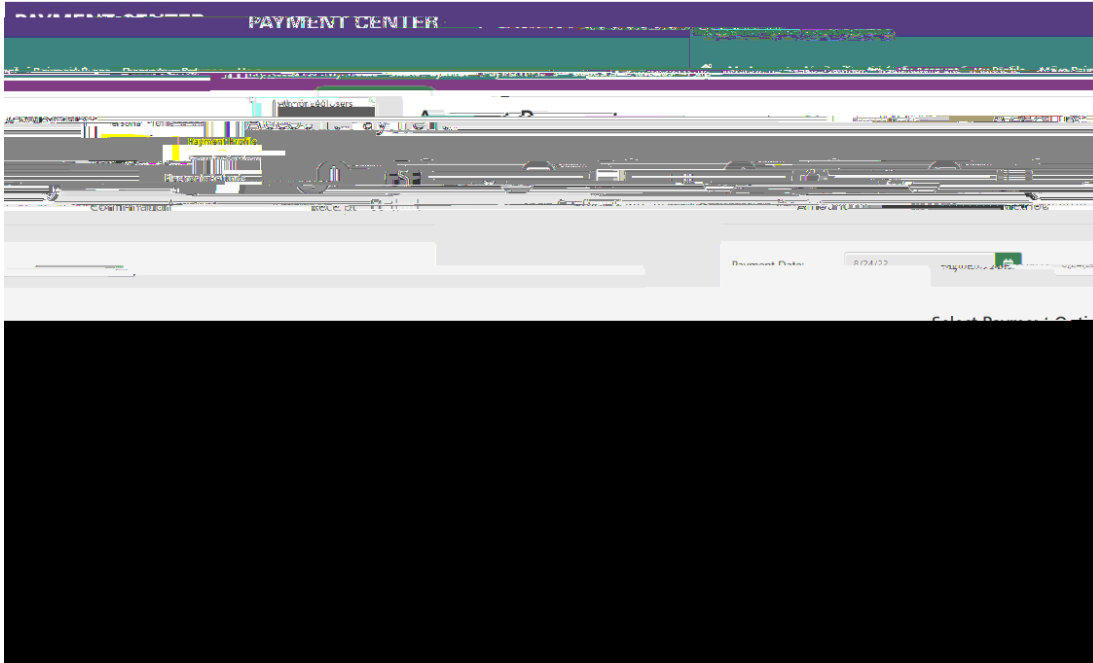


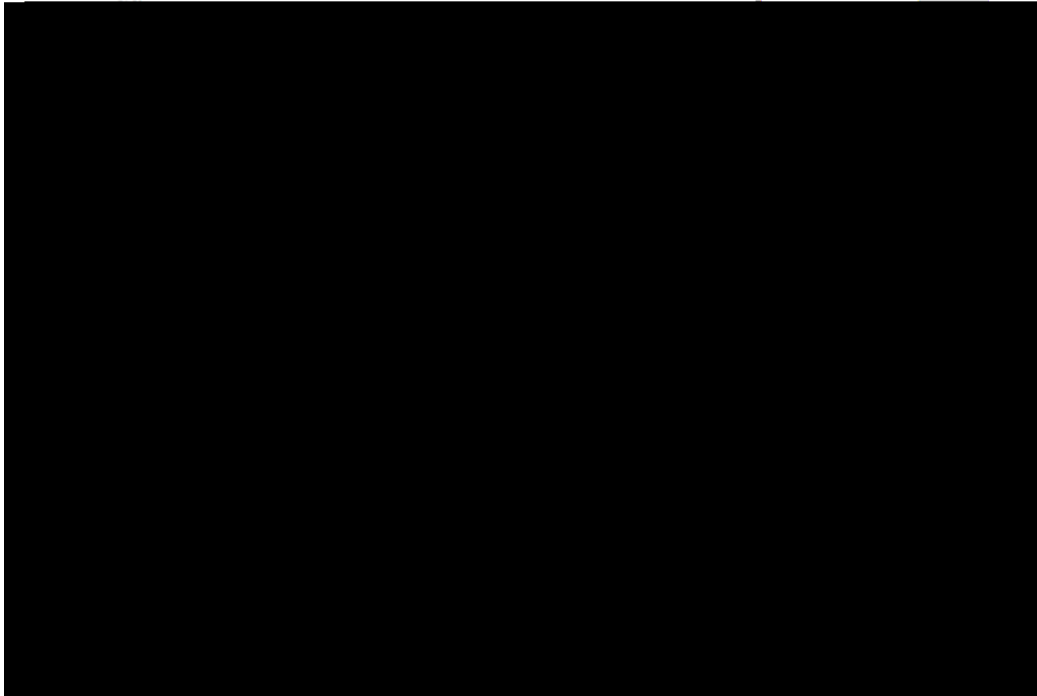
# TransferMate FAQ-For Students

Log in to your student account and agree to the account balance. Go to the "Make a Payment" tab and choose TransferMate in the drop-

3. Click "My Profile" and select "Payment Profile."



4. Under "Saved Payment Methods," click the gear icon and select "Remove from Preferred."



By law, we must identify the person transferring funds t

Countries and Information highlighted above are subject to change as per international AML policies.

Payment statuses are as follows;

- a. – a payment quote has been initiated, however, funds have not been sent
- b. – the funds have been received by TransferMate
- c. – the payment has been processed and sent to the school for posting to your account
- d. – the payment registration has not been completed and the transaction has been canceled or expired

You can log in to your Student Account homepage to monitor the payment status or contact the Live Agent.

Once you complete and submit your payment registration, you will receive the payment instructions in your email, including all the banking instructions. If you choose to pay through an APM/e-wallet method, you will be automatically redirected to your e-wallet portal to complete the payment.

Please be advised that once you submit your registration, the rate you receive is valid for 48 hrs. Following registration, you will need to make sure you complete the payment step. If you are paying by bank transfer, you will be emailed the bank details, and you will need to make an online bank transfer or a physical payment at your local bank. If you cannot make the payment within those 48 hours, the registration will be canceled, and you need to register again for a fresh rate.

A Payment Notification is automatically sent to your relevant institution once the transfer has been made. You can also

All TransferMate services are entirely free of charge for international students paying in their home currency. However, your bank may charge for making a local transaction. This is out of our control. There is a \$20 charge for any students paying in local USD.