




**GENISTAR**  
*Financial Freedom For All*



**REFUND  
POLICY**

## VERSION CONTROL

VERSION	STATUS	DESCRIPTION OF AMENDMENT	DATE OF AMENDMENT	AMENDED BY
V1	Reviewed	Reviewed	30/11/2021	Kush Amin
V1.1	Finalised	Finalised	30/11/2021	Kush Amin

## 1. INTRODUCTION

In the event that a new recruit submits an application but decides to request a refund, they must do so within 14 days of the IBA submission. Any requests received after the 14-day period will not be accepted and the refund will be declined.

## 2. HOW TO REQUEST A REFUND

Refunds must be requested either via email, or in writing sent to:

**IBA Refunds  
Genistar Limited  
Victoria House  
Harestone Valley Road  
Caterham  
CR3 6HY**

Email to: [ibarefund@genistar.net](mailto:ibarefund@genistar.net)

The below information **must** be included within the request:

1. Full Name
2. G-Code
3. Telephone Number
4. Post Code
5. EVP Upline
6. Reason for Refund Request

## 3. THE REQUIREMENTS FOR REQUESTING A REFUND

The following additional requirements apply:

- a. The request must be received within 14 days of the date of signing your IBA
- b. The request is made before the application has been approved due to a change of circumstances and before entering into any background checks
- c. An application being rejected as it does not comply with the satisfactory requirements, this entitles the Representative a 100% refund of the IBA fee

Section (15) within the application agreement states the following:

*"I may request a 100% refund of the IBA fee (in the same manner that I paid it) by notifying the Field Support Centre in writing within fourteen (14) days of completing the IBA. The address for such notice is Genistar, Victoria House, Harestone Valley Road, Caterham, CR3 6HY or [ibarefund@genistar.net](mailto:ibarefund@genistar.net)"*

Once the request has been made, it will be checked before the FSC can process it. A notification will then be sent to confirm whether the request has been made successfully or whether the request is outside of scope.

**IMPORTANT NOTE:** If the request has come directly from the Representative, Compliance will inform the EVP first before proceeding with the refund. The EVP must respond within 24 hours with an update. Refunds will take up to 5-10 working days for the funds to reach the recipient's account.



# GENISTAR

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*Authorised and Regulated by Financial Conduct Authority*