

Refund Policy

1 The Minimum Attendance Requirement

- 1.1 A Subsidised Student¹ shall be required to attain an attendance rate of at least 50% in each calendar month, with the exception of the calendar months of June and December where the attendance rate shall be at least 30%. The attendance rate shall be calculated using the following formula:

$$\frac{(B + C)}{A}$$

Where,

“A” refers to the number of calendar days in which the Centre operates in the calendar month²,

“B” refers to the number of calendar days in which the subsidised student attends the Centre in the calendar month, and

“C” refers to the number of calendar days in which the subsidised student is absent with a valid reason³ in the calendar month.

- 1.2 Once the Centre ascertains that a Subsidised Student’s attendance rate falls below the minimum attendance requirement for a given calendar month, the Centre shall be required to refund the Subsidy disbursed in respect of the Subsidised Student to MSF within the next calendar month. Please refer to paragraph (3) for the refund procedures.

1 Withdrawal from the Centre

- 1.1 The Centre will be required to submit a Withdrawal Form to MSF in respect of every Subsidised Student who withdraws from the Centre. A copy of the Withdrawal Form can be obtained from Annex 3 of the Subsidised Student Application Form.
- 2.2. The Centre should encourage a Subsidised Student to complete a full calendar month before withdrawing from the Centre. This is so that the Subsidised Student may enjoy the full SCFA Subsidies for the relevant month.

Withdrawal with notice

- 2.3 If the Withdrawal Form reflects that at least 1 month’s notice of his intended withdrawal has been given by the parent or guardian of the Subsidised Student, the Centre shall continue to receive the Subsidy in respect of a Subsidised Student until his last day of attendance at the Centre. If the Subsidised Student’s last day of attendance does not fall on the last day of the calendar month, the attendance rate shall be calculated based on Paragraph 1.1 above. Once the Centre ascertains that a Subsidised Student’s attendance rate falls below 50% for the calendar month (or 30% for the months of June and December), the Centre shall be obliged to return to MSF the entire Subsidy for the relevant month. Please refer to Paragraph 1.2 for details on how to refund the Subsidy for the relevant month.

¹ i.e. a student who is enrolled in the Centre and is eligible to receive the SCFA Subsidies

² If the Centre operates on Saturday, the number of operating days will include the Saturdays. If the Child is not enrolled in the beginning of the Month, (A) will be based on the number of calendar days in which the Centre operates in the month since the Child is enrolled. However, this only applies for extenuating circumstances where Child is not able to enrol in the beginning of the Month, and is subject to MSF’s assessment.

³ Valid reasons stipulated by MSF are: when the child (a) has valid MC (b) engages in school activities outside of the Centre (e.g. such as co-curricular activities, supplementary classes, training for sport and national tournament), (c) engages in enrichment activities organised by VWOs outside of the Centre (e.g. tuition classes).

- 2.4 The Start-Up Grant (SUG) Deposit shall not be released to the Centre, if it has received a one-month withdrawal notice. The table below illustrates an example.

| | April 2019 | May 2019 |
|----------------------------------|---|---|
| Attendance | Attended $\geq 50\%$; 1 month's withdrawal notice given | Attended; Last day 31/5/2019 |
| Disbursement of Subsidies | Subsidy – Disbursed | The Centre submits Withdrawal Form to MSF – reflect 1-month notice given. |
| | | Subsidy – Disbursed SUG (Deposit)- Cancelled |

Withdrawal without notice

- 2.5 MSF shall not disburse any further Subsidy in respect of a Subsidised Student should the Withdrawal Form indicate that no notice of withdrawal was provided. Upon the occurrence of such an event, the Centre may apply for the Start Up Grant Deposit, if any, to be released to the Centre. The table below illustrates an example.

| | April 2019 | May 2019 |
|----------------------------------|----------------------|--|
| Attendance | Attended $\geq 50\%$ | No longer attending No 1-month withdrawal notice given |
| Disbursement of Subsidies | Subsidy – Disbursed | The Centre submits Withdrawal Form – reflect <u>no</u> 1-month withdrawal notice given, and seeks SUG Deposit release, if any. |
| | | Subsidy – Cancelled SUG (Deposit)- Disbursed |

3 Refund Procedure

- 3.1 For refund of excess payment, you may do so by transferring through electronic means (e.g. GIRO or Inter-Bank Transfer) to MSF's bank account. As the bank account is shared among all divisions in MSF, we therefore request your assistance to key in details of the payment, based on the Excel template shown in the link below, and provide us the bank transaction advice once the refund had been transferred. This is to allow us to identify the recipient(s) for the intended transfer. MSF's bank account details, to effect the electronic payment is as shown below.
- 3.2 Website link to download the Excel template:

https://www.msf.gov.sg/studentcare/Admin/Publications/SCFA_GIRO_Refunds_to_MSF.xlsx

- 3.3 Our bank information is as follows:

Bank account Name: AG/MSF
 Bank Name: DBS Bank Limited
 Bank code: 7171
 Branch code: 015
 Bank account number: 015-020294-7