

# Your guide to making Tuition Payments



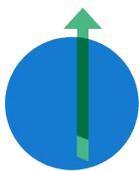
# What is Flywire?

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**

¥ \$ ₪ £ € R ₹ ¥ \$ ₪ £ *flywire*

# 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.

# STEP 1: visit latrobe.flywire.com

Start making your international payment with Flywire by visiting [latrobe.flywire.com](https://latrobe.flywire.com) and select the option reflective of your enrolment status.



English ▾



Welcome to the Payment Portal for La Trobe University

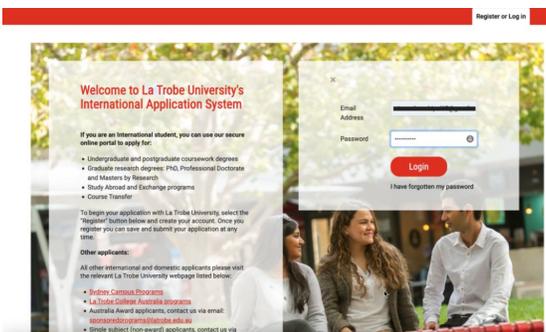
To get started, please select the applicable option below:

New Students/Applicants

START YOUR PAYMENT

Current Students

START YOUR PAYMENT



## La Trobe University ePayments

Payment Home

La Trobe University > Students > International Students >

### Tuition Fee Deposit

Please complete the following details

Please enter your La Trobe ID Number

La Trobe ID Number \*

LA TROBE ID NUMBER

Status

STATUS

Date of Birth \*

DDMMYYYY

First Name \*

First Name

Last Name \*

Last Name

Email \*

Email

Amount SAUD \*

Amount SAUD

Comments

Comments

If you are an Indian student, you can choose to pay via [ICICI Bank](#).

**WARNING:** By clicking the ICICI link, you will leave La Trobe University's website and be re-directed to the website of ICICI Bank (an Indian bank), to input details of your payment of La Trobe University fees.

**NOTE:** This is an optional payment method, which is available only to ICICI Bank customers. ICICI Bank will be the organisation collecting your personal information and payment information.

La Trobe University has no control over or oversight of ICICI Bank's website or payment platform. La Trobe University gives no representations or warranties about the security of ICICI Bank's website or payment system, or of the suitability of using this payment method.

If you choose to use this payment option, you do so subject to ICICI Bank's terms and conditions, including their anti-money laundering and counter-terrorism financing obligations.

Add to Cart Continue Shopping

## Response to Offer

Response:

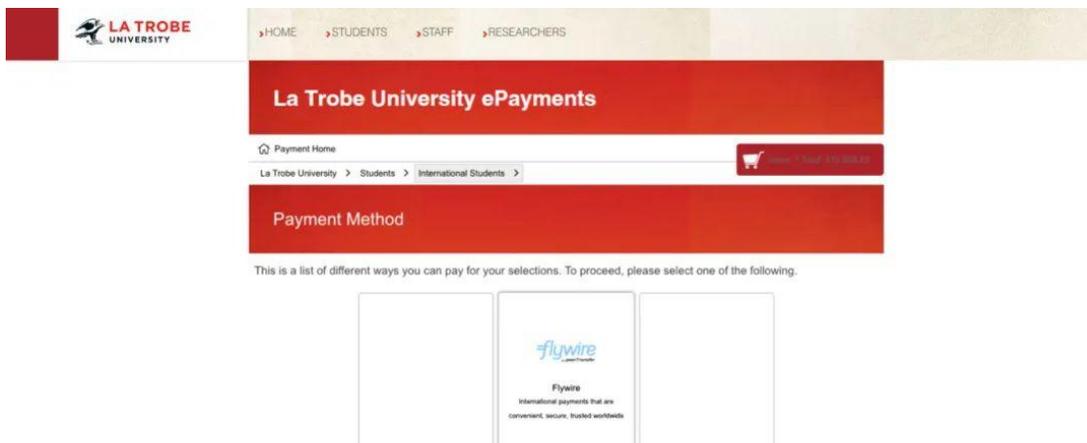
Offer Accepted

Make payment using Xetta

Pay by credit card or bank transfer

Make Payment (\$20,000.00)

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.



Contact Help Log in English ⌵

1. Payment Info

2. Payment method

3. Payer Info

4. Info for the receiver

5. Review & Confirm

6. Make payment

## Your payment

The payment will come from

La Trobe University receives

Country or region \*  
India ⌵

AS Amount \*  
14,840.30

Amount will be formatted in the destination currency, in this case Australian Dollars, i.e. 10,000.00 for ten thousand AUD.

NEXT →

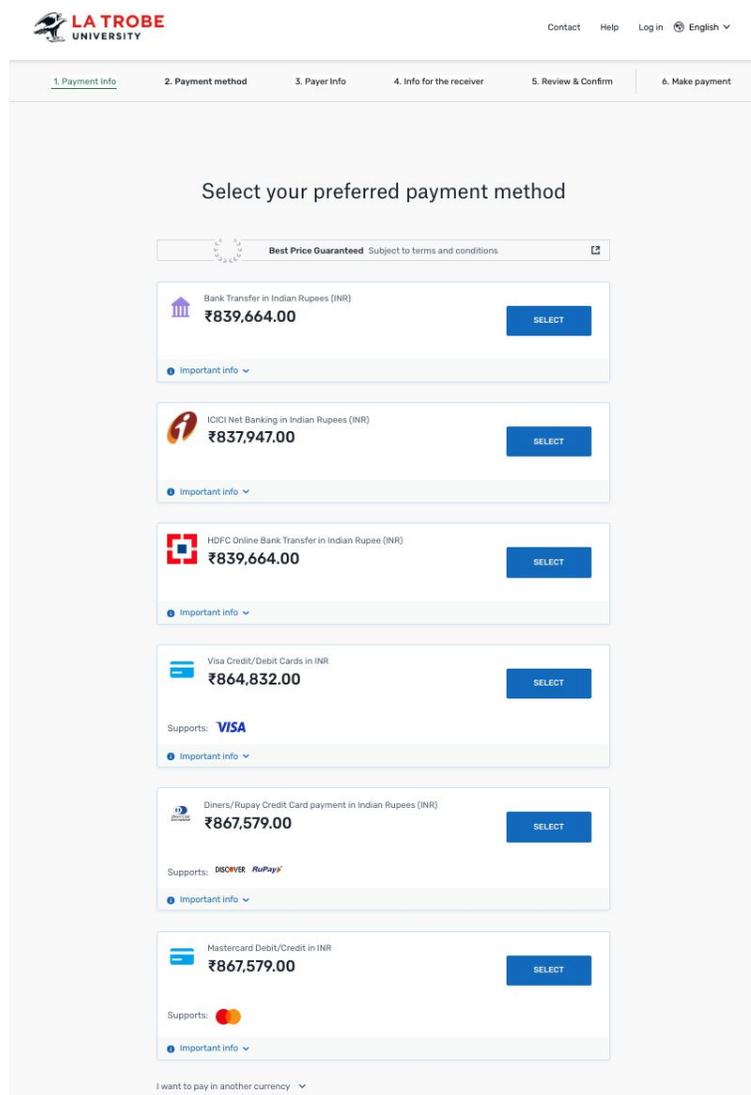
**Translation:** You can translate the payment portal into Spanish, French, Korean, Mandarin, Japanese, Portuguese, Vietnamese, Arabic, Bahasa Indonesian, and Welsh. Use the language button at the bottom of the page where it says "English" to change languages.



# 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.



The screenshot shows the 'Payment method' selection screen for La Trobe University. The page is titled 'Select your preferred payment method' and features a progress bar at the top with six steps: 1. Payment info, 2. Payment method (current), 3. Payer info, 4. Info for the receiver, 5. Review & Confirm, and 6. Make payment. A 'Best Price Guaranteed' banner is visible. Below the banner, six payment options are listed, each with a 'SELECT' button and an 'Important info' dropdown:

- Bank Transfer in Indian Rupees (INR) ₹839,664.00
- ICICI Net Banking in Indian Rupees (INR) ₹837,947.00
- HDFC Online Bank Transfer in Indian Rupee (INR) ₹839,664.00
- Visa Credit/Debit Cards in INR ₹864,832.00 (Supports: VISA)
- Diners/Rupay Credit Card payment in Indian Rupees (INR) ₹867,579.00 (Supports: DISCOVER, RuPay)
- Mastercard Debit/Credit in INR ₹867,579.00 (Supports: Mastercard)

At the bottom, there is a link: 'I want to pay in another currency'.

**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.

# STEP 4: provide payer info

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.

Contact Help Log in English

[1. Payment Info](#) [2. Payment method](#) **3. Payer Info** [4. Info for the receiver](#) [5. Review & Confirm](#) [6. Make payment](#)

## Payer information

**i** Please provide the details of the person whose card/bank account will be used to pay.

(\*) required field

Email *	First name *
Middle name	Family name *
Address 1 *	Address 2
City *	State / Province / Region
Zip code / Postal Code	+ 91 Phone number *

Receive text notifications on your payment status

I would like to receive emails from Flywire about future discounts, promotions and offers

I have read, understand, and agree to the Flywire [Terms of Use](#) and [Privacy Policy](#)

[← PREVIOUS](#) [NEXT →](#)

# 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.

The screenshot shows the La Trobe University Flywire payment interface. At the top left is the La Trobe University logo. On the top right are links for Contact, Help, Log in, and a language dropdown menu set to English. Below the header is a progress bar with six steps: 1. Payment Info, 2. Payment method, 3. Payer Info, 4. Info for the receiver, 5. Review & Confirm, and 6. Make payment. The current step, 'Info for the receiver', is highlighted. The main content area is titled 'Information for La Trobe University' and includes a note '(\*) required field'. Under the heading 'Student Information', there are three input fields: 'One Stop Payment ID \*', 'Student First Name \*', and 'Student Last Name \*'. At the bottom of the form are two buttons: '← PREVIOUS' and 'NEXT →'.

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

# STEP 6: complete your payment

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.

Now, you need to make a bank transfer **from your bank account** to ours no later than **July 19, 2023**

**?** How can I complete my bank transfer?  
You will need to complete your bank transfer outside of Flywire's platform via online banking, telephone transfer or by visiting your local bank branch in person. [More info](#)

Please use the payment instructions below to transfer your funds to Flywire. Keep in mind that it will take 2-3 business days for us to receive your payment.

Payment instructions

Amount to pay	<b>11.951.00 €</b>
Reference / Payment ID	<b>YY891899877</b> <b>You must include this reference so we can identify your payment</b>
Remittance Information / Reference	YY891899877 - Flywire Test Client
Beneficiary Bank	CITIBANK NA
Beneficiary Bank Address	José Ortega y Gasset 29, Planta 4, 28006 - Madrid (SPAIN)
IBAN	ES3814740000140660146008
Beneficiary	Flywire
Beneficiary Address	Av. Aragón 30, 13J 46021 Valencia, Spain
Notes	This is a <b>test</b> <a href="#">here</a>
Detail of charges	DUR In a SWIFT, at field 71A "Details of Charges", from the available options BEN, SHA, OUR, select OUR. This field determines who pays the transfer charges.
Payer ID	780786691899877

[DOWNLOAD INSTRUCTIONS FOR THE BANK TRANSFER](#)

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

# 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.



Hi Marissa,

**We're happy to confirm you have completed your payment FLY123456789 of 550 USD!**

You don't need to do anything else, just allow 2-3 business days for us to process and deliver your payment to Flywire University. Your institution has access to your payment status on their Flywire Dashboard and can see that your payment is guaranteed.

We'll notify you once your payment has been delivered and your receipt becomes available. In the meantime, you can check your payment status on your tracking link any time by clicking the blue button below.

[TRACK YOUR PAYMENT](#)

Thank you!

 *Did you know?* You can sign up to receive future offers and promotions from Flywire. [Sign up here.](#)

---

 **Need anything else?**  
We're here for you. [Visit our Help & Support Center](#)

---



Interested in signing up for promotions and offers?  
Manage your [email subscriptions.](#)

# FREQUENTLY ASKED QUESTIONS

# 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?

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

# 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:



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](http://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,

A handwritten signature in black ink, appearing to read "Stacey Farraway".

Dr Stacey Farraway  
Deputy Vice-Chancellor (Future Growth)

La Trobe University CRICOS Provider Code Number 00115M



# 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](mailto: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.

# 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](https://help.flywire.com)



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



**Email:** Send an email to [support@flywire.com](mailto:support@flywire.com)



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



**WeChat:**  (for Chinese Students)