# TransferMate FAQs and Adding Authorized Users

**Who can I contact for assistance?**

For transaction-specific questions, please contact TransferMate directly via Live Chat, Email (edu@transfermate.com), or Toll-Free Phone (1-866-217-4020).

Contact **The Office of the Bursar** for questions about SLCCPay+.

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

All international payments made through TransferMate are completely free of charge, although your bank may charge you for making a local transaction. Unfortunately, this is 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.

**What is accepted as viable identification?**

Any letter of offer/acceptance, including your name, which has been posted to you by SLCC. In addition, we must receive a scanned copy of your photo identification (passport).

**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 will be added to the Payment History in your student account center. Additionally, you will receive an email confirming your payment was successful.

**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 SLCC. These payments are generally received by SLCC the same day if payments are received into our local account in your country before 2 pm GMT.

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

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

**Where are TransferMate payments shown in SLCCPay+?**

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, which 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, under the Family Educational Rights and Privacy Act (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.

Check out our guide on how to set up a SLCCPay+ authorized user.

**Can a family member make payments through my TransferMate account?**

Yes, providing your family member provides TransferMate with the relevant Anti-Money Laundering Identification (student photo Identification and SLCC Invoice or offer letter). This must be sent to edupayments@transfermate.com. If these steps are taken, we are happy to allow family members to make payments to SLCC on your behalf. For more assistance on this topic, please contact edu@transfermate.com or visit our Live Chat Box.

**Can I make the same currency transactions?**

TransferMate is designed to allow international students to make cross-currency transactions free of charge at reduced rates of exchange; any same currency transactions will hold a £10 or equivalent amount charge to cover the costs of performing this type of transaction.