

# AHM

ANNALINK\*  
OSHC-STUDENTS



# OSHC GUIDELINE

# HOW TO REFUND

You can apply in writing for a pro-rata refund of premium for the unexpired portion of your policy if

## 1. YOU PAID YOUR PREMIUM BUT DID NOT COME TO AUSTRALIA

Required documents:

- Certificate of Insurance
- Passport
- Evidence of not coming to Australia (e.g. cancellation letter from your institution, withdrawal letter from the Embassy, etc.)

## 2. YOU PURCHASED COVER FOR AN EXTENDED STAY, BUT THE DEPARTMENT OF IMMIGRATION DID NOT APPROVE YOUR VISA EXTENSION.

Required documents:

- Certificate of Insurance
- Passport
- Refusal letter confirming that your visa extension was not granted

### 3. YOU WERE OBLIGED TO CEASE STUDIES AND LEAVE AUSTRALIA BEFORE THE END OF YOUR APPROVED STAY DUE TO REASONS BEYOND YOUR CONTROL

Required documents:

- Certificate of Insurance
- Passport
- One-way ticket from Australia to your home country

### 4. YOU HAVE BEEN GRANTED PERMANENT RESIDENCE IN AUSTRALIA

Required documents:

- Certificate of Insurance
- Passport
- Certificate of Insurance (Medicare) as an Australian permanent resident/citizen

Rimberio  
Signature Toolline

## 5. YOU WERE NOT A RESIDENT IN AUSTRALIA FOR A CONTINUOUS PERIOD OF 3 MONTHS OR MORE, WHILE HOLDING A VALID STUDENT VISA

Required documents:

- Certificate of Insurance
- Passport
- Return air tickets (showing departure from and re-entry to Australia)

## 6. YOU CAN PROVIDE PROOF OF OSHC ISSUED BY ANOTHER ORGANIZATION COVERING THE SAME PERIOD

Required documents:

- Certificate of Insurance
- Passport
- Certificate of Insurance from the other organization

Rimberio  
Signature Toolline

# THANK YOU

## CONTACT INFORMATION

For services and more information, please visit:

- **Website:** <https://oshcstudents.com.au>
- **Hotline :** +61 430 330 198
- **Email:** [info@oshcstudents.com](mailto:info@oshcstudents.com)

*One of our Member Service Specialists will be happy to help you choose the right cover to suit your needs and budget.*