TransferMate FAQ-For Students

Making a Payment

How do I make a payment?

Log in to your student account and agree to the account balance. Go to the "Make a Payment" tab and choose TranferMate in the drop-down menu. Select the country of payment and complete the payer details. To make a payment visit your bank or use online banking to pay in the currency and amount stated in your emailed instructions.

Note: Students from China, India, and Brazil will need to provide identification and payment receipt documents.

How long does a transaction take?

It may take your local bank up to 48 hours to complete the transfer to TransferMates local account. Once TransferMate receives the funds, TransferMate will make the payment the same day to your school's bank account. These payments are generally received by your school the same day if payments are received by 2 pm GMT. However, the payment may take up to 24 hours to post to your school's bank account.

How will I know if my payment has been successful?

Your student account homepage will display status updates regarding your payment.

I have made an APM/credit card payment, but I haven't received a confirmation that the funds have been processed.

Credit Card/APM/E-Wallet payments can take longer to be cleared.

Example: Payments made from a Union Pay, Visa, or MasterCard can take up to 3 to 5 business days.

How do I make a Bank Transfer payment?

Once you have initiated a payment quote in your student account, check your e-mail for "Payment instructions." The email will advise how to make a payment and contain Transfermate banking information. Once received, you can either use your online banking service (only if it allows for a bank transfer to be done) or go to the nearest branch of your bank and initiate the payment from there with the assistance of a bank teller.
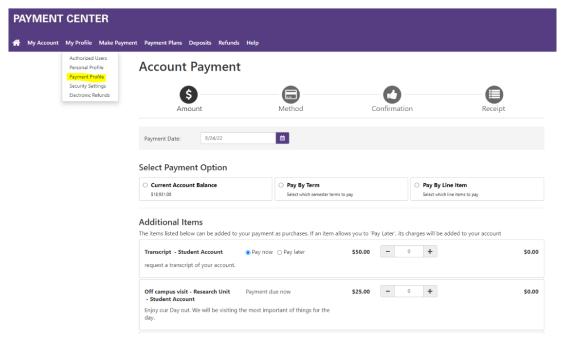
I received an error message and can't proceed with a payment quote.
Check to see if you have a preferred payment method. If you do, you will need to remove it from your Student Account Center payment profile.

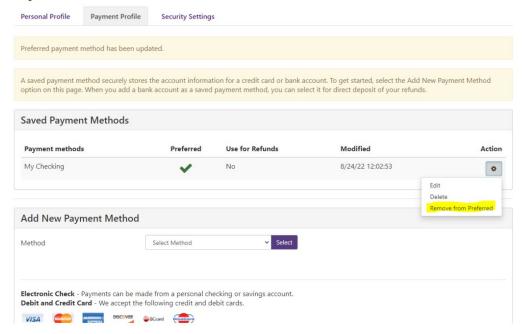**How To Update A Saved Payment Method in the Student Account Center**

1. Log into your account
2. Click "Make Payment"

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

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

Identification

Why do I need to provide Identification?
By law, we must identify the person transferring funds to our bank account. Your identification will protect you and your institution against money laundering attempts.

What is accepted as viable Identification?
Any letter of offer/acceptance, including your name, has been posted to you by the institution to which you wish to make payments. In addition, we must receive a scanned copy of your photo identification (passport). Typically applicable to China, India, Brazil, and South Africa.

Additional Student Information is required for certain countries due to country-specific international regulations:

For example:
- **Chinese Students:** Students need to provide their name in 'Chinese Name Characters '
- **India Students:** Need to provide a Pan Number + funds must be less than USD 250,000
- **Brazil Students:** Need to provide a CFP Number
- **US Students:** Need to provide SSN Number

Full list of other country-specific information is below:

Country Name	Document Label	Name of ID Card	Format L - Letter N - Number	Validation
Argentina	DNI or CUIT	National Identity Card (Documento Nacional de Identidad - DNI)	-	Between 7 to 9, or 11 digits
Bolivia	CI	C.I. (Cédula de identidad)	-	Between 5 to 20 digits
Brazil	CPF	CPF (Cadastro de Pessoas Físicas or Natural Persons Register)	NNN.NNN.NNN-NN	11 digit number
Chile	CI/RUT	RUT (Unique Tax Role, Rol Único Tributario) which will be coincident to RUN (National Unique Role, Rol Único Nacional) and will also be the same as the CI number (identification card, cedula de identidad)	-	Between 8 to 9 characters
China	Citizen ID number	Citizen ID Number	-	Between 5 to 20 digits
Colombia	CC	Colombia Personal Identification Number	-	Between 6 to 10 digits
Ecuador	CI	CARD OF IDENTITY OR CITIZENSHIP	-	Between 5 to 20 digits
Egypt	ID	National identification number	-	14 digits
India	PAN	Permanent account number is a ten-character alphanumeric identifier, issued in the form of a laminated "PAN card", by the Indian Income Tax Department, to any "person"	LLLLLNNNNL	10 characters
Indonesia	NIK	Single Identity Number (Indonesian: Nomor Induk Kependudukan (N.I.K.)	-	16 digits
Mexico	CURP	A CURP number is a unique code which identifies all Mexican citizens and residents. CURP stands for Clave Única de Registro de Población in Spanish, or Unique Population Registration Code in English. .	-	Between 10 to 18 characters
Morocco	CNIE	Carte d'identité nationale. The CNIE is an official document that allows any Moroccan citizen to prove their identity as a holder of Moroccan nationality.	-	Between 5 to 20 characters
Nigeria	NIN	National Identification Number (NIN)	-	11 digits
Paraguay	CI	C.I. (Cédula de identidad)	-	Between 5 to 20 digits
Peru	DNI	A DNI (National Identity Document) number is a unique identity number for all Peruvian citizens.	-	Between 8 to 9 digits
South Africa	ID	Idenity document	-	Between 5 to 20 digits
Turkey	T.C. Kimlik No.	Turkish Identification Number (Turkish: Türkiye Cumhuriyeti Kimlik Numarası or abbreviated as T.C. Kimlik No.) is a unique personal identification number	-	Between 5 to 20 digits
USA	SSN	USA Social Security Number	NNN-NN-NNNN	9 digits
Uruguay	CI	C.I. (Cédula de identidad)	-	Between 6 to 8 digits

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

Payment Status

How to check my payment status?

Log in to your Student Account and scroll down on your homepage to monitor the payment status. You will also get an automatic email confirmation once your payment is cleared. Your school will also receive a similar email notification, and your payment will be posted to your student account. Contact a TransferMate Live Agent if you have additional questions https://transfermateeducation.com/en/contactus.aspx .

What are payment statuses?

Payment statuses are as follows;

a.   **Processing** – a payment quote has been initiated, however, funds have not been sent

b.   **Promised** – the funds have been received by TransferMate

c.   **Cleared** – the payment has been processed and sent to the school for posting to your account

d.**Failed** – the payment registration has not been completed and the transaction has been canceled or expired

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

What happens if I don't make the payment within 48 hours?
Please be advised that once you submit your registration, the rate you receive is valid for 48 hrs. If you cannot make the payment within those 48 hours, the registration will be canceled, and you need to register again for a new rate.

How to cancel a payment?

Registration will be expired and canceled if funds have not been sent within 48 hours. Please be advised that once the registration is canceled, it can no longer be used, and you need to register again if you want to make a new payment.

Payment Questions

What is APM?

APM means Alternative Payment Method. These include payment methods like Alipay, China Union Pay, Wechat, Rupay, Trustly, etc.

What is the best payment method: credit card/APM/E-Wallet or bank transfer?

The best method is the one that fits your individual needs.
(**Note:** Bank transfers are faster and less expensive than credit cards. This is because credit card payments include merchant fees, whereas bank transfers do not have merchant fees.)

I have made an APM/credit card payment, but I haven't received a confirmation that the funds have been processed.

Credit Card/APM/E-Wallet payments can take longer to be cleared. Example: Payments made from a Union Pay, Visa, or MasterCard can take up to 3 to 5 business days.

How long does a payment take to process?

Once the funds have been sent to Transfermate, it usually takes 24 -48 hours to make the transfer.

How do I make a payment after registering for payment?

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.

I have registered a bank transfer payment, but haven't made a payment yet.

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.

How to get a receipt after making my payment?

A Payment Notification is automatically sent to your relevant institution once the transfer has been made. You can also view the cleared payment within your student portal.

Can a family member make a payment on my behalf?

Students may set up authorized users to view their billing information and or their student bill on their behalf. Please note that, in accordance with FERPA, this does not allow the authorized user to view your academic records, course schedule, or other personal information. Authorized users may view student account activity, make payments, and set up payment plans.

My country isn't on the list of countries?

If your country of residence is not on the list, this means that currently, we are not authorized to make transfers from that country. Please choose the United States or another country in the dropdown menu listed.

Do I have to provide supporting documents?

No, however, several countries do require mandatory supporting documents as per banking regulations and laws. A good way to find out if your country is one of them is always to check your payment instructions and the confirmation e-mail sent by our customer service team – a list of countries will be provided there.

Fees

Will I be charged for using this service?

All TransferMate services are entirely free of charge, although your bank may charge you for making a local transaction. This is unfortunately out of our control.

Will my beneficiary institution be charged for receiving payments from my TransferMate account?

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.

Customer Service

What are your operating hours?

TransferMate Education customer support is available 24 /7 for all student and client queries. The customer service channels can be found here - https://transfermateeducation.com/en/contactus.aspx

I would like to speak with an agent.

Click on the 'Live Agent' button in the link below, and you will be redirected to the agent. https://transfermateeducation.com/en/contactus.aspx

I don't know if my payment went through.

You can log in to your student portal to monitor the payment status, contact the Live Agent, and check with your bank for the transaction status. https://transfermateeducation.com/en/contactus.aspx