



CANCELLATION AND REFUND POLICY

1. The students' Loan Bureau (SLB) will process your credit card/debit card detail/information only after you have clicked the "confirm payment" tab to facilitate the processing of the transaction.
2. Loan Application, Loan Restructuring and other service fees are non-refundable.
3. Overpayment of a student loan in an active and current repayment state are refundable.
4. A request for cancellation of your payment(s) for insurance fees is possible during the loan application period. The request for a refund however must be made before the end of the application period for an academic year, and before the disbursement of the loan for which the insurance applies. The completed application in the prescribed format should be submitted to facilitate same (see website- slbja.com for the relevant form and submission details). Please note that in seeking a refund, you will be required to provide us with your TRN, assigned loan application number (RLOS) and details of the transaction. Kindly therefore retain your online receipt.
5. A request for cancellation and refund of insurance on an active application is also possible provided the loan is uninsurable (see Insurance Policy).
6. In the event that the Tuition cost is reduced after payment of insurance premiums, any excess insurance premiums paid will applied to towards the reduction of the Loan Principal.
7. A refund will be granted to a customer's card being debited multiple times due to a technical error OR if a Customer's account is debited with excess sums in a single transaction due to a technical error. In such cases, the excess sum excluding transaction charges would be refunded to the Customer.
8. A refund of a payment or payments made by or on behalf of a party to a loan will not be granted if the loan account is reflecting arrears.

9. The refund process will take between two (2) to four (4) weeks to be reflected on your credit card /bank statement or transferred to active loan application or existing loan. Reasons for the specified processing time are based on billing cycle of your credit card company and processing time of the bank. The refund depends on numerous factors such as the SLB's cancellation policy, time of cancellation and processing fees etc.
10. Refunds will only be paid over in JMD currency.
11. The SLB assumes no responsibility and shall incur no liability if it is unable to effect any payment instruction(s) on the payment date owing to any one or more of the following circumstances:
 - a. If the Payment Instruction(s) issued by you is/are incomplete, inaccurate, and invalid and delayed;
 - b. If the Payment Account has insufficient funds/limits to cover for the amount as mentioned in the Payment Instruction(s);
 - c. If the funds available in the Payment Account are under any encumbrance or charge;
 - d. If your Bank refuses or delays honouring the Payment Instruction(s);
 - e. Circumstances beyond the control of the SLB (including, but not limited to, fire, flood, natural disasters, bank strikes, power failure, systems failure like computer or telephone lines breakdown due to an unforeseeable cause or interference from an outside force)

In case the payment is not effected for any reason, you will be contacted about the failed payment by an e-mail;

- f. In case the Website or Payment Service Provider's webpage that is linked to the Website is experiencing any server related issues like 'slow down' or 'failure' or 'session timeout', before initiating another payment, kindly check whether your bank account has already been debited. In case the bank account appears to be debited, kindly contact the SLB via e-mail to info@slbj.com, telephone (876)619-4752 or any other mode of contact to confirm payment. In case the bank account is not debited, the user may initiate a new transaction.

As a User, in choosing to use this payment gateway, I agree that under no circumstances will Students' Loan Bureau, or the Payment Gateway Service Provider or its Subsidiaries or Associates be held responsible for any duplicate transactions whether arising from error or fraud and hence no claims should be raised to the SLB or the Payment Gateway Service Provider.