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## TransferMate Education | Student Playbook

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### FAQs

*Include these FAQs on the payments page or linked from the TransferMate payments page/portal on your institution's website.*

*These FAQs can help to reduce the number of queries your student office receives. TransferMate also offers 24/7 multilingual customer support for students where specific questions can be answered via email, live chat, and email.*

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#### **Who can I contact for assistance?**

For transaction-specific questions, please contact TransferMate directly via Live Chat, Email, or Phone. Live chat can be found [here](#).

#### **Will I be charged for using this service?**

The TransferMate services, offered in partnership with Barclays, are completely free of international transfer fees; you will only pay a competitive foreign exchange margin. You may be charged by your bank for making a local transaction, but this is unfortunately out of our control.

#### **Why do I need to provide identification?**

By law, TransferMate is required to identify the person transferring funds to your institution's bank account. Your identification will ensure that you and your institution are protected against Money Laundering attempts.

#### **What is accepted as viable identification?**

Any letter of offer/acceptance, including your name, which has been posted to you by the institution you wish to make payments to. In addition, we must receive a scanned copy of your photo identification (passport).

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

No. Your institution will not be charged for receiving your international payment via the TransferMate service; you will only pay a competitive foreign exchange margin.

#### **How will I know if my payment has been successful?**

TransferMate provides you with full online payment tracking 24/7; you can log in to this by accessing your account and clicking on "Enter Your Tracking" to view the up-to-date status of your payments and view your payment history of all transactions.

#### **Where can I get a transaction receipt?**

You can obtain Electronic Fund Transfer Receipts within Your Tracking Account, found by clicking on "Enter Your Tracking" from within your TransferMate account.

**Can a family member make payments through my TransferMate account?**

Yes, providing your family member provides TransferMate with the relevant Anti-Money Laundering Identification (student photo Identification and school's Invoice or Offer letter). This must be sent to [edupayments@transfermate.com](mailto:edupayments@transfermate.com)). Then, we are happy to allow family members to make payments to your institution on your behalf. For more assistance on this topic, please contact [edu@transfermate.com](mailto:edu@transfermate.com) or visit our [Live Chat Box](#).

**Can I make the same currency transactions?**

TransferMate is designed to allow international students to make cross-currency transactions free of charge at reduced rates of exchange; any same currency transactions will hold a £10 or equivalent amount charge to cover the costs of performing this type of transaction.

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