

What is peerTransfer?

peerTransfer is a secure, streamlined payment solution that saves international students time and money when making education payments. Accepting over 45 currencies most students can pay in their home currency, saving a significant amount of money each semester. So far, we have accepted payments from over 190 countries and have upwards for 350 education clients.

How does the school benefit?

- **Time Savings.** Payments come with payer details (name, ID#, email, DOB, etc...). Unidentified wires are a thing of the past.
- **Tracking.** With dashboard access you can log in at any time to track a payment. From initiated status to delivery, you know when to expect the funds.
- **Simplicity.** All funds come in one daily batch with a breakdown of each transaction.
- **Security.** No more listing your bank information in handouts and on the web for potential fraud.
- **Support.** Our customer service team will assist all payers with questions and details. Also, the school will have a dedicated support staff to assist with any inquires or questions.

How does the student/payer benefit?

- **Savings.** We offer wholesale foreign exchange rates - unmatched by traditional banks. Also, no hidden fees. The exact amount you sent to peerTransfer, we send to the school.
- **Convenience.** Pay in your currency via the method that works best for you. Book online and pay with your bank via phone, in person or online.
- **Peace of mind.** With a dashboard, students have the ability to track their payments from start to finish knowing where their money is at all times.
- **Support.** We are here with multilingual support through multiple channels – phone, Skype, chat or email – to walk through the process and answer any questions they may have.

- See reverse for commonly asked questions –

Need more info?

Log into your dashboard & select **FAQ** | Contact us at: schoolsupport@peertransfer.com

How does peerTransfer work?

1. Go to www.peertransfer.com to create a login and book a payment. You will receive payment delivery instructions on how to send your payment to peerTransfer by visiting your bank (online, phone, or in person).
2. peerTransfer will convert the funds and send the amount to your school where it will be credited to your student account. Login to your account at any time to track the progress of your payment.

“peerTransfer doesn’t support my currency, can I still benefit?”

YES. You will still save on intermediary fees and be able to track your payment. The school will also be able to watch your payment from start to finish.

I found a better rate at my bank?

Sometimes, the payer compares mid-market rates to our rate. This can be seen on sites like Yahoo Finance & Bloomberg. Those rates do not include bank fees of 3-5%. peerTransfer offers a "Best Rate Guarantee" to ensure the best rate for everyone. See details here: <https://www.peertransfer.com/priceguarantee>

Do I have to book a payment every time?

In order to lock the exchange rate and ensure that the payment is tracked, a payer must book a payment through peerTransfer’s online portal every time. Not booking through peerTransfer can delay a payment up to a few weeks.

What countries does peerTransfer work with?

Unless the payer is from a sanctioned country, they can use peerTransfer. We accept payments from every bank and every country. There are a few countries that are government sanctioned. These include: as of Feb 16, 2012: BALKANS, Albania + Yugoslavia, BELARUS, BURMA, COTE D’IVOIRE, CUBA, DEMOCRATIC REPUBLIC OF CONGO, IRAN, IRAQ, LEBANON, LIBERIA, LIBYA, NORTH KOREA, SOMALIA, SUDAN, SYRIA, ZIMBABWE

I’m from Venezuela, can I use peerTransfer?

Yes, peerTransfer accepts CADIVI payments. In addition to our bank details, you will receive The Carta de Instruction form. This must be completed.

Can I trust peertransfer?

We have seals of approval from Trustee, McAfee, and VeriSign and encrypt all information so you can rest assured student information is safe. Also, we are compliant with AML (Anti Money Laundering), OFAC (Office of Foreign Assets Control) and KYC (Know Your Customer) regulations.

Does peerTransfer have customer support?

Yes! peerTransfer’s customer support is available no matter what time zone you’re in! Support is available via chat, Skype, email and phone. Go to peertransfer.com/help

How long will my payment take?

Payments average 2-3 business days (some countries take longer) from initiated to delivered status. If the payment is taking longer, here are a few questions you can ask the payer:

- Have you gone to the bank to make the transfer?
- Did your bank send the correct currency?

When the dashboard shows the payment as “Guaranteed”, it means we are processing it and will be sending it to your school shortly.

Why was my payment cancelled?

Payments are cancelled for one of two reasons:

- Cancelled by sender – Paid via another method
- Cancelled by peerTransfer – timeframe exceeded to complete the payment with given rate