Flywire payment platform - FAQ

What is Flywire?

Collège du Léman has partnered with Flywire to provide you with an easy and secure method of sending international payment (outside of Switzerland). Flywire allows you to pay securely from any country and any bank, typically in your home currency.

Flywire allows you to:
- o Track your payment from start to finish
- o Pay from any country and any bank
- o Save on bank fees and exchange rates
- o Receive peace of mind with dedicated multilingual customer support

Which payment method is available?

According to the currency selected, you can pay through:
- o Credit cards
- o Domestic bank transfer
- o International bank transfer
- o Other local options such as Paypal, Wechatpay….

How to make a payment with Flywire?

1) Click on the link provided in the invoice your received. From the drop-down menu, select your currency.
2) Select your preferred payment method from the options provided. Options may include bank transfer, debit/credit card in your home currency, electronic payment, or other local options.
3) For bank transfers, follow the instructions provided to send your funds. Depending on your bank, payment may be made online, in person, or over the phone.
4) For debit/ credit card payments, enter your card details online to complete your payment in your home currency.
5) Additional local payment options may be available depending on the country you are paying from.
6) You will receive an email with the tracking link when you create your payment request. From that email, you can access your payment, track and manage your payment for up to 90 days

When will Collège du Léman receive my payment?

The time it takes for your payment to reach the school can vary depending on the payment method.

- o Bank Transfer
  From the moment Flywire receives the funds from your bank, it usually takes 2 to 3 business days to process and deliver the payment to CDL. After Flywire receives your payment, it will automatically be guaranteed to you're the school.
- o Card or other online payment methods
  If you have chosen to pay by card or other online payment methods, your payment is automatically guaranteed to Collège du Léman. Typically, funds are delivered within 2 to 3 business days after the payment was made.

What if I encounter problems while using the platform?

You can reach the Flywire hotline 24/24, 7 days a week at:
https://www.flywire.com/fr/company/contact#contact-numbers

Or you can contact a member of the Collège du Léman team by sending an email to Accounting@cdl.ch.

And if I want to pay in Swiss francs (CHF)?

Please contact us at Accounting@cdl.ch or Admissions@cdl.ch, and we will send you the information.

Please note:

College du Léman cannot accept payments from Iran, Crimea, Syria, Cuba, North Korea or North Sudan. Guardians must ensure that payments do not come from afore mentioned countries or from a sanctioned bank account as per the following list: https://sanctionssearch.ofac.treas.gov/