

# FAQs

## TransferMate

### **Who can I contact for assistance?**

For transaction-specific questions, contact TransferMate via Skype, Live Chat, Email or Phone. Details here:

<https://transfermateeducation.com/customerservice.aspx#>

For questions relating to your student payment center, contact the TVCC Cashier's office by emailing [cashier@tvcc.edu](mailto:cashier@tvcc.edu).

### **Will I be charged for using this service?**

All international payments made through TransferMate 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.

Domestic transactions are subject to a \$20 fee to cover costs.

### **Why do I need to provide identification?**

By law, TransferMate is required to identify the person transferring funds to their bank account. Your identification will ensure that you and your institution are protected against Money Laundering attempts.

### **How will I know if my payment has been successful?**

Once your payment has been received, the pending payment will be removed and the transaction added to the Payment History in your student account center. Additionally, you will receive an email confirming that your payment was successful.

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### **How long does a transaction take?**

Once TransferMate has received your payment into the local bank account in your country, TransferMate sends your payment the same day from our account to your institution. These payments are generally received by your institution the same day if payments are received into our local account in your country before 2pm GMT.

### **When will my payment be posted to my student account?**

Your payments will automatically be posted to your student account within 24-48 hours from payment completion.

### **Where are TransferMate payments shown in my Student Account?**

When the student registers the payment it is displayed on the home page as a Pending Alternate Payment Method. Once the payment is made, and funds are confirmed by Transfermate, the student account is updated and it can be seen in the Payment and Account History.

### **Can my family or other authorized users have access to my Student Account?**

Students may set up authorized users to view their billing information and or their student bill on their behalf. Please note that, in accordance with FERPA, this does not allow the authorized user to view the student's academic records, course schedule, or other personal information. Authorized users may view student account activity, make payments, and set up payment plans.