Refund Policy



GENISTAR
Financial Freedom For All

Version Control

Version	Status	Description of Amendment	Date of Amendment	Changes Checked 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 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**

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:

- The request must be received within 14 days of the date of signing your IBA
- The request is made before the application has been approved due to a change ofcircumstances and before entering into any background checks
- 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"

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.

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Authorised and Regulated by Financial Conduct Authority.