

## TransferMate Education | Student Playbook

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### FAQs

*TransferMate 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?**

All TransferMate services are completely free of charge; although you may be charged by your bank for making a local transaction, 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 are wishing 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?**

All TransferMate services are completely free of charge, and we do not charge for transactions, so you can rest assured that your institution will not be charged for receiving your international payment.

#### **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

on your behalf to your institution. 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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