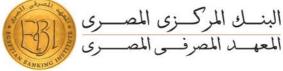
CENTRAL BANK OF EGYPT Egyptian Banking Institute



EBI Cancellation and Refund Policy

For In-class and Virtual Courses:

- 1. Free studies are entitled to full refund in case of cancellation prior to the course start date.
- 2. Free studies are entitled to full refund in case of no show.
- 3. In case a free-study student drops or withdraws, the refund due is calculated using the Last Date of Attendance.

For eLearning Courses:

- 1. Free studies are eligible for a complete refund in case of cancellation before course starts.
- 2. In case free studies wish to withdraw after they have started the course, the refund will be calculated on the last day of login compared to the remaining portion of e-Learning course.
- Refunds are fully settled within 45 days of receiving the documents from the participant.
- If free studies must pay any pre-assessment fees, those fees are nonrefundable.



