

Part IV: Payment Information

A **non-refundable** application fee of HK\$500 is charged for the replacement of each award certificate. In the name change case, the application fee is also HK\$500 for each award certificate to be replaced under the same name.

Payment Methods for Local Applications

- a) **Direct Deposit** Direct deposit can be made at any branch of the Hang Seng Bank. Please advise the teller to deposit the cash to the University's Hang Seng Bank Account **293-318028-003**.
- b) **ATM Transfer** Make a bank account transfer to the above CityU account at any Hang Seng Bank/ HSBC ATM machine.
- c) **Credit Card** Payment can be made by Visa / MasterCard / UnionPay or EPS at the ARRO Service Centre, Kowloon Tong campus.

Please attach the original receipt to the application form as proof of payment for fees settled by method (a) or (b) above. If you send the completed application form by email, you are required to submit the original receipt to ARRO by post.

Payment Methods for Overseas Applications

By credit card: Complete the authorisation information below. We only accept Visa and MasterCard. Other types of credit cards such as UnionPay, American Express, and Diners Club are not acceptable.

Type of card (please tick)	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard
Name printed on credit card (BLOCK LETTERS)		
Card number	<input type="text"/>	<input type="text"/>
Expiry date (Month / Year)		
Amount	HK\$	
Authorised signature on credit card		

Part V: Declaration

I am aware that I am not permitted to retain more than one copy, including the replacement copy, of the award certificate for each academic qualification I obtained from the City University of Hong Kong. I hereby confirm that the information provided in Part II is true and accurate.

I understand that I must surrender to the University ALL certificates bearing my former name, and that my replacement award certificate, which bears my new legal name, can only be processed after approval is given by the University on the updating of my new legal name in its student records.

Signature of the Applicant: _____ Date: _____

(For Office Use Only)

Completed by Service Centre Duty Staff / CO serving the student's home academic unit

Received by: _____ (name) Payment received by: Visa/MasterCard/UnionPay/EPS Receipt attached

Completed by Process Owner

R Cert Checked by: _____ R Cert Checked on: _____

Application for Replacement Award Certificate

Notes to Applicants

1. The award certificate issued by the City University of Hong Kong is a unique document. The University does not issue a duplicate copy of an award certificate under any circumstances.
2. If a graduate's award certificate is permanently lost/destroyed, not collected within the period prescribed by the University, or if in the case of the legal name change, a graduate requires his/her updated name to be printed on the award certificate, he/she may apply for replacement award certificate(s) from the Academic Regulations and Records Office (ARRO). However, a graduate is only permitted to retain ONE award certificate, including the replacement certificate, for each academic qualification he/she is conferred by the University.
3. Although a replacement award certificate is equally valid and legal as the original award certificate, it may not be a replica of the original certificate regarding the award certificate design and paper, wordings and signatures, etc. The replacement certificates are printed in the current format, including the use of the signatures of the current University Officers. Each replacement award certificate bears at the bottom edge a notation that states, "this award certificate is re-issued on (date)" in English and "此畢業證書於(日期)補發" in Chinese.
4. A graduate should complete and sign on the attached application form to apply for a replacement award certificate. Please also provide the following documents with the form:
 - (a) A copy of his/her HKID card/passport;
 - (b) Relevant documentary evidence such as a police report, notarised statement or declaration administered by a Commissioner for Oaths for lost/stolen/destroyed certificate. **Name, HKID number and Name of Award Title must be included on the above document;**
 - (c) The original certificate(s) of which the graduate applies for a replacement copy (for a damaged certificate or name change);
 - (d) A graduate should apply with Alumni Relations Office (ARO) for a change of name. ARO has no specific application form for a change of legal name. The application may write/fax to ARO with supporting documents. Enquiry to ARO can be made at 3442 6075 or email aro@cityu.edu.hk. A graduate should also complete and return the R4 form "Change of Personal Particulars" and R25 form "Application for Replacement Award Certificate" to ARRO for further processing; and
 - (e) The required application fee of HK\$500 for each replacement award certificate.
5. It will generally take six weeks to prepare for the replacement certificate(s), counting from the date of receiving the duly completed and signed application form and all the required documents and charges.
6. The University reserves the right not to issue replacement award certificate(s) to a graduate if he/she has any unmet obligations to the University (e.g. outstanding fees/library fines/student loans and unreturned library materials) or if the graduate is not able to produce the required documents essential to the application for a replacement certificate or settle the required replacement fee.
7. Upon notification, a graduate may collect the replacement award certificate(s) in person or authorise a representative to collect the certificate(s) from the ARRO Service Centre. The graduate or the authorised representative is required to produce his/her HKID card/passport for identity verification and sign for acknowledgement of the replacement certificate(s). The authorised representative should also bring along a photocopy of the graduate's HKID card/passport for checking, and the photocopy will be returned to the representative after verification.
8. A graduate may request his/her replacement certificate(s) **be sent by registered mail to the given address; no P.O. Box address will be accepted.** He/she will be notified by email when the replacement certificate is sent out. The University will not be liable for any loss of the certificate during postal delivery.

9. As the application fee is non-refundable, applicants are advised to check with the ARRO, before making an application and payment for the replacement award certificate whether their original award certificates have been collected or not if they are not sure about this.
10. Enquiries can be made to the ARRO via email at as@cityu.edu.hk or telephone at (852) 3442 2300.
11. Personal Information Collection Statement:

