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PAYER FAQ

HOW DOES TRANSFERMATE SAVE ME MONEY?

TransferMate offers payers a unique experience to alleviate the most common burdens with international payments. By leveraging TransferMate's technology and global network of local bank accounts, payers remove the cumbersome transfer process, gain access to competitive rates, increase speed of payments and gain transparency when reconciling payments.

Savings with TransferMate on transactions of \$100,000

Payers make a local payment through the following networks below and save on wire fees:

Payer now makes payment via **SEPA** in Europe saving an average of **\$575**

Payer now makes payment via **ACSS** in Canada saving an average of **\$460**

Payer now makes payment via **SPEI** in Mexico saving an average of **\$385**

Payer now makes payment via **APCA** in Australia saving an average of **\$420**

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HOW DOES TRANSFERMATE MAKE INTERNATIONAL PAYMENTS EASIER?

In most cases you will have the ability to submit a domestic payment and remove the cost of expensive international wire fees. Additionally, you can manage multiple invoices and take advantage of live market rates, allowing you to feel confident that you are receiving the most competitive rate with every transaction.

WHAT ARE THE BENEFITS TO SETTING UP A FREE TRANSFERMATE ACCOUNT VS. PAYING AS A GUEST?

Setting up an account with TransferMate does have its advantages. You can monitor real-time exchange rates, manage and pay invoices in multiple currencies and set up and schedule payments for suppliers outside of the US.

Upon signing up, you will be assigned a dedicated relationship manager who will help with any questions and work with you to make the greatest impact to your AP process. You can reach out to learn more through any of the options below.

Email: glicpayerquestions@transfermate.com

Website: <https://www.transfermate.com/globalinvoiceconnect/>

WHEN THE PAYMENT ARRIVES TO MY BENEFICARY, DOES IT REFLECT AS AN INTERNATIONAL WIRE OR ACH?

As payers are depositing funds to a local account, it will reflect as a local payment.

HOW LONG DO TRANSFERS TAKE?

Once funds have been verified in the TransferMate Client account, the converted funds will then be credited to the selected beneficiary account in no more than 2 business days. In some instances, transfers can occur same day. For Example, if we receive your payment prior to 12pm local time, it will credit your beneficiary same day.

WHEN MAKING PAYMENTS TO TRANSFERMATE, WHY DOES THE ACCOUNT SAY INTERPAY?

In some countries, TransferMate's accounts are titled under InterPay doing business as TransferMate.

IS TRANSFERMATE SECURE?

Best In Class Technology

TransferMate uses Secure Socket Layer (SSL), 256-bit encryption to protect your transaction details. 256-bit encryption is the latest and strongest data encryption techniques commercially available for securing information among you, our client and our website.

SSL works by encrypting/scrambling data from our website to your computer. The data is encrypted on our web server and can only be decrypted/unscrambled by the person with the correct decrypt/unscramble key.

You can verify our sites use of SSL in two places, by the user of "s" in https in the address bar of the site and by the padlock in your status bar at the bottom of your web browser.

Safety Of Funds

All client funds flow through segregated accounts and are not co-mingled with TransferMate's operating account. While transactions are in process, funds are safe guarded by a combination of surety bonds, insurance, and capital buffer as required in the jurisdictions where TransferMate operates.

WHO IS TRANSFERMATE AND ITS PARENT COMPANY TAXBACK GROUP?

TransferMate, part of the Taxback Group, is a global B2B payments technology firm, enabling companies to send and receive cross-border payments faster and easier than ever before. TransferMate has built one of the largest portfolios of payments licenses worldwide, including in 51 US states and territories, to support trading in 162 countries and 134 currencies. Leading banks, fintechs & software providers partner with TransferMate to offer an enhanced user experience for their business customers. Using TransferMate's technology and global banking infrastructure, companies benefit from better exchange rates, greater transparency and improved reconciliation via direct integration into accounting and ERP systems. TransferMate has attracted major strategic investment from some of the world's leading banks including ING Group N.V. and Allied Irish Bank.

