

flywire

PAYER GUIDE

THE STUDENT'S
GUIDE TO MAKING
INTERNATIONAL
PAYMENTS WITH
FLYWIRE



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STEP 1: GET STARTED

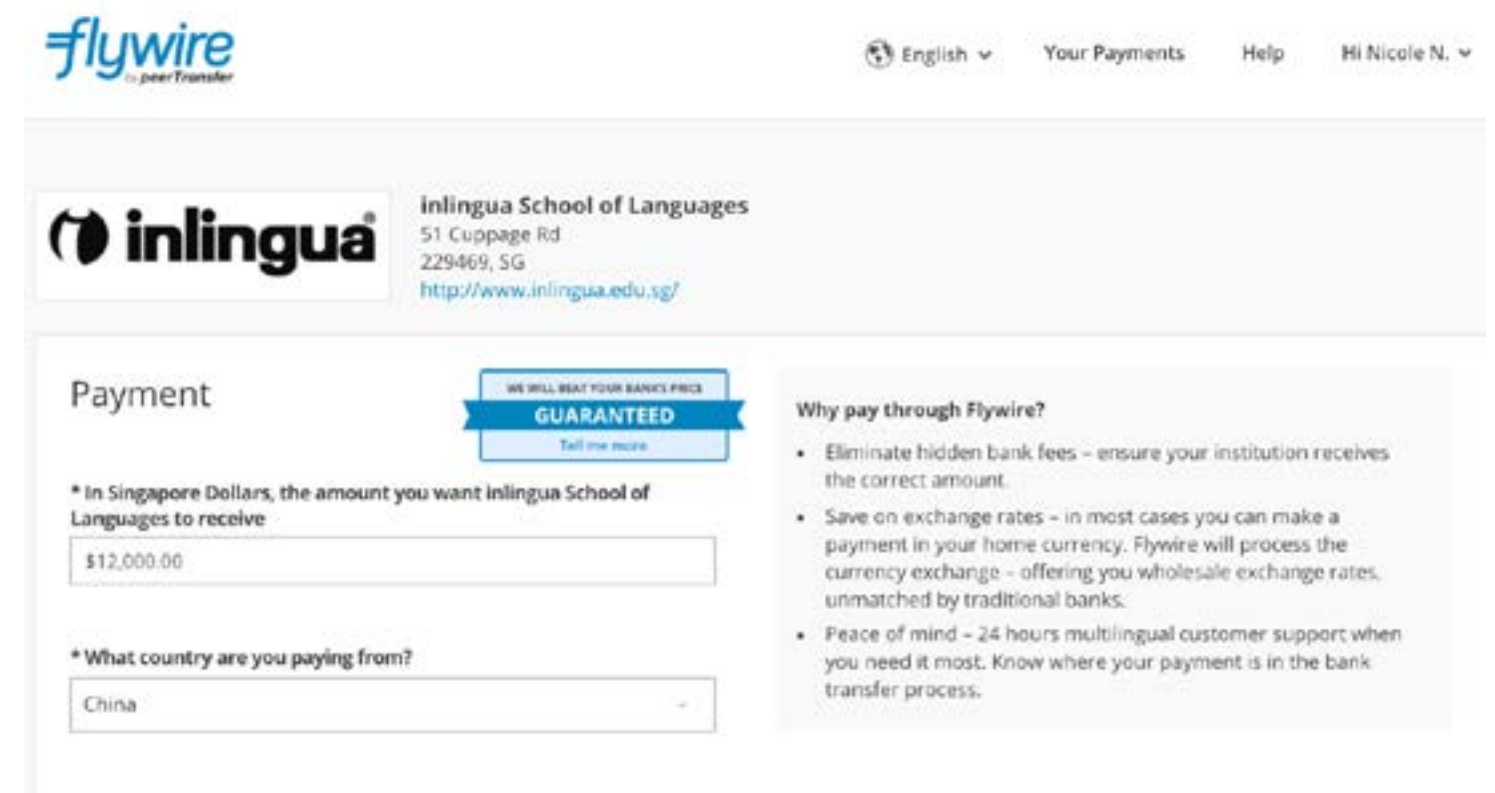
- Visit www.flywire.com.
- Use the search box to select “Inlingua School of Languages” & click the blue Get Started button.



The screenshot shows the Flywire homepage. At the top left is the Flywire logo with the tagline 'peerTransfer'. To its right is a green button labeled 'PAY INSTITUTION'. Further right are navigation links for 'English', 'How It Works', 'Help', and 'Login'. The main heading reads 'International payments made easy' with the subtext 'Convenient, secure, trusted by payers worldwide'. Below this is a search box containing the text 'Select your institution' and a blue 'GET STARTED' button. A woman with a backpack is featured in the background. Below the search box is a 'How it works' section with a diagram showing the flow from 'Send your funds to us' to 'We'll deliver them for you'. At the bottom of this section is a 'START YOUR PAYMENT' button and a link to 'or Learn More'.

STEP 2: ENTER PAYMENT AMOUNT

- Enter the exact payment amount you owe and your home country.



The screenshot shows the Flywire payment page for Inlingua School of Languages. At the top left is the Flywire logo. To its right are navigation links for 'English', 'Your Payments', 'Help', and 'Hi Nicole N.'. The main heading reads 'Payment'. Below this is a blue banner that says 'WE WILL BEAT YOUR BANK'S PRICE GUARANTEED Tell me more'. The payment amount is entered as '\$12,000.00' and the country is selected as 'China'. To the right of the payment form is a section titled 'Why pay through Flywire?' with three bullet points: 'Eliminate hidden bank fees - ensure your institution receives the correct amount.', 'Save on exchange rates - in most cases you can make a payment in your home currency. Flywire will process the currency exchange - offering you wholesale exchange rates, unmatched by traditional banks.', and 'Peace of mind - 24 hours multilingual customer support when you need it most. Know where your payment is in the bank transfer process.'

STEP 3: SELECT PAYMENT TYPE

Based on your country selection Flywire will automatically display your local currency rate with the appropriate payment options, such as traditional bank transfer or debit/credit card payment.

- Traditional bank transfer (also known as a wire) is the most cost effective method. Please note that to complete the payment you will need to make arrangements with your bank (in-person, online, or over the phone) and send your funds to Flywire in your chosen currency.
- Debit/credit card will allow you to make an online payment in your home currency. Contrary to a traditional international credit card payment, with Flywire we are handling the foreign exchange so you will know the exact amount that will be deducted from your account before making your payment. Please note that credit card payments are not available in every country.
- Flywire will then convert your currency and pay your institution.
- If you have an account in a different currency that you would prefer to use, select that country in the “what country are you paying from” field instead.
- If you select your home country, but you don’t see your home currency, not to worry — you can always pay in the currency of your institution or select a different currency. The process and benefits will remain the same, however, your bank will handle the foreign exchange before sending the funds to Flywire.

* In Singapore Dollars, the amount you want Inlingua School of Languages to receive

\$12,000.00

* What country are you paying from?

China

• **Lowest cost** – Flywire will process the currency exchange – offering you wholesale exchange rates, unmatched by traditional banks.

• **Save on exchange rates** – In most cases you can make a payment in your home currency. Flywire will process the currency exchange – offering you wholesale exchange rates, unmatched by traditional banks.

• **Peace of mind** – 24 hours multilingual customer support when you need it most. Know where your payment is in the bank transfer process.

Payment Options	Rating	Cost	Supports
* 国内银行间人民币转账 Domestic RMB Transfer	Best Price	59,075.00 CNY	All banks
网上银行 - (eBanking)	Easy	59,376.00 CNY	22 Banks
支付宝 - (Alipay.com)	Fast	59,376.00 CNY	200 institutions
中国银联 - (China UnionPay)	Easy	60,019.00 CNY	150 Banks
万事达 - (MasterCard: Debit/Credit in RMB)	Easy	61,316.00 CNY	All Banks
VISA - (Debit/Credit in RMB)	Easy	61,316.00 CNY	All Banks

[I want to pay in another currency](#)

STEP 4: LOGIN/CREATE ACCOUNT & FILL IN PERSONAL DETAILS

- Enter your name, email, and password to create an account (this will allow you to track your payment each step of the way). In addition, your payment details will be saved and pre-fill for your next payment.
- Follow the prompts to fill in your personal details and contact information.
- Click the Continue with Payment button.

Flywire Account

Create a new account
 Sign into an existing account

* First / Given Name

* Last name / Surname / Family name

* Email

* Password

* Password Confirmation

By clicking "CONTINUE WITH PAYMENT" you Use and Privacy Policy.

CONTINUE WITH PAYMENT

Payer Information

* First name of Payer

Middle name

* Last name

* Address 1

Address 2

* City

State / Province / Region

ZIP / Postal Code

* Country

* How can we reach you via phone if there are questions with your payment?

Contact Information

* The person filling out this form is

Student

Payment Information

* Payment Type

* Course

Student Information

* Student ID

1234

Please enter your 5 digit student ID number

* First Name

Nicole

Given Name

* Last Name

Ng

Surname / Family name

* Date of Birth

11/23/2005

MM/DD/YYYY

* Student Email Address

nicole@flywire.com

STEP 5: CONFIRM PAYMENT DETAILS

- Please review and confirm the information for your payment.
- If you are paying via bank transfer, you will receive a deadline by which you should go to your bank and complete the payment. This payment due date will be listed on the payment details page at the bottom. (If you need more time, our Customer Support Department can allow for an extension at the time of booking. If you miss your deadline, you can also request more time in your dashboard. This deadline is not associated with your educational institution deadline).
- Click the Continue with Payment button.

Payment

You will pay **59,075.00 CNY** from **China** via **国内银行人民币转账 Domestic RMB Transfer**, and **Inlingua School of Languages** will receive **12,000.00 SGD**

Contact Information

The person filling out this form is **Student**

Payment Information

Payment Type: **Course Fees & Registration Fees**
 Course: **English Maxi**

Student Information

Student ID	1234	First Name	Nicole
Last Name	Ng	Date of Birth	06/15/2004
Student Email Address	nicole@flywire.com		

Payer Information

First name of Payer	Nicole	Middle name	-
Last name	Ng	Address 1	123 Queens Road
Address 2	-	City	Shanghai
State / Province / Region	-	ZIP / Postal Code	-
Country	China	How can we reach you via phone if there are questions with your payment?	+86 10 2975 9382

I will initiate my payment of **59,075.00 CNY** no later than **Feb 17**.

CONTINUE WITH PAYMENT or [Edit payment information](#)

STEP 6 (FOR BANK TRANSFERS): REVIEW PAYMENT INSTRUCTIONS

- For a bank transfer (wire) you will be directed to your payment dashboard where you will receive payment delivery instructions. You can review the payment details and return as necessary to check the status of your payment.
- You can enter your mobile phone at the prompt if you would like to receive payment status updates via text. If you do not want to receive text updates click the “no thank you” link.
- For a bank transfer we recommend that you print the instructions to bring with you to the bank when you make your payment. This will make the process clearer for you and the bank. Please make sure to include your Flywire payment ID in the details of your bank transfer.
- **IMPORTANT:** Your payment ID is only valid for this payment. Every payment requires a unique Flywire payment ID. This facilitates the payment tracking process.

Payment Pending

Pay before February 17, 2017

12,000.00 SGD to Inlingua School of Languages

Payment ID	Payment to Send	Created on	View all details
ISL861400717	59,075.00 CNY	February 15, 2017	

Great! You are now ready to transfer the funds to Inlingua School of Languages

Use this information to make your bank transfer

Status | 状态查询: Please allow up to 24 hours for us to update progress of your payment on your dashboard after your transaction. You will receive an email when that happens. Please note bank holidays and weekends will delay this process. If over 24 hours you haven't received any email, please contact us. 我们将在您付款后24小时（不含周末及假日）内更新您状态栏内的付款状态。若您未收到来自我们的确认邮件，请您留意查收。如果超过24小时您仍未收到任何确认邮件，请联系我们。

Beneficiary: peerTransfer Education Corp
Remittance Information / Reference: ISL861400717 - Inlingua School of Languages

Notes:
Important info: Make sure to include your Transaction ID (ISL861400717) first in the "Remittance Information/Reference" of the bank form, followed by any other information. 备注: 重要信息: 在办理学费汇款业务时 (柜台或网银转账), 请务必先在银行汇款单的附言 (或备注、用途等) 栏中 (Remittance Information/Reference) 填写学生的付款编号; 如有其它信息, 请添加于付款编号 (ISL861400717) 之后. **Disclaimer:** This transaction involves cross-border settlement.

Beneficiary Account Number: 11016020921007
Beneficiary Bank: Ping An Bank
Contact Telephone Number: (+86) 021-3311-1111 (周一至周五)

Want to receive SMS/text updates on your payment?
 Enter your mobile number to get alerts when we receive and deliver your payment. Message and Data Rates May Apply

Yes No

SAVE PHONE NUMBER or [no, thank you.](#)

STEP 6 (FOR CREDIT CARDS): REVIEW PAYMENT INSTRUCTIONS

- For debit/credit card payments you will be taken to a web form to fill in your credit card information and complete your payment. Please note that funds will not be displayed on your student account immediately as your payment still needs to be processed and delivered to your institution.
- Please be sure to check your credit card limits to verify it can accommodate your payment size. In some cases you will need to call your bank to confirm your payment can be processed.
- You can enter your mobile phone at the prompt if you would like to receive payment status updates via text. If you would prefer not to receive text updates, click 'no thank you' at the prompt.
- IMPORTANT: Your payment ID is only valid for this payment. Every payment requires a unique Flywire payment ID. This facilitates the payment tracking process.

Payment

You will pay **61,316.00 CNY** from China via **VISA - (Debit/Credit in RMB)**, and **Inlingua School of Languages** will receive **12,000.00 SGD**

Contact Information
The person filling out this form is **Student**

Payment Information
Payment Type: **Course Fees & Registration Fees**
Course: **English Maxi**

Student Information
Student ID: **1234** First Name: **Nicole**
Last Name: **Ng** Date of Birth: **12/12/2014**
Student Email Address: **nicole@flywire.com**

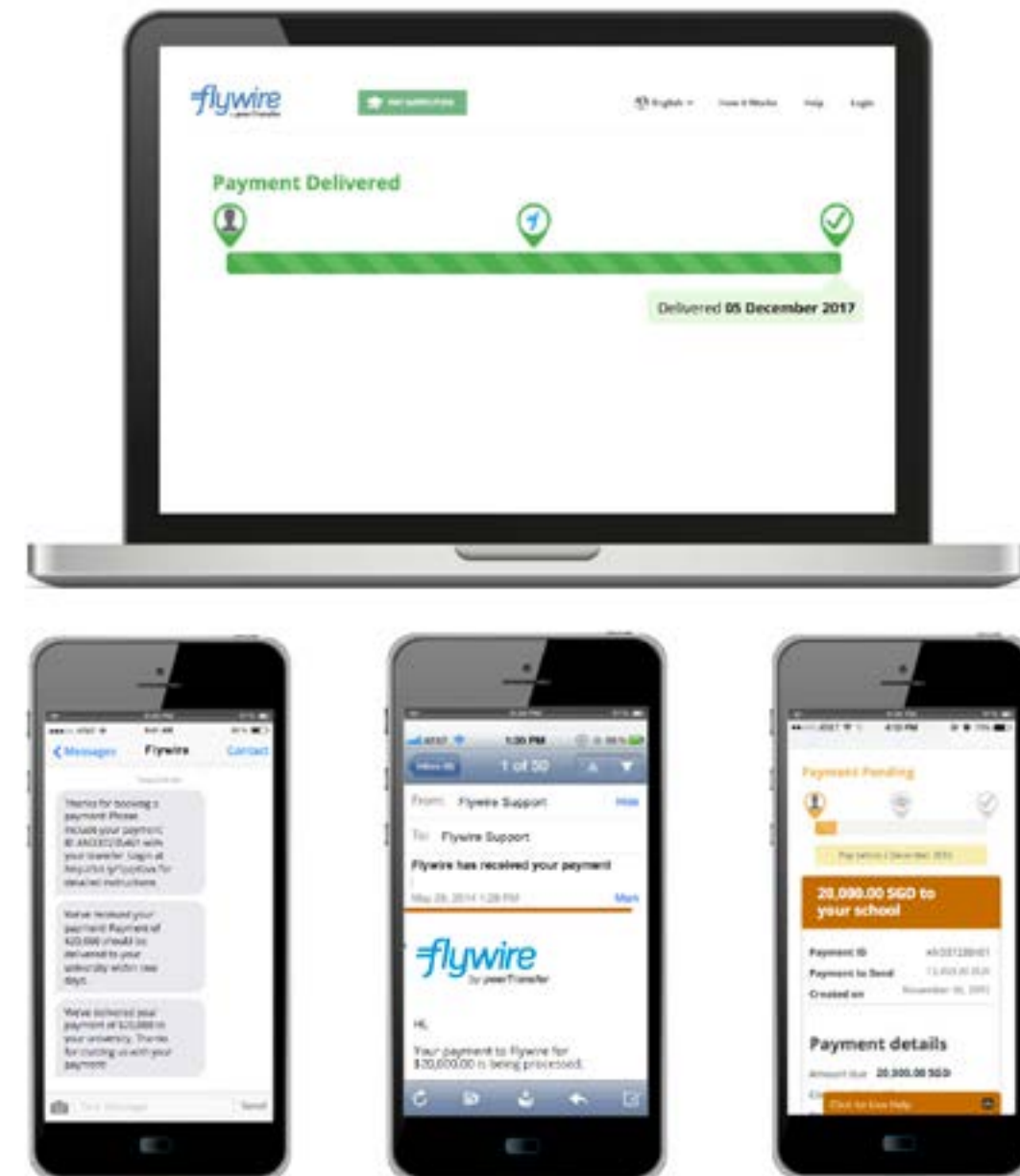
Want to receive SMS/text updates on your payment?
Enter your mobile number to get alerts when we receive and deliver your payment. Message and Data Rates May Apply.
+1 201 555 5555 or no, thank you.

Payer Information
First name of Payer: **Nicole** Middle name: **-**
Last name: **Ng** Address 1: **123 Queens Road**
Address 2: **-** City: **Shanghai**
State / Province / Region: **-** ZIP / Postal Code: **-**
Country: **China** How can we reach you via phone if there are questions with your payment? **+86 10 2975 9382**

or [Edit payment information](#)

STEP 7: TRACK PAYMENT STATUS ONLINE

- Your dashboard will be updated each step of the process, and you will receive a final email confirmation when payment has been delivered to your institution.
- Keep in mind that your school may take 2-3 business days to post your payment to your account once they have received it.
- If you have not sent your payment within 2 days, you will receive a notification from Flywire asking if you need more time, want to cancel, or have already sent your payment.
- Should you have any questions along the way, contact Flywire 24x7 via email, live chat, or phone.



STEP 8: PROVIDE PAYMENT UPDATE

After you schedule your payment, you will be asked to provide an update on your payment by selecting one of the three statuses.

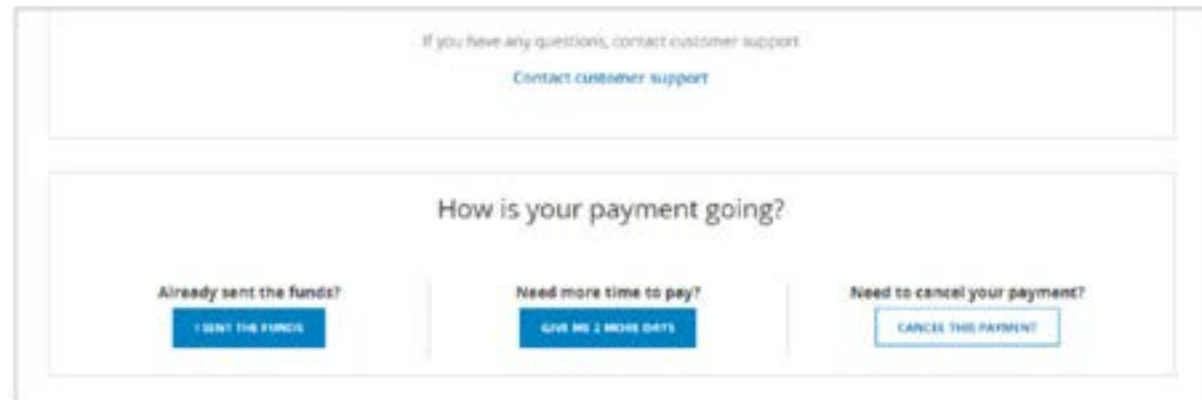
1. I SENT THE FUNDS – This status should only be selected after Step 5 has been completed.

Selecting this prior to completing Step 5 will cause your bank instructions to disappear* and cause a delay in the payment process

2. GIVE ME TWO MORE DAYS – Select this option to extend your payment due date by two days.

3. CANCEL THIS PAYMENT – Select this option to cancel your payment.

* If this occurs, please contact Customer Support at support@flywire.com



NEED HELP?

Customer Support Phone Numbers :

USA Toll free +1 800 346 9252

USA Local number +1 617 207 7076

Spain +34 96 065 3947

Canada +1 647 930 9424

Australia +61 (2) 800 69 729

United Kingdom +44 (20) 32 394 729

Hong Kong +852 81 703 729

South Korea +82 (70) 78 479 729

Singapore +65 (3) 159 1945

Japan +81 (50) 5846 6695

Email: support@flywire.com

Online: flywire.com/help

