

Application for Replacement Award Certificate

Please read the Notes to Applicants before completing this form.

** Delete where inappropriate*

Part I: Personal Particulars

English Name (Family Name first): _____ Chinese Name (if any, as in HKID card): _____

CityU Student No.:
 HKID/Passport* No.:

Day-time Contact Phone No.: _____ E-mail Address: _____

Part II: Request Details (Please tick the appropriate box.)

Reason for Replacement

- Original certificate lost / stolen / destroyed * (Please provide original police report, notarized statement or declaration administered by a Commissioner for Oaths.)
- Original certificate damaged (Please attach original certificate.)
- Original certificate / replacement certificate * not collected within the prescribed period (Verification by duty staff)
- Name change (Please attach the original award certificate, a completed Form R4 "Change of Personal Particulars" and supporting documents such as Deed on Change of Name, HKID Card or Passport.)

For change of name case, new name to be printed on the re-issued award certificate(s):

(English) _____ (Chinese) _____
(The name must be identical to the name on your HKID card or passport or as shown on the provided legal document.)

Name that is printed on the original award certificate(s):

(English) _____ (Chinese) _____

Award Certificate(s) Requested to be Re-issued

Qualification Awarded (e.g. Bachelor of Science in Computer Science)	College/ School	Date of Attendance		Honours Classification (e.g. 2 nd Upper Class)	Year of Conferment
		From (mm/yyyy)	To (mm/yyyy)		

Part III: Collection of Replacement Award Certificate (Please tick the appropriate box.)

- In person (Please produce your HKID card or passport for verification when collecting the re-issued certificate.)
- By an authorized representative (Please complete the attached Authorization Letter if you authorize another person to collect the replacement award certificate on your behalf. Your authorized representative should bring along the duly signed Authorization Letter and the documents specified in the letter for collection of the certificate.)
- By registered mail (Please type or print your address clearly. The University does not take responsibility for any loss of certificate during postal delivery.)

Name and Address for
Posting of Award Certificate:

*(Please write in Chinese
for address in Mainland China.)*

Name: _____

Address: _____

Part IV: Payment Information (Please tick the appropriate box.)

A non-refundable application fee of HK\$400 is charged for replacement of each award certificate. In the case of name change, the application fee is also HK\$400 for each of the award certificates to be replaced under the same name.

I wish to apply for the replacement of certificate(s) for my degree(s) as given in Part II and hereby pay the required charges of HK\$ _____ using the payment method indicated below:

Payment Methods for Local Applications

- By direct deposit at any branch of the Hang Seng Bank to the City University of Hong Kong account number **293-318028-004** (Please attach original payment receipt with the application form.)
- By electronic transfer to the above CityU account at any Hang Seng Bank/HSBC ATM machine (Please attach original payment advice with the application form.)
- By Visa/MasterCard/UnionPay or EPS at the Academic Regulations and Records Office Service Centre, Kowloon Tong campus

Payment Methods for Overseas Applications

- By credit card payment: (We only accept Visa and Master Card. 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)		
Authorized signature on credit card		

Part V: Declaration (Please tick the appropriate box.)

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 declare that my original certificate(s) for the academic qualification(s) of _____

- is/are lost/stolen/destroyed/damaged*
- was/were not collected within the prescribed period
- has/have* to be replaced as my name has been legally changed subsequent to my graduation from the University.

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: _____

* Please delete as appropriate

(For Office Use Only)

Completed by Service Centre Duty Staff

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

Completed by

Details and Degree Verified by: _____ R Cert Serial no.: _____ R Cert Issue Date: _____

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

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 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 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 in respect of the award certificate design and paper, wordings and signatures, etc. The replacement certificates are printed in the current format, including 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 reissued on (date)" in English and "此畢業證書於(日期)補發" in Chinese.
4. To apply for a replacement award certificate, a graduate should complete and sign on the attached application form. We do not accept request by fax or in form of electronic files. Please also provide the following documents with the form:
 - (a) A copy of his/her HKID card/passport (it will be returned to the graduate with the replacement award certificate);
 - (b) Relevant documentary evidence such as a police report, notarized statement or declaration administered by a Commissioner for Oaths for lost or destroyed certificate;
 - (c) For change of name case, a duly completed Form R4 "Change of Personal Particulars" (please download the form from the "Form Download" section of ARRO's homepage at "<http://www.cityu.edu.hk/arro>" or ARRO Service Centre) and supporting documents such as Deed on Change of Name, HKID Card or Passport;
 - (d) The original certificate(s) of which the graduate applies for a replacement copy (for damaged certificate or for name change); and
 - (e) The required application fee of HK\$400 for each replacement award certificate.
5. It will normally take 4 weeks' time 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 of not issuing replacement award certificate(s) to a graduate in the event that he/she has any unmet obligations to the University (e.g. outstanding tuition fees/library fines/student loans and unreturned library materials) or if the graduate is not able to produce the required documents pertaining to the application for replacement certificate or settle the required replacement fee.
7. A graduate may collect the replacement award certificate(s) in person or authorize a representative to collect the certificate(s) from the Academic Regulations and Records Office Service Centre upon notification. The Service Centre is located at 5/F Fong Yun-wah Building and opens from Mondays to Fridays from 9:00 am to 6:00 pm and on Saturdays from 9:00 am to 12:00 noon. The graduate or the authorized representative is required to produce his/her HKID card/passport for identity verification and sign for acknowledgement of the replacement certificate(s). The authorized 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 Academic Regulations and Records Office, before making 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 Academic Regulations and Records Office via email at as@cityu.edu.hk or telephone at (852) 3442 2300.
11. Personal Information Collection Statement:
 - The personal data provided in this form will be used for processing this application. Failure to provide complete and accurate information may render the University unable to process the application.
 - After the application has been processed, relevant data will be transferred to the student record system of the University.
 - After submission of this form, requests for access to and/or correction of the personal data should be made to the [Academic Regulations and Records Office](#).
 - The Privacy Policy Statement of the University can be accessed at <http://www.cityu.edu.hk/cityu/geninfo/privacy.htm>. For other issues regarding personal data privacy, please contact the Office of the Vice-President (Administration) or send email to the Data Protection Officer at vpad@cityu.edu.hk.

Authorization Letter (For Award Certificate – related documents)

To: Academic Regulations and Records Office
City University of Hong Kong

Date: _____

Dear Sir / Madam,

I, _____ / _____ / _____
(full name) (CityU student number) (degree & major code)

hereby authorize _____ / _____ to:
(name of the person) (HKID or Passport no.)

(Please tick the appropriate box)

- submit the application for replacement award certificate.
- collect, on my behalf, the *award certificate / replacement award certificate.

A photocopy of my *Student ID Card / HKID Card / Passport is attached for your verification and it will be returned to my representative after inspection.

My representative understands that *he / she would be required to produce *his / her HKID card or passport for identification and record purpose when *submitting the application/collecting the said document for me.

I also confirm that my representative shall have the authority to sign for acknowledgement of the receipt of the said document. I understand that I shall be fully responsible for the undelivery, if any, of the said document from my representative.

Yours faithfully,

_____(signature)

Note: We only accept original copy of the authorization letter.