when payment is made)

All refund application requests will be processed in the same method as was used to make payment in instances where the online payment option is utilized. E.g. if payment was made by credit card, the refund will also be made to the same account linked to the credit card.

VFS Global is not under any obligation to consider a refund for any application that has passed its "Quality Control" process during submission. (The Quality Control process is the final process that the visa application goes through on the date of submission.)

It is the responsibility of the payer to ensure that all monies paid into any VFS Global accounts are correct, and that VFS Global is the rightful beneficiary. Any payment made to VFS Global in error, will incur a penalty fee, to be assessed on a case-by-case basis and will only be repaid pending VFS Global's internal investigation processes.

The applicant hereby acknowledges and agrees that the charging of the Administration Fee and/or the Penalty Fee are reasonable and fair in terms of relevant laws.

Please refer to the below requirement checklist for refund submissions.

REFUNDS REQUEST REQUIREMENT CHECKLIST

All documents listed are mandatory (if applicable) and need to be provided in a visible format (clear quality)

Points to Note for Refund Submission:

Any missing mandatory documents will delay or lead to your refund request being rejected for processing.

Password protected documents

Kindly share (if any) passwords for protected documents, or alternatively cut and paste the documents into the body of the e-mail, when emailing your supporting documents to cro_dhasa@vfsglobal.com, once online submission has been successfully completed

Proof of payments are:

1. Bank deposits slips reflecting bank stamp, amount paid and date of transaction
 - Lost original bank deposit proof of payments will require a reprint from the bank, showing the bank stamp and amount paid
2. Online payment receipts reflecting transaction amount, payment reference and date
 - Online proof of payments not received on email, will require the bank statement page of the highlighted transaction being provided as an alternative

Bank account details (when completing the online refund form)

1. All online and international account payments are automatically refunded into the original (same) account
2. For all international banks not listed on the drop down option, select any bank name when completing the bank details section on the online refund form, and payments are automatically refunded into the original (same) account

Important Notices:

- VFS Global has the right to regulate the final amount based on scrutiny or analysis by our authorities
- The documents provided once the refund has been submitted, are the final documents that are considered for verification
- Any missing or additional documents sent after a notification has been sent, or once the refund process is underway, will unfortunately not be considered for further reimbursement requests
- It is the onus of the applicant to only submit the refund request once they have acquired the complete and correct documents, within the 6 month submission validity period

Once the submit button has been selected, please note:

- This is considered acknowledgement of final submission by the applicant, and that the complete, correct documents have been provided
- The applicant has read, understood and is in agreement with the refund policy and below supporting documents checklist terms

Primary Reason For Refund	Supporting Documents Required
Incorrect Category	<p>R250 levied (Only applicable when proof of resubmission documents are provided) R850 penalty (If <u>any of the 4 listed</u> documents below are missing, or no proof of resubmission forms provided)</p> <p><u>Batch 1: Checklist documents for incorrect application</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Original proof of payment receipt for incorrect category (<u>mandatory document</u>) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> Appointment letter of old or incorrect application in .pdf format (<u>mandatory document</u>) An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request <p><u>Batch 2: Checklist documents to provide for proof of resubmission documents for R250 deduction consideration</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Proof of payment receipt for the correct category application submitted in .pdf or .jpeg format (if correct category application submitted) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> ICR (Invoice Cum Receipt-white slip) or Appointment letter of new application in .pdf format (if correct category application submitted) <input checked="" type="checkbox"/> Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) <input checked="" type="checkbox"/> Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
Hospitalization	<p>No fees applicable (Only applicable when supporting documents provided) R850 penalty (If <u>any listed</u> documents below are missing)</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Original proof of payment receipt in .pdf or .jpeg format (<u>mandatory document</u>) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i>

<p>Hospitalization (continued)</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Appointment letter of old or incorrect application in .pdf format <u>(mandatory document)</u> An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and details linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request <input checked="" type="checkbox"/> Relevant documentation or certificates indicating hospitalization from hospital in .pdf or .jpeg format reflecting applicant's name and dates <u>(mandatory document)</u> <input checked="" type="checkbox"/> Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
<p>Death</p>	<p>No fees applicable (Only applicable when supporting documents provided)</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Original proof of payment receipt in .pdf or .jpeg format <u>(mandatory document)</u> <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> Appointment letter in .pdf format <u>(mandatory document)</u> An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request <input checked="" type="checkbox"/> Death certificate in .pdf or .jpeg format <u>(mandatory document)</u> <input checked="" type="checkbox"/> Proof of kinship or viable relationship in .pdf or .jpeg format <u>(mandatory document)</u> <input checked="" type="checkbox"/> Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) <input checked="" type="checkbox"/> Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options

<p>Cancellation</p>	<p>R850 penalty on initial amount paid</p> <ul style="list-style-type: none"> ☑ Original proof of payment receipt in .pdf or .jpeg format (mandatory document) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> ☑ Appointment letter in .pdf format (mandatory document) An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request ☑ Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
<p>No Show – Missed Appointment Date</p>	<p>R850 penalty on initial amount paid</p> <ul style="list-style-type: none"> ☑ Original proof of payment receipt in .pdf or .jpeg format (mandatory document) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> ☑ Appointment letter in .pdf format (mandatory document) Please note Visa Application Forms (VAF) are not required documents for a refund request ☑ Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
<p>Missing Supporting Documents</p>	<p>R250 levied (Only applicable when proof of resubmission documents are provided) R850 penalty (If <u>any of the 4 listed</u> documents below are missing, or no proof of resubmission forms provided)</p> <p><u>Batch 1: Checklist documents for incorrect application</u></p> <ul style="list-style-type: none"> ☑ Original proof of payment receipt for incorrect category (mandatory document) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> ☑ Appointment letter of old or incorrect application in .pdf format (mandatory document) An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i>

<p>Missing Supporting Documents (continued)</p>	<p>Please note Visa Application Forms (VAF) are not required documents for a refund request</p> <p><u>Batch 2: Checklist documents to provide for proof of resubmission documents for R250 deduction consideration</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Proof of payment receipt for the correct category application submitted in .pdf or .jpeg format (if correct category application submitted) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> ICR (Invoice Cum Receipt-white slip) or Appointment letter of new application in .pdf format (if correct category application submitted) <input checked="" type="checkbox"/> Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) <input checked="" type="checkbox"/> Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
<p>Double payment <i>(Payment made for the same application reference in duplicate)</i></p>	<p>All duplicate payments made 12 hours after the initial payment will carry an admin fee of R250</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Proof of payment receipt in .pdf or .jpeg format for submitted application (mandatory document) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> Second initial original proof of payment receipt for same application (mandatory document) Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format <input checked="" type="checkbox"/> Clear POS slip if payment is made at VFS Global <input checked="" type="checkbox"/> ICR (Submission Receipt-white slip) or Appointment letter of new application in .pdf format (if correct category application submitted) (mandatory document) Please note Visa Application Forms (VAF) are not required documents for a refund request <input checked="" type="checkbox"/> Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options

<p>Overpaid</p>	<p>R250 admin fee will be levied from initial amount paid.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Proof of payment receipt in .pdf or .jpeg format for submitted application (<u>mandatory document</u>) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> Appointment letter in .pdf format (<u>mandatory document</u>) An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request <input checked="" type="checkbox"/> Clear POS slip if payment is made at VFS Global <input checked="" type="checkbox"/> ICR (Submission Receipt-white slip) or Appointment letter of new application in .pdf format (if correct category application submitted (<u>mandatory document</u>)) <input checked="" type="checkbox"/> Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) <input checked="" type="checkbox"/> Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
<p>Errors Made on Application Form</p>	<p>R250 levied (Only applicable when proof of resubmission documents are provided) R850 penalty (If <u>any of the 4 listed</u> documents below are missing, or no proof of resubmission forms provided)</p> <p><u>Batch 1: Checklist documents for incorrect application</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Original proof of payment receipt for incorrect category (<u>mandatory document</u>) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> Appointment letter of old or incorrect application in .pdf format (<u>mandatory document</u>) An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request

<p>Errors Made on Application Form (continued)</p>	<p><u>Batch 2: Checklist documents to provide for proof of resubmission documents for R250 deduction consideration</u></p> <ul style="list-style-type: none"> ☑ Proof of payment receipt for the correct category application submitted in .pdf or .jpeg format (if correct category application submitted) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> ☑ ICR (Submission Receipt-white slip) or Appointment letter of new application in .pdf format (if correct category application submitted) ☑ Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) ☑ Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
<p>Applicant Incorrectly Added Dependent</p>	<p>R250 levied (Only applicable when proof of dependent’s documents are provided) R850 penalty (If <u>any of the listed</u> documents below are missing, or no proof of resubmission forms provided for main applicant, if applicable)</p> <p><u>Batch 1: Checklist documents for dependent added incorrectly</u></p> <ul style="list-style-type: none"> ☑ Original proof of payment receipt for incorrect category (mandatory document) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> ☑ Appointment letter of old or incorrect application in .pdf format (mandatory document) An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant’s VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request ☑ Current Permit and passport bio page (page with applicant details) of applicant incorrectly added and not requiring an application ☑ Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) ☑ Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options

<p>Applicant Incorrectly Added Dependent (continued)</p>	<p><u>Batch 2: Checklist documents to provide for main applicant (if applicable)</u></p> <ul style="list-style-type: none"> ☑ Proof of payment receipt for the correct category application submitted in .pdf or .jpeg format (if correct category application submitted) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> ☑ ICR (Invoice Cum Receipt-white slip) or Appointment letter of new application in .pdf format (if correct category application submitted) ☑ Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) ☑ Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
<p>Asylum Seeker</p>	<p>R250 levied (Only applicable when proof of resubmission documents are provided) R850 penalty (If <u>any of the listed</u> documents below are missing, or no proof of resubmission forms provided)</p> <p><u>Batch 1: Checklist documents</u></p> <ul style="list-style-type: none"> ☑ Original proof of payment receipt for incorrect category (mandatory document) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> ☑ Appointment letter of old or incorrect application in .pdf format (mandatory document) An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request ☑ Certificate of Asylum seeker (mandatory document) ☑ Certified copy of passport bio page (page with applicant details) (mandatory document) <p><u>Batch 2: Checklist documents to provide for proof of resubmission documents for R250 deduction consideration</u></p> <ul style="list-style-type: none"> ☑ Proof of payment receipt for the correct category application submitted in .pdf or .jpeg format (if correct category application submitted) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i>

<p>Asylum Seeker (continued)</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> ICR (Invoice Cum Receipt-white slip) or Appointment letter of new application in .pdf format (if correct category application submitted) <input checked="" type="checkbox"/> Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) <input checked="" type="checkbox"/> Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
<p>Apply from Country of Origin</p>	<p>R250 levied (Only applicable when proof of resubmission documents are provided) R850 penalty (If <u>any listed</u> documents below are missing, or no proof of resubmission forms provided)</p> <p><u>Batch 1: Checklist documents for incorrect application</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Original proof of payment receipt for incorrect category (mandatory document) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> Appointment letter of old or incorrect application in .pdf format (mandatory document) An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request <p><u>Batch 2: Checklist documents to provide for proof of resubmission documents for R250 deduction consideration</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Official submission documents showing proof of resubmission in country of origin reflecting applicant name (mandatory document) <input checked="" type="checkbox"/> Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) <input checked="" type="checkbox"/> Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options

<p>Applicant Does Not Qualify for Visa/Permit</p>	<p>R250 levied (Only applicable when proof of relevant or resubmission documents are provided) R850 penalty (On initial amount paid if no valid proof of reason or resubmission documents are provided)</p> <p><u>Batch 1: Checklist documents for initial application</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Original proof of payment receipt for initial category (mandatory document) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> Appointment letter of initial application in .pdf format (mandatory document) An alternative to the appointment letter if no appointment was scheduled <i>Provide a screen shot of grid table (found on the 1st page after logging onto applicant's VFS Global profile) or Payment details table clearly showing the refund reference number and amount linked to this application</i> Please note Visa Application Forms (VAF) are not required documents for a refund request <input checked="" type="checkbox"/> Affidavit explaining reasons <input checked="" type="checkbox"/> Certified copy of passport bio page <p><u>Batch 2: Checklist documents to provide for R250 deduction consideration</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Proof of payment receipt for the correct category application submitted in .pdf or .jpeg format (if correct category application submitted) <i>Reflecting beneficiary payment reference details or bank stamp in .pdf or .jpeg format</i> <input checked="" type="checkbox"/> ICR (Invoice Cum Receipt-white slip) or Appointment letter of new application in .pdf format (if correct category application submitted) <input checked="" type="checkbox"/> Any other relevant additional document in support of your refund reason if applicable (must be emailed, including all the above documents to cro_dhasa@vfsglobal.com) <input checked="" type="checkbox"/> Bank account number confirmation only if payment to VFS Global was made using EFT or bank deposit options
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In case of any Department of Home Affairs South Africa refund queries, please email: cro_dhasa@vfsglobal.com