

# Refunds

## Information Sheet

This information sheet outlines when we will give a refund and how to get this refund. We only give pro-rata refunds on levies, not application fees.

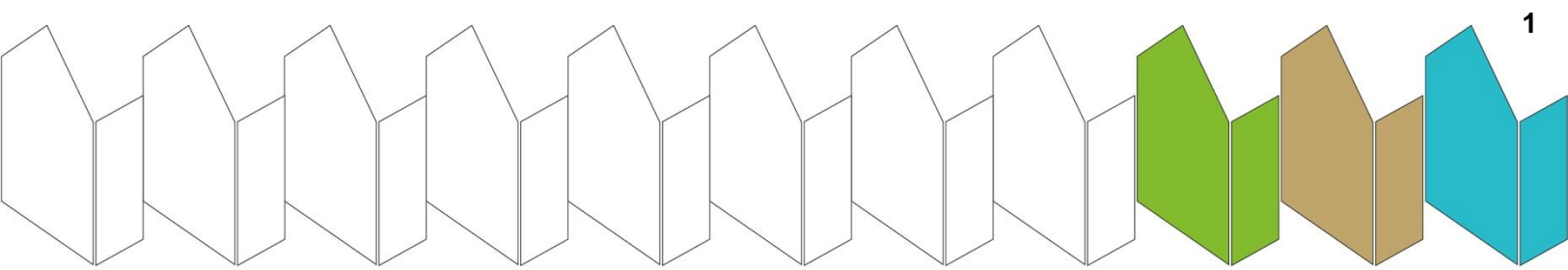
### Introduction

We do not issue refunds when a licensee surrenders or suspends their licence or when a licence is cancelled.

The only instances when we will give a pro-rata refund on levies is when a licensee upgrades to a higher class of licence, or when a licensee is deceased.

### If you have upgraded to a higher class of licence

1. Once your new, higher class, of licence has been approved, complete a surrender form for your original licence and send this to us. You can find the surrender form in the "[Forms and Publications](#)" section of our website.
2. If you made the payment for the lower class of licence via internet banking, or by cheque, please attach a copy of deposit slip for the account from which the payment was made. If the payment was made via credit card you do not need to provide any additional information.
3. We will calculate the amount of the refund and process this as quickly as possible.



## If the licensee is deceased

A family member of the licensee should contact us. We need the following information:

1. A copy of death certificate.
2. A copy of the section of the Will that identifies the appointed executor; or a copy of the Power of Attorney appointing the requester as executor; or a completed statutory declaration (please contact us for a blank copy of our standard statutory declaration).
3. A copy of the bank deposit slip showing the account the refund is to be paid into.

Once we have received this information we will calculate the amount of the refund and process this as quickly as possible.

## Our contact details

If you have any questions please just get in touch:

**Phone:** 0800 367 732) or (04) 471 8930

**Email:** [licensing@reaa.govt.nz](mailto:licensing@reaa.govt.nz)

## Real Estate Agents Authority

PO Box 25371, Wellington, 6146

**Phone:** 0800 367 732) or (04) 471 8930

**Fax:** 04 815 8468

**Email:** [info@reaa.govt.nz](mailto:info@reaa.govt.nz)

**Website:** [www.reaa.govt.nz](http://www.reaa.govt.nz)

To the best of the Real Estate Agents Authority knowledge, the information in this guide is accurate at the date shown below. However, the requirements on which this information is based can change at any time and the most up-to-date information is available at [www.reaa.govt.nz](http://www.reaa.govt.nz) [Version 1.0, 11 September 2014].