



flywire

TRAVEL

Flywire Travel

Travel
Operators



Destination Management Companies
& Luxury Agency Ecosystems

Accommodations



Key Questions Booklet

Delivering the most important and complex payments

Flywire (Singapore) PTE LTD | UEN: 201508961K | NASDAQ: FLYW



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Key Questions for Payers

What is Flywire's refund process?

The refund process includes your travel/service provider, who approves and initiates the refund, and Flywire, who may need to verify details of the originating account before sending the funds back to the payer. Below you can find a detailed account of the refund process and some helpful tips!

To begin the refund process, reach out to your travel/service provider and request to initiate a refund:

- After you have asked your travel/service provider for a refund and they have approved your request, they will need to initiate your refund and send the funds to Flywire. Do note that at this point, the funds are likely still with your travel/service provider as it requires some time for the funds to be sent. The entire refund process may take anywhere from 5 business days to 4 weeks.

Your refund will have the same reference as your original payment: The Payment ID. This is true even if you are expecting a partial refund.

Tip: If you are not sure when your refund was initiated and sent to Flywire, you can check directly with your provider.

After your provider sends the funds, Flywire will start the processing of getting those funds back to you:

- Flywire will notify you by email once the funds have been received in our bank account, which is when we can start processing your refund back to you.
- If payment has been made via bank transfer:



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- In order to return your payment, we may need to verify the originating account information to prevent fraud and money laundering. Don't worry! If you are asked to submit any information or documentation for your refund, Flywire will reach out to you directly by email. Once we have everything we need, most refunds are processed within a couple of business days. We will notify you as soon as your refund is finished to let you know the payment is on its way to the originating account.
 - If payment has been made via credit card:
 - No further verifications are required, and we will process the refunds within a couple of business days. We will notify you as soon as your refund is finished to let you know the payment is on its way to your credit card.

Within a few business days, Flywire will send the funds back to the originating account/credit card:

- When Flywire has finished the refund process, it means that the payment is on its way back to the originating bank account or credit card. Time to sit tight and wait for the funds to arrive! Most refunds are received within 5 business days from this point, but depending on the country where the refund is sent to, this may take up to 10 business days.

Tip: Refunds are always sent back to the originating account/credit card via the same currency and payment method. This means if a family member, friend, or agent made the payment, you'll want to check in and make sure they know to expect the refund.



How much will I receive for my refund?

Please note that there might be fees involved and the refund amount you receive back may differ from the amount originally paid for various reasons:

- The refund process includes your travel/service provider, who approves and initiates the refund. It's possible that your provider may charge a refund fee or an administrative fee. You'll need to check with the provider directly to understand their refund policies and fees.
- When Flywire processes a refund for a payment that went through currency conversion, any returned funds will also undergo a currency exchange. Keep in mind that the currency exchange will be based on the real-time exchange rate at the time your refund is completed.
- Flywire may charge additional fees, including up to a 1% refund processing charge that apply to the processing of your refund request.

Note: Unfortunately, it is impossible to tell what the exact rate applied to your refund will be before the completion date as foreign exchange rates fluctuate constantly.



How do I make a payment to my travel provider? (via Payment Request)

Step 1 - Click on the payment request link that was sent to you



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Request created on 2021-07-03

Step 2 - Enter the payer's information

- Enter the payer's personal details. The payer information should include the details of the account or card holder where the funds will be sent from
- Agree to Flywire's terms and conditions by checking the box at the bottom of the form and click 'Continue'



- You will then see all of the payment methods that Flywire offers for payments from your country to your travel/service provider

The screenshot shows a Flywire payment form. At the top left is the Flywire logo. In the center, it says "ABC Company will receive CAD 1,000.00". To the right, there is a section titled "Please provide additional information" containing several input fields:

- Email *: johndoe@hello.com
- First name *: John
- Middle name
- Last name *: Doe
- Address *: 57 Sunset Walk
- City *: Newport
- State / Province / Region: RI
- Zip code / Postal Code: 02840
- Country *: United States
- +1 ▾ Phone number *: +40185148914

A checkbox at the bottom left is checked, indicating agreement to the Terms of Use and Privacy Policy. A "Continue" button with a right-pointing arrow is at the bottom right.

Step 3 - Select your payment method

- Flywire will automatically display the total amount in your local currency for the available payment options based on the country you select to pay from. These options could include standard bank transfer or debit/credit card payment options
- Standard bank transfer (also known as a wire) is the most cost-effective method. Please note, 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
- Debit/credit card will allow you to make an online payment in your home currency. The full and exact amount will be shown before you make your payment. Please note that debit/credit card payments are not available in every country or for every travel/service provider



- Flywire will then receive the amount in the currency of your choice and send funds to the Travel company that you are making the payment to
- If you select your home country but you do not see your home currency, do not worry — you can always pay in the currency of your travel provider or select a different currency. To do so, click the “I want to pay in another currency” link at the bottom of the page. The process and benefits will remain the same for these payment methods, however, your bank will handle the foreign exchange before sending the funds to Flywire

Select payment method

ABC Company will receive CAD 1,000.00	Domestic Bank Transfer in US Dollars (USD) \$ 798.00
	MasterCard: Debit/Credit in USD \$ 830.00
	VISA: Debit/Credit in USD \$ 830.00
	Online Banking in USD \$ 784.00
	Paypal \$ 784.00
	Debit/Credit in USD \$ 784.00

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Step 4 - For bank transfer payments: Review your payment instructions and make your payment

The screenshot shows the Flywire payment interface. On the left, the Flywire logo is displayed above a section where it says "ABC Company will receive CAD 1,000.00". On the right, under the heading "Selected payment method", it shows "Domestic Bank Transfer in US Dollars (USD) \$ 799.00". Below this, there is a note: "Click the button below to get the payment instructions. Keep in mind that it will take 2-3 business days for the funds to arrive to us." At the bottom, a blue button labeled "GENERATE PAYMENT INSTRUCTIONS" with a checkmark icon is visible.

- Your payment instructions (including Flywire's bank account details) will be automatically displayed
- You can also download a copy of these instructions in a PDF document. Please note that we will not ask for your bank account details
- There will not be a redirect to your online banking page, please access your online/mobile banking page on your own from your device and make the transfer with the payment instructions generated
- Sample payment instructions provided below.



Bank Transfer in New Zealand Dollar (NZD)

NZ\$ 834.70

Send the money using the payment instructions below before Oct 22, 2021 or your payment will be cancelled automatically

AMOUNT TO PAY	NZ\$ 834.70
REFERENCE / PAYMENT ID	546218
REMITTANCE INFORMATION / REFERENCE	546218
BENEFICIARY/RECIPIENT	Flywire Payments Corporation
BENEFICIARY/RECIPIENT ADDRESS	141 Tremont Street, 10th Floor, Boston, MA 02111
BENEFICIARY/RECIPIENT BANK	Citibank N.A.
BENEFICIARY/RECIPIENT BANK ADDRESS	23 Customs Street East, Auckland, New Zealand
BENEFICIARY/RECIPIENT ACCOUNT NUMBER	31-2
BRANCH NUMBER	2840

Step 5 - For credit card payments: Enter your card details

- Enter your card number, name, expiration date, and security code
- Enter your information in 15 minutes before the session times out
- Click "Pay" to continue



ABC Company will receive
CAD 1,000.00

Selected payment method

Debit/Credit in USD
\$ 785.00

...

Cardholder's name

Cardholder's surname

Card number 

Expiry date (MM/YY)  

Pay

 This charge will appear on your credit card statement as "Flywire"

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Please note:

- For certain payment methods Flywire may ask you for additional information and documents as required by local banking regulations
- When completing the payer information section, please use the details of the account holder, card holder, and/or the person making the payment on your behalf. Any discrepancies may delay the delivery of your payment
- Need help with your payment? Visit <https://help.flywire.com/hc/en-us> and speak to a live agent 24/7



Whose information should I provide for "Payer Information"?

When making a payment request with Flywire, you will need to provide the details of the person whose bank/card account is used to make your payment. If you are paying on behalf of someone else, you can enter the name and the address of the person who instructed you to transfer the funds. This information is mandatory for compliance purposes.

You will need to provide us with the residential address that matches the payer's bank records. The address must be located in the country in which the sender (you) is paying.

Please note that we do not accept post office (P.O) boxes as a valid address.



Why is there an amount difference between payment options?

If you check our rates for the bank transfer, you will notice that the price is lower. We can provide better pricing on bank transfers because the costs Flywire incurs to provide cross-border bank transfers are typically lower than for credit card options. Select this option if you are looking to make a payment at the lowest cost available.

Credit card payments on the other hand, are instantaneous and offer many advantages in terms of convenience and speed.

If you need to make a time-sensitive payment, then the card option is a great choice. We advise payers to use credit cards denominated in their local currency to minimize charges resulting from the currency conversions. If a dual or different currency credit card is used, the payer's bank may charge an additional currency conversion fee to send the payment to Flywire.

What exchange rate will be applied to my card payment?

When making a payment to your travel/service provider via Flywire, using a credit/debit card, if available, your card will be charged in the currency you select during the payment process by Flywire on behalf of your travel/service provider for the amount of the payment and any applicable fees or charges. Such fees or charges will be disclosed to you before you initiate the transaction.

Flywire and our locally licensed partners offer competitive exchange rates that are often lower than what banks offer for retail consumers. It's important to review Flywire's rates by comparing them to



your bank's retail rates, rather than those found online. The exchange rates posted on many websites online are often the mid-market rates, which are not always available to the retail consumer. As exchange rates are in constant flux, the rates should be compared at the same time ideally.

For your future transactions, please take these details into consideration prior to making your payment. If you have any questions please let us know. We are always happy to assist you!

I had already sent the funds, but my payment was cancelled.

When payments are initiated, payers will have to complete payment within a stipulated time frame, which is typically +1 day for credit card payments and +2/3 days for bank transfers.

Following which, the payment will expire and be cancelled. The payer will then have to initiate another attempt for the payment. If the payer had already sent the funds, but the payment expired and was cancelled, please create a new payment and reach out to our customer support team at support@flywire.com with your old and new payment ID for them to manually reconcile the payment to the new payment ID.