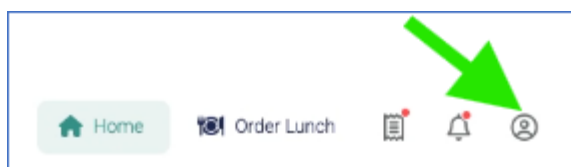


## **IFG – How to Process a Refund When Your Child Is Leaving the School**

For children leaving the school at the end of the year, if you have another child remaining at the school, any existing balance can be transferred and used towards their future orders, so there is no need to request a refund.

If you do not have another child at the school, or you would still like to proceed with a refund, please follow the instructions below:

1. Access your Impact Food Group app.
2. Click on "Account" which appears as a user icon at the top right of the screen.



3. Scroll down to 'Balance' which will clearly display the available credit underneath.
4. Click 'My Account' at the bottom
5. Click 'Request Payout'
6. Type into the box the amount you wish to be paid out
7. Click 'Request Payout'

Please note that refunds typically take 3-5 working days to be refunded back to your bank account.

### **If something does not look right**

Please contact IFG Support if are unable to process for refund.