



## PAY WITH Flywire – FREQUENTLY ASKED QUESTIONS

### **Who is Flywire?**

Flywire is an easy-to-use payment solution that provides students with a streamlined payment experience and saves institutions and their students time and money.

We are transforming the payment process so that making payments is easier, faster, more transparent and cost effective for students.

### **Can I use my credit or debit card to pay through Flywire?**

Yes, Vancouver Community College has partnered with Flywire to process Canadian credit and debit card payments.

### **What credit and debit cards are accepted?**

Students paying from within Canada can pay using Visa, Mastercard, or American Express.

### **How long does card payment processing take?**

Card payments typically process within 2-3 business days; however, students will receive an email notification when the funds are guaranteed to be received by VCC.

### **Are there fees for using a card?**

Flywire assesses a nominal fee for processing credit card and debit card payments. Credit card payments with either Visa, Mastercard, or American Express incur a 2.5% processing fee, while debit card payments with Visa or Mastercard incur a 1.5% processing fee.

### **Why am I being charged a fee?**

Flywire provides our payment platform to simplify the payment process, while providing a convenient and flexible option for students. The fee that is assessed is one that is typically paid by the merchant for accepting credit and debit cards and covers the costs of processing credit card and debit card transactions.

### **What if my payment isn't going through?**

Check your card's details, expiry date, and ensure you have sufficient funds. Contact Flywire support for unresolved issues.

**For detailed support and more FAQs, visit Flywire's Card Payments support page: [Flywire Card Payments FAQ](#).**

### **What can I pay for through Flywire?**



International and Domestic tuition & related fees  
Admission deposits  
Tool deposits, uniform deposits  
Student Union fees  
Student health and dental plan fees  
UPASS  
College Initiative fees

**Can I still pay my application fee in-person using a credit card?**

Yes.

**I have a daily limit on my debit card. What are my options?**

Please contact your bank regarding options to increase your daily limit or set yourself up to pay via online banking.

**Can I still pay for my books or for food in the cafeteria with a credit card?**

Yes, VCC bookstores and cafeterias continue to accept credit card payments for all purchases, and have no plans to change this method of payment.

**I want to register for a Continuing Studies program or course. Can I still use my credit card?**

Yes. VCC continues to accept in-person or online credit card payments for Continuing Studies programs and courses