*flywire*Payer Guide

How to make international payments with Flywire

Step 1: Access the portal to start a payment

- Access your school's payment portal here: https://igbis.flywire.com
- Choose your payment originating country from the dropdown menu (your bank account or card issuing country)
- Enter the payment amount due in your official school bill or invoice.
- Click Next to continue.





Your payment

The payment will come from		IGB In	ternational Sch	nool receives
Country or region *	~	RM	Amount * 0.00	
			ill be formatted in the d ysian Ringgits. i.e. 10,00	lestination currency, in this 00.00 for ten thousand
				Next →

Step 2: Select your payment method

Based on your country selection, Flywire will automatically display **your local currency** rate with the appropriate payment options, such as local or international bank transfer.

- Traditional bank transfer (also known as a wire) is the most cost-effective method. Please
 note that to complete the payment you will need to make arrangements with your bank (in
 person, online, or over the phone) and send your funds to Flywire in your chosen currency.
- Best Price Guaranteed (Only applicable to bank transfers) 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 it.
 Follow the instructions provided at this link here:
 https://www.flywire.com/legal/best-price-guarantee
- If you select your home country, but you don't see your home currency, don't worry —
 you can always pay in the currency of your institution or select a different currency by
 clicking the "I want to pay in another currency" link at the bottom of the page. Although
 the process and benefits will remain the same, your bank will handle the foreign
 exchange before sending the funds to Flywire.

Flywire will then convert your currency and pay your institution.

Z Best Price Guaranteed Subject to terms and conditions Bank Transfer in Japanese Yen (JPY) 1 ¥35,970 Unionpay Credit card in JPY ¥36,007 Select Diners/Discover card in JPY ¥36,675 Supports: DISCOVER JCB Credit Card in JPY ¥36,675 Select Visa/ Mastercard in JPY ¥36,675 Select Supports: VISA

Select your preferred payment method

Step 3: Enter the payer's information

- Enter the payer's personal details and contact information.
- Click Next to continue.

Payer information

1 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	+81 V Phone number *		
	Receive text notifications on your payment status		
I would like to receive emails from Flywire ab I have read, understand, and agree to the Fly			
← Previous	Next →		

Step 4: Enter the student's information

- Enter all details as requested by the institution.
- Click Next to continue.

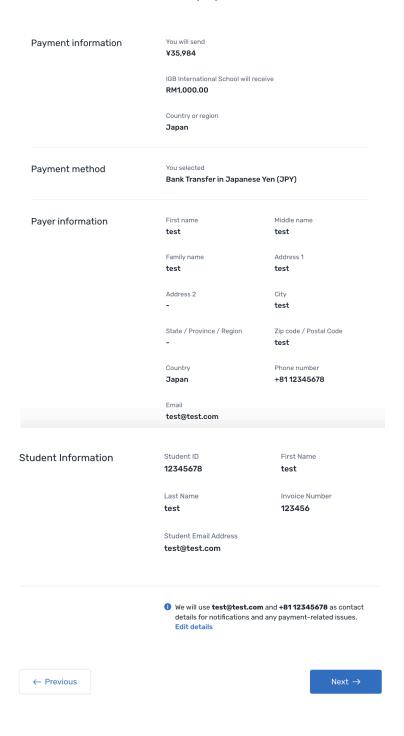
Information for IGB International School

(*) required field	
Student Information	
Student ID *	First Name *
Last Name *	Student Email Address
Invoice Number *	
← Previous	Next →

Step 5: Review and Confirm

- Review the payer and student's information for accuracy. Use the "Previous" button if you would like to edit your information.
- Click Next to continue.

Review and confirm payment information

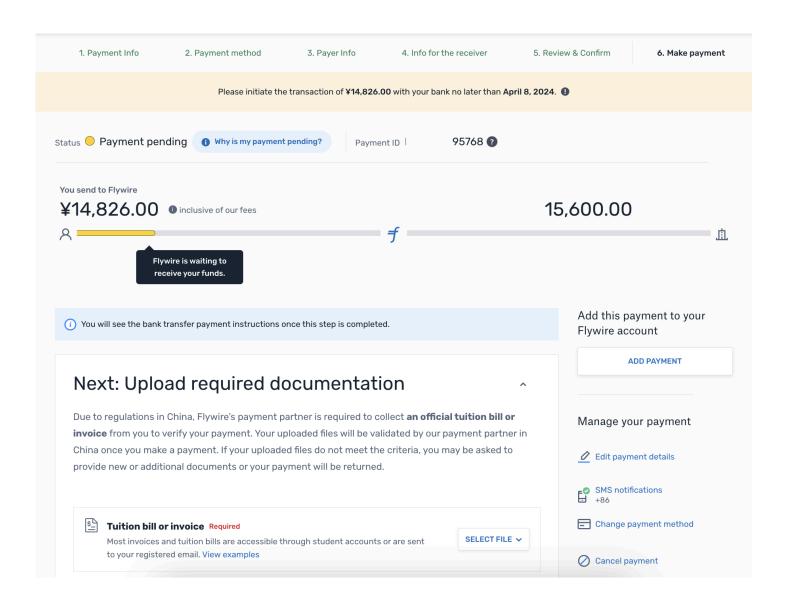


Final step for <u>bank transfer payment method</u>: Review your payment instructions and make your payment through your bank.

At this point, you've initiated the payment and locked in an exchange rate with Flywire. You will need to **complete the payment by making a bank transfer to Flywire**.

For payers choosing the bank transfer method with MYR, CNY, INR, NPR or VND currencies,

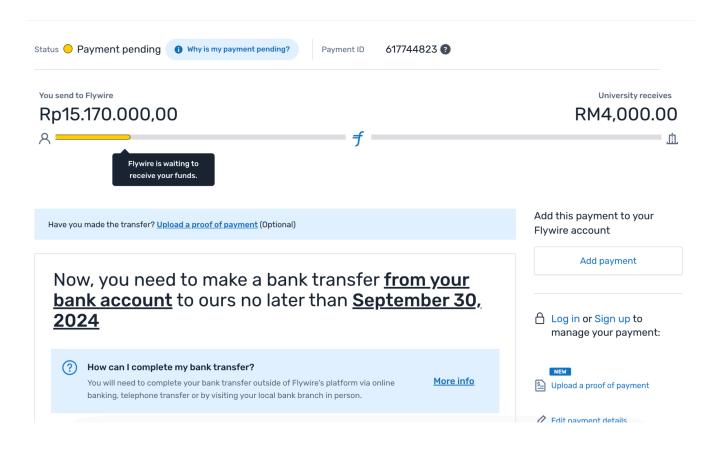
 You must first upload the required documentation onto the payment portal, as shown below.



- Payment instructions will be generated after the documentation has been uploaded.
- Follow the rest of the instructions provided to complete the bank transfer.

For payers choosing bank transfer method with all other currencies,

• Your payment instructions will be generated immediately after Step 5.



 The three ways to complete your bank transfer with the payment instructions provided are:



How to complete your bank transfer

Use the payment instructions provided to do the transfer in any of the following methods:



ONLINE BANKING/ MOBILE BANKING

If you have online banking or a mobile app from your bank, you can easily log in to your account and make the transfer yourself.



IN-PERSON VISIT TO BANK BRANCH

By paying a personal visit to your local bank branch, you can provide your bank the required account details found in your payment instructions in order to make the transfer.



TELEPHONE TRANSFER

You may also call your bank and authorize them to initiate the transaction on your behalf.

- When completing the bank transfer, please use the banking information provided in your payment instructions and input them at your bank, banking app or banking website accurately.
- Different countries and banks will require different banking information to complete a bank transfer, and the necessary banking information will be provided according to the currency and country that you chose to pay with. An <u>example</u> of a set of banking information provided in our payment instructions are as follows:

Amount to pay

Reference / Payment ID

Remittance Information / Reference

Beneficiary/Recipient

Beneficiary/Recipient Address

Beneficiary/Recipient Bank

Beneficiary/Recipient Bank Address

Beneficiary/Recipient Account Number

ABA/Routing Number

Beneficiary/Recipient Bank SWIFT/BIC Code

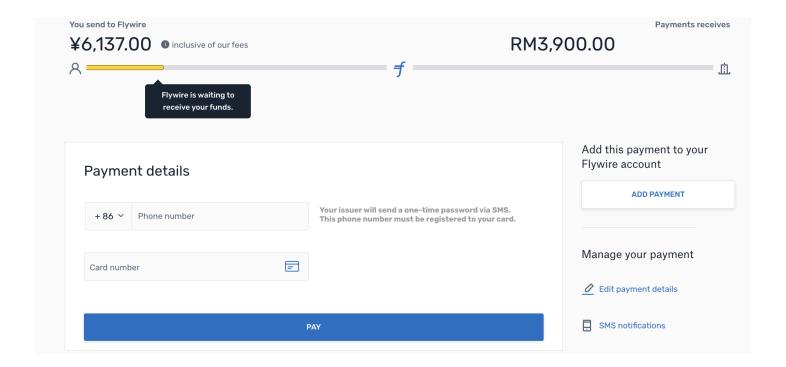
Detail of charges (F:71A)

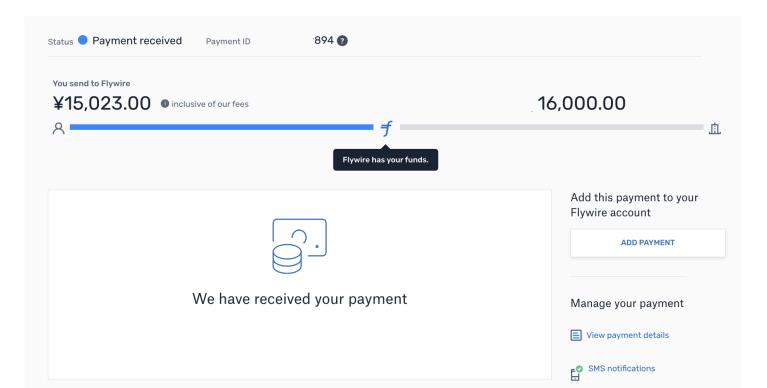
Account Type

Final step for <u>credit/debit card or online wallet payment methods</u>: Enter your card details

At this point, you've initiated the payment and locked in an exchange rate with Flywire. You will need to complete the payment by **inputting your card details.**

- Enter your card number, name, expiry date, and security code.
- Enter your information within 15 minutes to avoid your session timing out.
- Click Make Payment to continue.





What do the Flywire payment statuses mean?

Each successful Flywire payment will go through three different statuses. They are as follows:







DELIVERED

Payer has entered payment details and created a payment ID (exchange rate locked in) Flywire has received the funds and is performing the foreign exchange

Funds have been delivered to your institution's bank account

- For a bank transfer payment, it usually takes 2-3 business days for your payment to be updated from 'Initiated' to 'Guaranteed'.
- For card and online wallet payments, it usually takes 1-2 business days for your payment to be updated from 'Initiated' to 'Guaranteed'.
- For all payments, it approximately takes 2-3 business days for the payment to be updated from 'Guaranteed' to 'Delivered'
- You will receive a notification when the payment has been delivered to your institution's bank account.
- You may download a payment receipt from the Flywire payment portal once your payment has been delivered to your institution's bank account.

Track your payment

Payment tracking is available in the following methods:

- Through the **payment tracking link** included in the automated email sent to your email address after initiating the payment (after Step 5).
- If you've created an account with Flywire, log in to check the status of your payment at flywire.com
- Email notifications when there are updates to the status of your payment.
- SMS notifications when there are updates to the status of your payment. (Optional opt-in during Step 3)

Need help?

Support Email: support@flywire.com

Support Hub (Call, Chat, Email): help.flywire.com

Call:

Australia +61 2 8311 4772

Hong Kong SAR +852 3001 1165

Indonesia +62 21 29223064

Japan +81 5 0180 74338

Malaysia +60 18 008 10611

New Zealand +64 8 004 47163

Singapore +65 3138 6191

Thailand +66 60 003 5979

US (Toll free) +1 800 346 9252

UK +44 20 39 624 308

Mainland China (Toll free) +86 400 006

7175

Korea (Toll free & domestic only) 070

8028 5301

India (Toll free & domestic only) 000 800

4430 048

Vietnam +84 24 4458 1755