



PARLIAMENT
OF THE CAYMAN ISLANDS



PARLIAMENTARY QUESTION NO. 111
Answered on 30th April, 2026
Fifth Meeting 2025-2026 Session – Second Sitting

**PARLIAMENTARY QUESTION
ASKED BY**

HON. KENNETH V. BRYAN
**DEPUTY LEADER OF THE OPPOSITION, ELECTED MEMBER FOR THE
CONSTITUENCY OF GEORGE TOWN CENTRAL**

TO

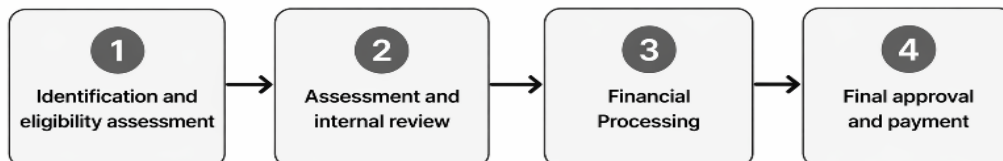
HON. MICHAEL S. MYLES
MINISTER OF CAYMANIAN EMPLOYMENT & IMMIGRATION

QUESTION:

Can the Honourable Minister provide an update on the current administrative process for work permit fee refunds following a refusal or withdrawal, and state the average turnaround time from the date of finalisation to the issuance of payment to the applicant?

ANSWER:

The administrative process for work permit fee refunds following a refusal or withdrawal is outlined below:



1. Identification and Eligibility Assessment

Following the Board's decision and issuance of refusal letters (noting that letters are not issued for withdrawal of applications), a report is generated from the Discover system by the Refunds Administrator or Finance Manager. This report identifies applications for assessment to determine refund eligibility.

Refunds are not granted in all cases. Eligibility is determined in accordance with the Immigration Regulations (2025 Revision), which outline the following parameters for the consideration of refunds:

- Where employment has been six months or less, a refund of up to 50% of the annual fee may be issued;
- Where employment exceeds six months, no refund is payable.

2. Assessment and Internal Review

Refund assessments are conducted daily by Refunds Accounts Officers. Calculated amounts are recorded in a refunds tracking system and submitted for review, validation, and approval by the Refunds Administrator or delegated officer.

3. Financial Processing

Upon approval, documentation is forwarded to the Accounts Payable Unit. Refunds are batched within the IRIS Accounting System, reviewed, and validated by the Acting Accountant.

4. Final Approval and Payment

Validated batches are submitted to the Ministry of Caymanian Employment and Immigration for final approval. Once approved, payments are issued via cheque or electronic transfer as part of the weekly payment cycle.

Processing Time

Under normal circumstances, the end-to-end average processing timeframe is approximately 8-10 weeks from final determination to payment. However, the department is aware that many customers have experienced delays in receiving their refund in a reasonable timeframe.

Delays may arise due to current system automation limitations, vendor setup requirements, incomplete client information, human and system resource constraints and the provision of incorrect or inadequate information from a customer.

The department acknowledges that the delays that have been experienced by some customers is not in line with the strategic goals and framework that the department has put in place, and therefore is making a further commitment to prioritise efforts to streamline and advance this necessary processing service. One of the most critical ways that this will be done going forward is that payment will not be accepted from customers until the relevant application has been verified to be complete and accepted by WORC. This removes the instances of payments accepted that ultimately relate to an incomplete or otherwise incorrect application.

I thank the Elected Member for George Town Central for his question and for the opportunity to respond, clarify and inform the country about anticipated changes that will help the department better meet their needs.