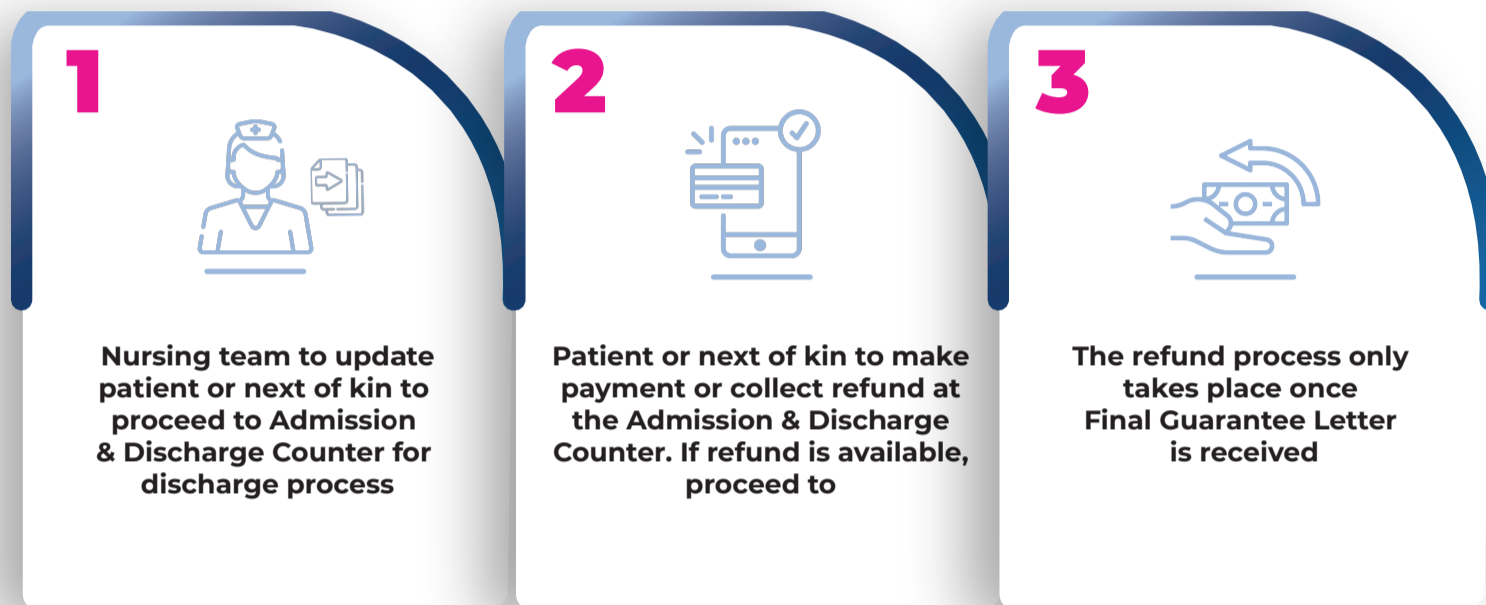




# Refund Process Flow

## Self Pay or Guarantee Letter (Insurance / Company GL)



- Complete the refund form
- Forward copy of payee's ID or passport
- Forward original deposit receipt

**NOTE: Payment mode**

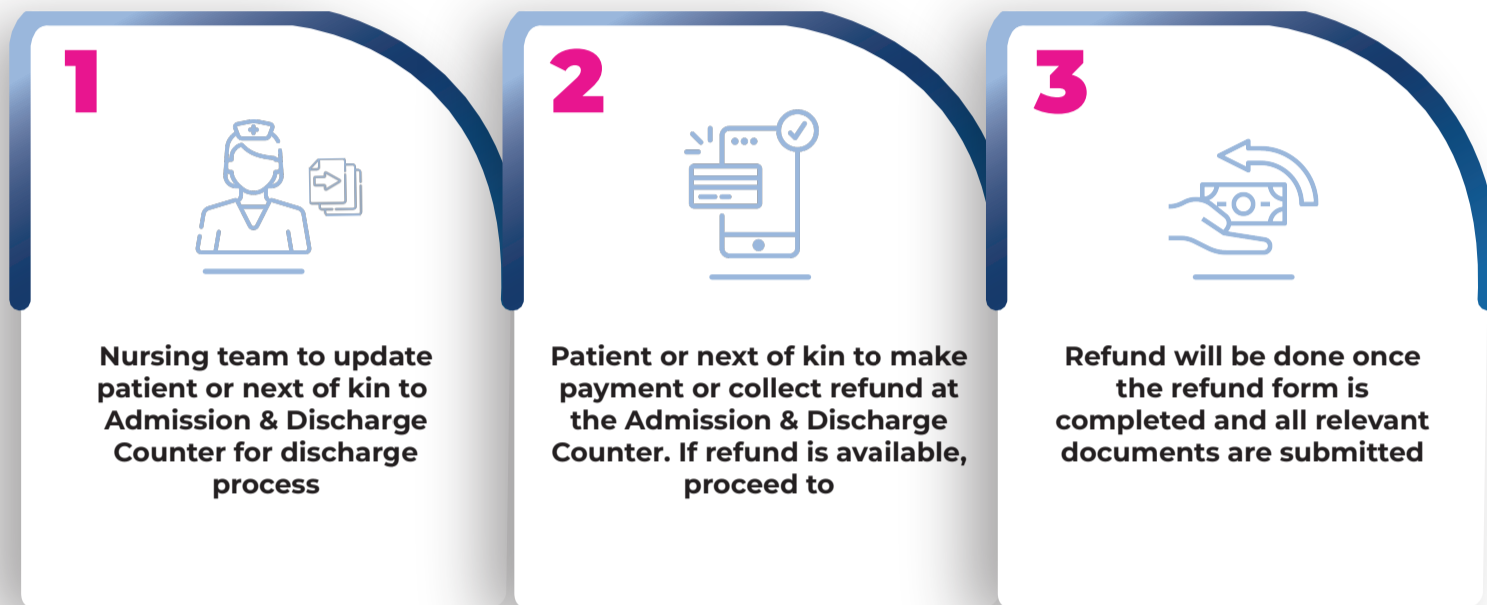
- Deposit via cash will be paid via online transfer
- Refund below RM1000.00 can be performed over the counter
- Refund above RM1000.00, refund process takes 14 working days
- Deposit via Credit Card will be paid via credit card
- Deposit received via cheque will be paid via cheque

*Payor may request the deposit balance to be retained with the hospital for future utilisation (follow ups or admission) at UM Specialist Centre (UMSC)*





# Refund Process Flow Self Pay



- Complete the refund form
- Forward copy of payee's ID or passport
- Forward original deposit receipt

**NOTE: Payment mode**

- Deposit via cash will be paid via online transfer
- Refund below RM1000.00 can be performed over the counter
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