

## How to complete a Refund Application Form

### Please read the following before completing the application form

The following Refund Application Form can be used to apply for a refund in the following circumstances:

1. If you have paid for an online service such as filed a form online – requests for refunds for forms filed made over the counter or by mail should be directed to the registry where the document was filed.
2. If you believe that you have been overcharged, paid twice, charged the wrong fee or if your transaction was rejected. PLEASE NOTE THAT THE COURTS WILL NOT PROVIDE A REFUND WHERE THE SERVICE HAS BEEN PROVIDED.

Please complete one application form per filing instance (or transaction).

To claim a refund using this application form you will require access to:

- A printer
- A scanner
- An email account

If you do not have access to any of these contact the Court Services Centre on 1300 679 272 for assistance.

To claim a refund complete the below form, print and sign it and email the scanned completed form to [onlineregistry\\_support@justice.nsw.gov.au](mailto:onlineregistry_support@justice.nsw.gov.au).

### Guidelines for Completing the Form

<b>Applicant Details</b>	<ul style="list-style-type: none"> <li>• Insert details of the person applying for the refund, complete all fields.</li> <li>• It is possible to apply for a refund on behalf of someone else. The credit will go to the person or organisation who made the original payment.</li> </ul>
<b>Refund Details</b>	<ul style="list-style-type: none"> <li>• Provide details of the refund you are seeking.</li> <li>• Your receipt number and batch number can be found in the email you received confirming your electronic filing had been successfully accepted. If you do not have access to your email confirmation contact 1 300 679 272 for assistance.</li> <li>• Provide an explanation as why you are requesting this refund. The NSW Attorney General &amp; Justice Department reserves the right to refuse your application if the reason is not considered valid. Should your application be refused you will be contacted with further information.</li> </ul>
<b>Direct Credit Details</b>	<ul style="list-style-type: none"> <li>• Complete all fields – provide details of the account number which will be credited should your application be successful.</li> <li>• Refunds can <b>only</b> be provided by Electronic Funds Transfer.</li> <li>• The name on the account must match the name of the person or organisation who filed.</li> </ul>
<b>Supporting Documentation</b>	<ul style="list-style-type: none"> <li>• You must attach your Tax Receipt received in your confirmation email for your application to be processed.</li> <li>• If you have any other documentation such as a letter from the court confirming that you should be provided with a refund, please also attach this.</li> </ul>
<b>Signature</b>	Print and sign the form before sending to <a href="mailto:onlineregistry_support@justice.nsw.gov.au">onlineregistry_support@justice.nsw.gov.au</a> .

Once your application form is received, the Attorney General and Justice Department will consider your application in accordance with the Attorney General's Fee Policy.

For further information and assistance, please contact the Court Services Centre on [onlineregistry\\_support@justice.nsw.gov.au](mailto:onlineregistry_support@justice.nsw.gov.au) or 1 300 679 272.

# Online Registry Application for Refund



Justice

## Refund Application Form

Complete in black ink using capital letters

### Applicant details:

Surname	First Name	Middle name	
Address			Postcode
Contact number (business hours)	Email address @		

### Refund details:

\$	
Total Fee Refund Requested	Date Paid
Tax Receipt Number (Please attach original receipt)	
Batch Reference Number	
I am claiming this Refund because:	
<input type="checkbox"/> My transaction (or Batch) was rejected	
<input type="checkbox"/> I made a duplicate payment or filing	
<input type="checkbox"/> I was charged the wrong fee	
<input type="checkbox"/> Other (please provide explanation):	

Please complete the following information to enable us to direct credit (EFT) refunds to your nominated bank account. Once approved, the refund should be credited to your nominated account within two (2) business days from receipt.

### Direct Credit details :

All fields must be completed or your refund may be delayed

A/C Name	Bank
BSB	Branch
A/C No	No more than nine digits

### Supporting Information:

Please attach a copy of your Tax Receipt and any other relevant supporting documentation to this application form.

### Declaration:

- I declare the following:
- To the best of my knowledge, all information in this claim is true and correct; and
  - I have not previously claimed any refund from the NSW court for the documents filed subject of this claim.

### Signature of applicant:

Applicant Signature	Date
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Scan this form, attach your Tax Receipt and any other supporting information and email them to [onlineregistry\\_support@justice.nsw.gov.au](mailto:onlineregistry_support@justice.nsw.gov.au). We recommend you keep a copy of this form for your own records.

### OFFICIAL USE ONLY

Authorised By:	
Name	Position
Date / /	Signature