

## Payments from India: Frequently Asked Questions

### How does paying Oakland University from India work?

Oakland University has an account to collect tuition payments from India through Flywire (formerly called peerTransfer). To obtain the full banking instructions, you must first initiate your payment through Oakland's international payment portal: [oakland.flywire.com](https://oakland.flywire.com). The instructions contain all necessary bank account details you will need to complete your payment. Funds can be delivered to Oakland University account through National Electronic Fund Transfer (NEFT) or Real Time Gross Settlement (RTGS).

Other benefits that you will receive from our payment processor, Flywire:

- Ensures that Oakland University quickly identify and post your payment to your student account
- Guarantees an excellent rate of exchange
- Exchange rate is inclusive of service tax required by Reserve Bank of India for foreign exchange transactions
- Eliminates hidden bank fees so your payment arrives in full
- Allows you to track your payment and supports you with around the clock customer service
- Carries insurance to ensure deposits are never in danger of not making it to your educational institution
- Keeps you updated on payment progress via email or optional SMS/Text updates

**\*IMPORTANT: Banking instructions are specific to each transaction and are for one time use. You must complete the payment request process for future payments to Oakland University.**

### My bank is asking my school's account and routing number and a SWIFT code. What should I do?

The only banking details that will be provided are those received when booking a payment through Flywire. Refer your bank to the authorization letter included with payment instructions.

### I'm getting a loan from an Indian bank or financial institution. Can I use Flywire?

Yes, you can still use Flywire to make your tuition payment. The payment instructions and authorization letter you receive from Flywire will clearly demonstrate that Oakland University is the beneficiary of your payment.

Students receiving loans should provide the "Authorization Letter" to their banking institution and insist they send the payment to Flywire/peerTransfer's account in India without delay. If the loan company has any questions they can always send us an email to [support@flywire.com](mailto:support@flywire.com)

### The loan provider insists on sending USD to Oakland's account in the US. What should I do?

When you visit [oakland.flywire.com](https://oakland.flywire.com) you can select the "I want to pay in another currency" link below the displayed rupee options. Here you will see the USD option, which carries a \$30 process fee. Fill in the required information to receive the payment instructions. The beneficiary of the payment will be listed as Flywire/peerTransfer, who is our official payment processor in India. Flywire is the only way to pay Oakland University by international wire transfer. No other wire instructions are available. You can avoid the \$30 fee by paying in rupees.

### How does the A2 process work?

Flywire will provide a prefilled A2 form that will need to be collected. Once you have completed your payment you will also need to submit your A2 form to Muthoot (they are in charge of collecting your A2 forms in India). You can choose their pick up or drop off service. Pick up service means your A2 form will be picked up by courier at an address you specify in India. A local Indian phone number will be provided on your bank instructions so that you can contact our courier Muthoot directly to arrange the pickup/ delivery of the A2 form or any other A2 form related questions that you might have.

Alternatively, you may choose to drop the payment and A2 form off at one of 4000 Muthoot branches throughout India. Click [here](#) to find the closest branch or visit [www.muthootfinance.com/branch-locator](http://www.muthootfinance.com/branch-locator). We recommend contacting Muthoot at any of the phone numbers provided on the payment instruction form so they can expect your visit.