

Frequently Asked Questions (FAQs) for Online Payment Method

1. From when will online payments be mandatory?

Online payment will become the default method starting on 20th November 2025. Offline (Local Banking) payments will no longer be accepted after this date.

2. Can I still pay offline if I prefer?

No. After the 20th November 2025, all payments must be completed online to ensure efficiency and transparency.

3. What payment methods are accepted?

We accept Visa, MasterCard, JCB or any other card accepted for online payment globally.

4. How do I make an online payment?

You can pay through IELTS test taker portal using Visa, MasterCard, JCB or any other card accepted for online payment globally. For payment guideline, please see – {link to our registration guide}

5. How do I complete the IELTS registration without a valid card?

You need to get a valid card to make payment.

6. Can I register first and pay later?

Yes but you should complete the payment within 1 hour for computer based exams (CD) and within 24 hours for paper based exams (PB) otherwise your registration will be treated as cancelled.

7. Why are we switching from offline to online payment?

Online payments are faster, safer, and more convenient. They reduce errors, avoid the need for in-person visits, and provide instant confirmation.

8. Can I pay using someone else's card?

Yes. However, if a refund is requested, it will be refunded back to the same card used for registration.

9. Can I pay in a different currency?

No, we only accept online payment which is set in USD.

10. Is online payment secure?

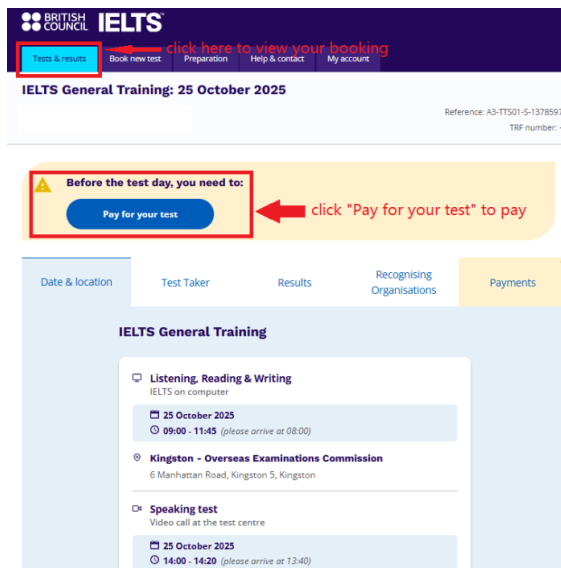
The online payment provider that British Council Myanmar cooperated with is Stripe, an American financial technology company that provides payment processing software and application programming interfaces (APIs) for businesses of all sizes. It provides secure online payment solutions and services in 195 countries across 135+ currencies. Stripe has extensive local acquiring coverage in 46 markets, with direct bank setups and local knowledge.

11. Will there be any extra charges or taxes for online payment?

It depends on the candidates' banks whether extra transaction fees or taxes will be charged. Please check with your bank for further details.

12. What happens if I close the browser while the payment is processing?

You can login the Test Taker Portal and go to the tab "Test & results" to view your registration and complete the payment. Your booking will be kept for 1 hour for computer based exams (CD) and 24 hours for paper based exams (PB) after you confirm the registration, and you need to complete the payment within the timeline mentioned above for CD and PB exams otherwise your registration will be treated as cancelled.



13. I made a payment but didn't receive confirmation. What should I do?

After making a successful payment, you will receive an auto notification sent to the email address which you use to register. If do not receive the email, you can contact your country's Customer Service Team (mmieltsadmin@mm.britishcouncil.org) to check for you.

14. What should I do if my card is declined while making the online payment?

You can try using another valid card or contact your bank.

15. My payment failed, but the amount was deducted from my account. What can I do?

You can contact your bank first. If the issue has not been resolved, you can contact your country's Customer Service Team: mmieltsadmin@mm.britishcouncil.org

16. Who do I contact for payment-related issues?

Please reach out to our customer service number +95 9 940 070099 or email us at mmieltsadmin@mm.britishcouncil.org.

17. What if I don't have access to online banking or cards?

You can either apply for a card with online banking or ask someone you trust to pay on your behalf.

18. Will I receive an invoice or receipt after payment?

Yes. Once your payment is successful, an electronic receipt will be sent to your registered email automatically.

19. How long do I wait for a test transfer?

Usually, your test transfer will be confirmed within 3 working days.

20. How can I request a refund?

You can request a refund online through the Test Taker Portal.

21. How will my refund be transferred?

The refund will be transferred into the same card used for registration.

22. How long does it take to receive a refund if I cancel my registration?

Usually, it takes up to 4-8 weeks for your refund amount to be returned to your card.

23. Will there be additional charges from the bank when we receive the refund?

It depends on the candidates' banks whether extra transaction fees or taxes will be charged. Please check with your bank for further details.

Our Refund and Transfer Policies will be updated on 20th November 2025.

For more information on the refund policies, you can check the links below from 20th November 2025 onward:

- IELTS for Academic and General Training: [IELTS for Academic and General Training: transfer and cancellation policy | British Council](#)
- IELTS for UKVI and Life Skills: [IELTS for UKVI: cancellations and transfers policy | British Council](#)