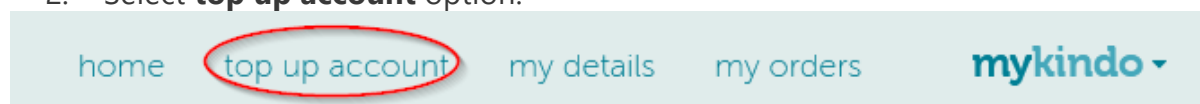


Refunds and withdrawals

If you have received a refund from your school, or registered charity, into your myKindo account, within the last 24 months, you may withdraw the amount of that refund. You can withdraw the full amount of the refund in one transaction, or you can withdraw smaller amounts over the 24 month time period. You cannot withdraw more than the total of the refund, even if you have available funds in your myKindo account.

1. Login to your myKindo account.
2. Select **top up account** option.



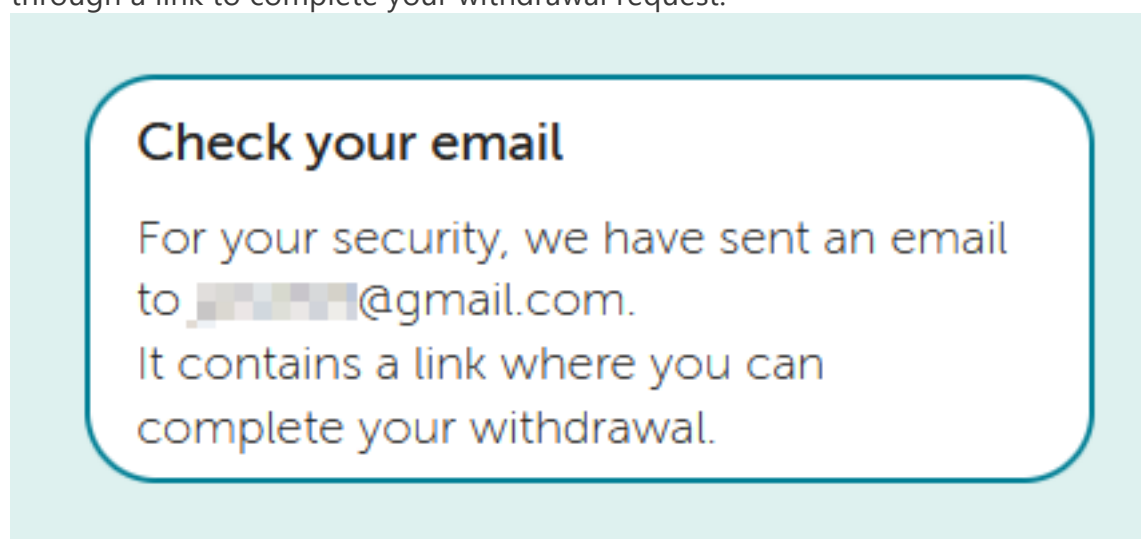
3. Select the **collect refunds** option next to your available balance.

my account

current balance: \$19.00

collect refunds

4. A message will appear telling you which email address we are using to send through a link to complete your withdrawal request.



NOTE: This link will expire within 24 hours.

5. Go to your inbox for this email and click on the link within the message.

Hi.

Please visit [this page to withdraw funds from your Kindo account, and deposit them in your bank account](#).

If you did not request a withdrawal, or if you have changed your mind, just ignore this email.

Thanks

The Kindo Team

6. The link will open up a Kindo withdrawal page. For your security all withdrawals must be completed via the link sent to your email address. *(Please note that all Kindo pages are https encrypted for security reasons). This keeps you informed that a withdrawal has been initiated, and means that should someone obtain access to your myKindo account, they would also need access to your email to withdraw funds.* Complete the **amount** you wish to withdraw and the **bank account number** you would like the funds deposited into.

Withdraw funds from Kindo Account

Use this form to transfer funds from your Kindo account to a bank account.

Amount to withdraw \$

Withdrawal Fee \$1.00

Total \$19.00

Bank Account to Transfer funds to

	Bank 2 digits.	Branch 4 digits.	Account 7 or 8 digits.	Suffix 2 to 4 digits.
Account Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Withdraw

7. Then select **Withdraw**.
8. A message will appear confirming your withdrawal amount and the bank account number, along with a message to remind you to allow two working days for the funds to be transferred.
9. Select **Got It** to complete the process.