LA TROBE UNIVERSITY
AUSTRALIA

Your guide to making **Tuition Payments**
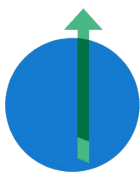
flywire

What is Flywire?

We're here to make your education
payment process fast, reliable, and oh-so-easy!
Experience the safest, Simplest way to pay your tuition,
trusted by millions worldwide.

Why use Flywire?

Secure Payment Provider

Pay in Your Local Currency

Real-time Payment Tracking

Around-the-clock Multilingual Support

All Inclusive Quotation

Pay From The Comfort Of Your Home

HOW TO
PAY WITH FLYWIRE

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HOW TO PAY:

Trusted by thousands of students around the globe, Flywire is one of the safest, most convenient ways to make international education payments to La Trobe University.

Flywire has been fully vetted by La Trobe University as an approved international payment processor. Flywire provides La Trobe University's students with a safe and easy way to make payments to La Trobe University from around the world.

! **Important:** It is important that you follow these steps every time you make a payment. This process generates a new Payment ID which is a unique reference number that helps Flywire and La Trobe University identify your payment. Not following these instructions may result in a payment being delayed.

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Start making your international payment with Flywire by visiting latrobe.flywire.com and select the option reflective of your enrolment status.

Choose Flywire as the payment method
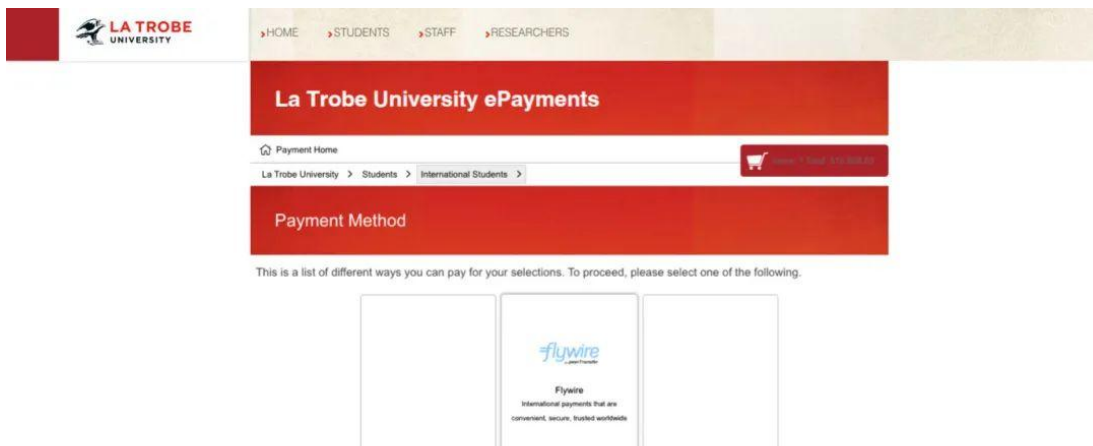
STEP 2: select payment country

In the 'The payment will come from' dropdown menu, select the country you would like to make your payment from.

ⓘ **Important:** If you are located in a different country than where you are paying from, make sure to select the country your funds will be sent from.

Translation: You can translate the payment portal into Spanish, French, Korean, Mandarin, Japanese, Portuguese, Vietnamese, Arabic, Bahasa Indonesian, and Welsh. Use the language button at the bottom of the page where it says "English" to change languages.

STEP 3: select payment method

Review the payment options available for the country you selected and choose your preferred payment method.

Options may include bank transfer, debit/credit card in your home currency, electronic payment, or other local options.

Example: *Above is an example of payment options available to students paying from India. The country you select will impact the payment options you are provided.*

Fill out the 'Payer Information'.

! **Important:** Fill out this section with the details of the person whose card/bank account will be used to pay.
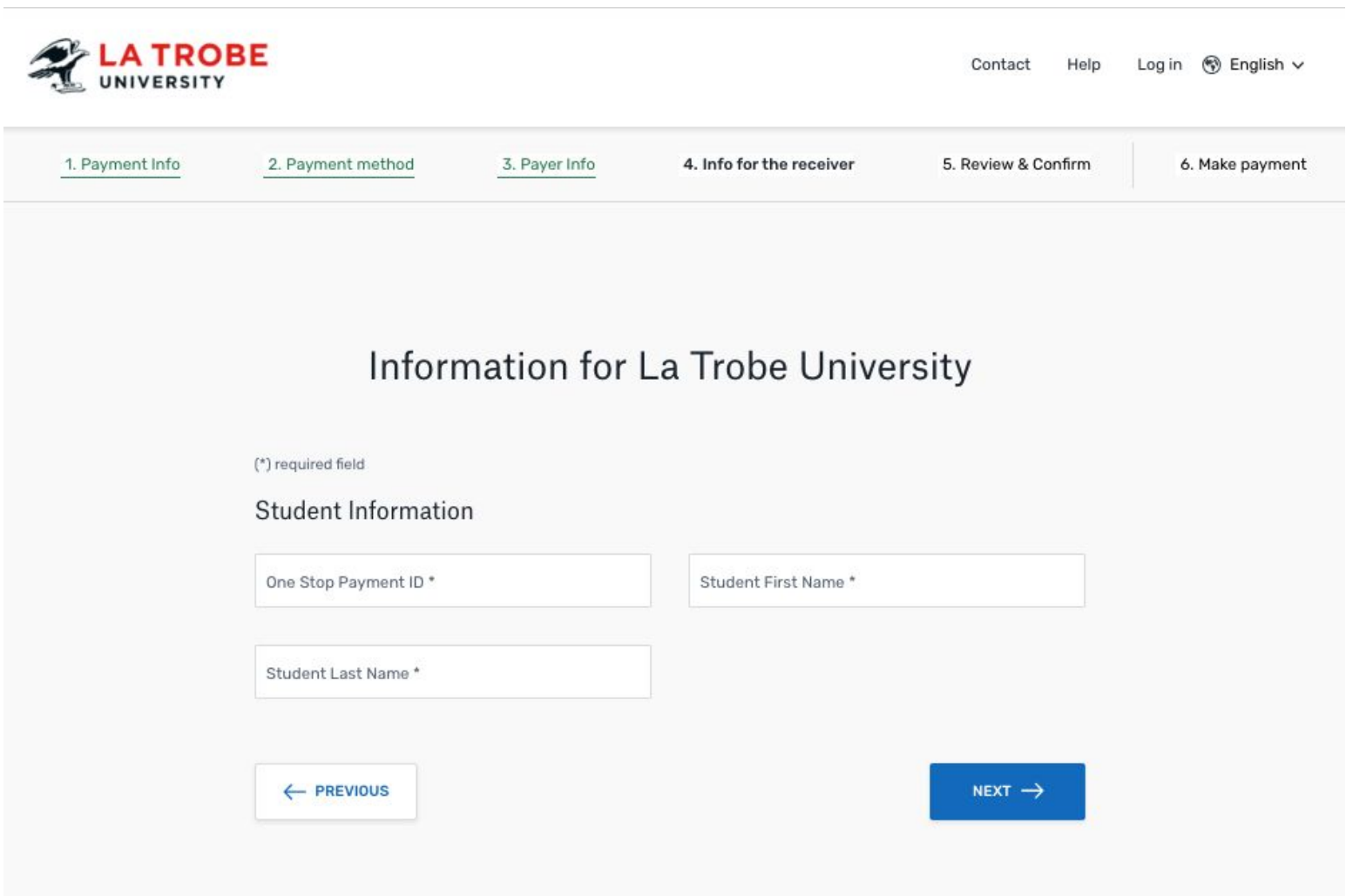
STEP 5: provide student info

Fill out the 'Student Information' with your details.

⚠ **Important:** This information will allow La Trobe University and Flywire to accurately track your payment and update your student account immediately upon arrival in La Trobe University's bank account.

You will then be presented with a summary of your booking to confirm or amend.

Follow the instructions provided to send funds to Flywire via your selected method.

BANK TRANSFERS: Follow the instructions to send your funds to Flywire's local bank account provided. Depending on your bank, this payment can be completed/made online, in person, or over the phone.

Note: In the bank transfer method, Flywire does not debit funds from your bank account, you must send them to the account provided.

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STEP 6: complete your payment
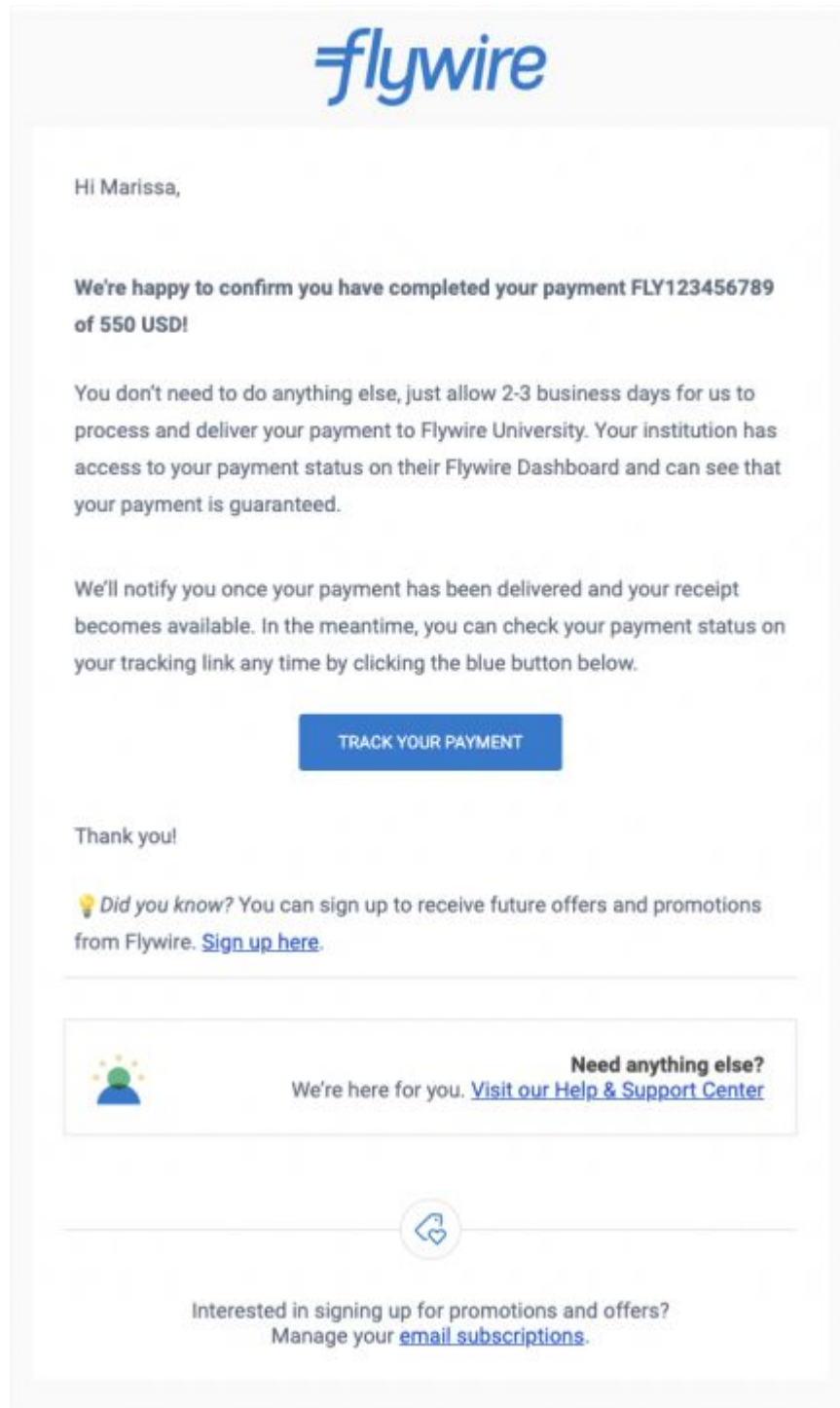
DEBIT/CREDIT CARD: Enter your card details online to complete your payment in your home currency.

Note: Make sure your card is denominated in the currency you have booked your payment in. Dual currency cards should not be used in Flywire, as they can incur additional fees by the issuing bank.

After you send your payment or enter in your card details, the payment tracker will update to "payment received.

STEP 7: track your payment

Track your payment via text message, or in the tracking link provided in your confirmation email.

FREQUENTLY ASKED QUESTIONS

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IS FLYWIRE SAFE?

Yes! Flywire undergoes an annual SOC II and PCI DSS review to help ensure customer data is handled securely and in compliance with all applicable laws, including, but not limited to, GDPR, PIPEDA, FERPA, GLBA and other data protection laws.

You can learn more about our security measures at
https://www.flywire.com/company/security

HOW DO I TRACK MY PAYMENT?

Student's can track their payment via text message or in the tracking link provided in their confirmation email (sent from Flywire).

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CAN I USE FLYWIRE IF I AM GETTING A BANK LOAN?

Yes, you can still use Flywire to make your payment. Make sure to include the loan borrower as the sender in this case. After making your payment request in Flywire's payment portal, a PDF version of the payment instruction will be available for download and an Authorisation Letter is included. The authorisation letter will demonstrate that Flywire is acting as the only and official authorised international payment processor and the end recipient of your payment is your institution.

Please provide a copy of the Authorisation Letter to the bank:

LA TROBE UNIVERSITY

Whom It May Concern

La Trobe University has appointed Flywire as its agent for processing tuition fee payments from international students who are attending this institution. A custom payment solution (located at Latrobe.flywire.com) has been created to facilitate international payments and streamline the reconciliation and workload process for the institution.

We hereby confirm that Flywire and its partners are authorised to accept tuition fee payments on behalf of La Trobe University, Australia. As such, the beneficiary of any funds will be 'Flywire', 'peerTransfer Education Corporation', 'peerTransfer Education', 'peerTransfer Corp', 'peerTransfer Limited' or:

Muthoot
2nd Floor Cochin Dental Clinic Bldg
Market Road North, Ernakulam 682 018

The payment will be processed by Flywire (formerly peerTransfer Education Corporation), a company incorporated in Delaware, USA, with business ID number: 4897170, which has established and maintains an Anti-Money Laundering (AML), Know Your Client (KYC), Sanctions (including OFAC) Policy and Program that includes written policies, procedures and internal controls that meet international standards.

Please ensure that funds are processed to Flywire and/or their banking partner in a timely manner. If you have questions, please contact Flywire direct via telephone no: +61 (2) 8311 4772.

Thank you for your cooperation.

Yours sincerely,

Dr Stacey Farraway
Deputy Vice-Chancellor (Future Growth)

La Trobe University CRICOS Provider Code Number 00115M

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WHAT IS THE 'BEST PRICE GUARANTEE'?

Flywire aims to provide the best price for international payments. If you find a better rate at your bank within two hours of booking a local currency bank transfer payment with Flywire, we will match the rate offered by your bank.

To Submit a Best Price Guarantee:

1. Take a screenshot of your bank quote (including fees) for the same amount you booked in Flywire, within two hours.

2. Send the quote and your newly created Flywire payment ID (3 letters and 9 digits, example ABC123456789) to support@flywire.com.

If the quote is eligible, Flywire will adjust the rate on your booking and let you know the new amount to send.

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HOW FLYWIRE CAN SUPPORT YOU WITH YOUR PAYMENT:

If you are experiencing any difficulties or simply have a question while making a payment, you can always click the live chat feature at the bottom right of the page for immediate assistance.

When paying through Flywire, you have access to around-the-clock multilingual support from our global support team.

How to contact Flywire support:

Live Chat: During your payment you can access live chat at any time across any page during the Flywire payment journey or via **help.flywire.com**

Phone: Give us a call at one of our international numbers (listed here) (**help.flywire.com/hc/p/call-us**)

Email: Send an email to **support@flywire.com**

FAQ: The Flywire Help Center (**help.flywire.com**) provides support for common questions

WeChat: (for Chinese Students)

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