

Foreign Currency Transfer

We're ready to help you

1300 364 400 | www.gcmutual.bank

It's your bank, because you own it.



Overview

We have partnered with Convera to offer our members an International Money Transfer service, also known as Telegraphic Transfer. Using this service, you can send money overseas through Online Banking or staff assisted transactions to 200 countries and territories in more than 130 currencies.

This guide has been designed to walk you through the few steps involved in sending and receiving an international transfer.

The International Money Transfer service through Online Banking is available for your convenience 24/7 and it offers you the ability to input your own international transfer details that can be saved and used for future transactions. Please note that you will need to be registered for SMS One Time Password (OTP) in order to transfer funds via Online Banking. Alternatively, you can call us on **1300 364 400** for staff assisted transfers.

Please refer to the **Fees and Charges Schedule** on our website for applicable fees.

Before you begin the transfer, it is handy to have all the details required to complete the transfer. Details required include the beneficiary's full name, address, account number or IBAN¹, Bank code or Swift code.

To begin the process of transferring money online to a different country, first you will need to log into Online Banking. Then, select "International Transfer" under the "Payments" menu.

The screenshot displays the online banking interface. At the top, a navigation bar includes links for HOME, ACCOUNTS, PAYMENTS, OPEN ACCOUNTS, MAINTENANCE, SERVICES, and SECURE MAIL. A 'Print' button and a 'Log Out' button are also visible. The main content area shows a welcome message for 'MR B HUR' and a list of payment options under the 'PAYMENTS' menu. The 'International Transfer' option is highlighted with a red box. An orange callout box with a white border and a black arrow points to this option, containing the text: 'Select "International Transfer" to begin your transfer.'

Account	Name	Available
Everyday	Everyday	\$3,999.18
Savings	Savings	\$0.00
Credit Ca	Credit Ca	\$184.83
Travel	Travel	\$0.00
BusiAcce	BusiAcce	

Date	Description	Debit	Credit	Balance
15 JAN 2017	CREDIT TRANSFER		\$5,000.00	\$5,046.60
08 JAN 2017	Pending - HABILITANIA BLACKTOWN BLACKTOWN	\$27.42		
15 JAN 2017	JOURNAL DEBIT [Eff Date: 07 MAR 17]	\$20.00		\$4,026.60
	Ilia Maz @ 2.267 [Eff 7]	\$1,000.00		\$4,046.60

International Money Transfer – Input transfer details

You need to select the account from which you wish to transfer the money from.

Under the “Recipient of Transfer” section, select “Pay New Recipient”.

Select the country of the recipient to start the process and click “Next”.

The screenshot shows the 'International Transfer' form on the G&C mutual bank and Quay mutual bank website. The form is titled 'International Transfer' and is part of the 'PAYMENTS' section. It includes a navigation bar with 'HOME', 'ACCOUNTS', 'PAYMENTS', 'OPEN ACCOUNTS', 'MAINTENANCE', 'SERVICES', and 'SECURE MAIL', along with 'Print' and 'Logout' buttons. The form fields are: 'Account to transfer from' with a 'Transfer From' dropdown (callout: 'Select the account from which you wish to transfer the money from.') and a 'Reference (to Appear on Statement)' text box; 'Recipient of Transfer' with radio buttons for 'Select Existing Recipient' and 'Pay New Recipient' (selected), and a dropdown (callout: 'Select existing or new payee to whom you wish to transfer the money.'); and '* Select Country of Recipient Account' dropdown (callout: 'Select the country of the recipient and click “Next”'). A 'Next' button is highlighted with a red box, and a 'Cancel' button is visible. At the bottom, there are links for 'Convera|Terms and Conditions|Privacy Declaration'.

*Note: Not all countries will appear in the drop down menu due to restrictions Convera have applied. If you cannot see the country where you would like to transfer money, please complete our International Funds Transfer Request form, call us on 1300 364 400, or email us at info@gcmutual.bank.

International Money Transfer – Input transfer details

International transfer screen continued:

Select either AUD or another currency from the drop down menu and check the conversion rate. The transfer is done in local currency only.

Then, enter the recipient's or beneficiary's bank details.

International Transfer

Account to transfer from

Transfer From * Denotes Mandatory*

Reference (to Appear on Statement) 55 Characters Left

Recipient of Transfer

Select Existing Recipient Recent Transactions

Pay New Recipient

Select Country of Recipient Account *

I wish to send ⓘ

INR AUD

AUD * @ 52.791 = 5,279.10

Rates are indicative and may change at transfer confirmation Fee \$20.00 Total = \$120.00

Recipient's Bank Details

Bank Name *

Bank Code ⓘ Swift Code * Find Bank

Account Number or IBAN ⓘ *

Bank Address *

City

Region

Postcode or Zipcode Country India

You can either select the AUD value here which needs to be converted or the recipient currency here and check the conversion rate for the AUD amount.

Enter recipient's bank details here.*

*Example shown for illustrative purposes only.

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International Money Transfer – Input transfer details

International transfer screen continued:

Enter the recipient's address and other additional details for the transfer.

Once you have entered in all the details, click "Next".

The screenshot shows a form for entering international transfer details. It is divided into two main sections: 'Recipient's Address' and 'Additional Details'. The 'Recipient's Address' section includes fields for Recipient's Name, Address, City, Region, Postcode or Zipcode, and Country. The 'Additional Details' section includes a dropdown for Reason for Transfer and two text boxes for Message for Recipient. A 'Next' button is located at the bottom left. Callouts provide instructions for each section.

Recipient's Address	
Recipient's Name	SHRUTI SHETTY
Address	LANDMARK TOWER A WING NAIGAON DADAR EAST
City	MUMBAI
Region	MAHARASHTRA
Postcode or Zipcode	40014
Country	India

Additional Details	
Reason for Transfer ⓘ	Travel Related Service
Message for Recipient ⓘ	

[Next](#)

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Enter recipient's name and address here.

Any other additional details like the reason for the transfer or any message for the recipient can be entered here.

Click "Next" after entering all details as above.

International Money Transfer - Review transfer details

This screen gives you a summary of the details you entered for the international transfer. Please check this screen carefully and make any necessary changes before confirming the payment. **If the payment goes to an unintended recipient, it may not be possible to recover the funds.**

Confirm International Transfer

Payment Details	
Transfer From	XXXXXXXXXX - G&C Mutual
Reference	
Transfer Details	INR 5,279.10 @ 52.791 = AUD 100.00 Fee \$20.00 Total = \$120.00

Recipient's Bank Details			
Bank Name	HDFC BANK		
Bank Code	HDFC0000084	Swift Code	HDFCINBB
Account Number or IBAN	XXXXXXXXXXXX		
Bank Address	IMPERIAL MAHAL, GR FLOORKHODADAD CIRCLEDADAR T.T		
City	MUMBAI		
Region	MAHARASHTRA		
Country	India		
Postcode or Zipcode	400014		

Recipient's Address	
Recipient's Name	XXXXXXXXXX
Address	LANDMARK TOWER A WING , NAIGAON DADAR EAST
City	MUMBAI
State	MAHARASHTRA
Country	India
Postcode or Zipcode	40014

Check all the details above and make sure they are all correct so the payment does not go to an unintended recipient.

International Money Transfer - Review transfer details

Review international transfer details screen continued:

Additional Details

Reason for Transfer Travel Related Service

Message to Recipient

It is important that you check the Payee account details you have entered are correct because payments are processed using these details, and without checking the recipient account name. Funds may be credited to the account of an unintended recipient if these details are not correct. It may not be possible to recover funds from an unintended recipient.

Nickname to be save as for future use

One Time Password

SMS

One Time Password

Click Get SMS to send an SMS One Time Password to your mobile phone

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Details

Transaction Date/Time	11 APR 2023 - 03:59pm
Receipt Number	078799040

International Money Transfer Receipt

Your International Money Transfer is complete. This final screen is your International Money Transfer Receipt confirming your transfer. It displays the details of your transfer including relevant fees applied².

The transfer fee will be shown as a separate item in your transaction summary.

International Transfer Receipt

Payment Details	
Transfer From	[REDACTED] - G&C Mutual
Reference	
Transfer Details	INR 5,279.10 @ 52.791 = AUD 100.00 Fee \$20.00 Total = \$120.00
Recipient's Bank Details	
Bank Name	HDFC BANK
Bank Code	HDFC000084
Swift Code	HDFCINBB
Account Number or IBAN	[REDACTED]
Bank Address	IMPERIAL MAHAL, GR FLOORKHODADAD CIRCLEDADAR T.T
City	MUMBAI
Region	MAHARASHTRA
Country	India
Postcode or Zipcode	400014
Recipient's Address	
Recipient's Name	[REDACTED]
Address	LANDMARK TOWER A WING , NAIGAON DADAR EAST
City	MUMBAI
State	MAHARASHTRA
Country	India
Postcode or Zipcode	40014
Additional Details	
Reason for Transfer	Travel Related Service
Message to Recipient	
Details	
Transaction Date/Time	11 APR 2023 - 03:59pm
Receipt Number	078799040

[Finish](#) [New Transaction](#)

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Refer to the Fees and Charges Schedule on our website for applicable fees.

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Inward Telegraphic Transfers (receiving money from overseas)

We offer a fast and reliable option for receiving international payments into your account. It's a low cost alternative to SWIFT transactions and often has a quicker clearance period³.

Visit <https://gpm.convera.com/au/AU/02193-FI> to begin your secure inward Telegraphic Transfer.

Using the drop down menu to select the country you will receive the money from. Enter the amount and currency and click on the quote button.

The logo for Convera, featuring the word "convera" in a lowercase, teal-colored sans-serif font. The letter 'o' is stylized with a white circle inside it. The logo is set against a dark blue rectangular background.

When you're bringing money across from another country, transaction charges from the international banks can take a big chunk out of your payments. G and C Mutual Bank Ltd teamed up with foreign exchange specialists Convera, to bring you a better deal on fast, reliable payments from overseas. Please complete the online form to obtain payment instructions.

Payment Details

Select the foreign country you will receive money from *

United States x v			
<input checked="" type="radio"/>	USD x v	Enter Foreign Amount	AUD x v
<input type="radio"/>	AUD v	Enter AUD Amount	USD v

Rates are indicative and may change at transfer confirmation

Quote

Inward Telegraphic Transfers (receiving money from overseas)

The below form will need to be completed using G&C Mutual Bank's BSB number (659-000) followed by your Account Number – the account the funds will be credited to, or Alt Reference Number - if you would like the credit to go into a specific account.

Your Details - Who is receiving the payment?

Your Customer / Account Number *

BSB: 659000 ACCOUNT: _____

Your Institution Branch

Your Institution Branch

First Name *

First Name

Please enter either: First Name, Business Name, Full Name (Joint Accounts)

Last Name *

Last Name

Please enter either: Last Name, ABN Number, Full Name of Secondary Account Holder (Joint Accounts)

Address *

Address

City *

City

State / Province

State / Province

Postal / Zip Code

Postal / Zip Code

Country *

United States



Email *

Email

Inward Telegraphic Transfers (receiving money from overseas)

The below form will need to be completed with the details of the person who is sending you the payment.

Remitter Details - Who is sending the payment?

Remitter (Payer) address is same

Name *

Payer Name

Address *

Payer Address

City *

Payer City

State / Province

Payer State

Postal / Zip Code

Payer Post Code

Country *

United States x v

Email *

Payer Email

Remitting Bank Information

Bank you are receiving the money from, if known

Reference *

E.g. Purpose of Payment

By submitting this form you are subject to the terms within our [Privacy Policy](#).

Submit

Inward Telegraphic Transfers (receiving money from overseas)

Once you have completed the form, payment instructions will be sent to your nominated email address. To complete your transaction, you will need to forward the payment instructions to the remitting bank or person who will complete the transfer.



Payment Instruction

Convera has been appointed by G&C Mutual Bank to facilitate this transaction. When the payment is received and processed, it will be forwarded to the account of Sally Smith



Forward the Payment Instructions to the person sending the funds. Transfer the funds to the nominated account using the payment details below



Review the Checklist



If possible, email the bank's remittance advice with Payment Reference to

Payment Reference:	CAU02193-FI5822810
Currency and Amount:	GBP 1,000.00
Beneficiary Name:	G and C MUTUAL BANK
Bank Routing Number:	185008
Beneficiary Account:	78618410 / GB60CITI18500878618410
Beneficiary Address:	Level 5, 201 Elizabeth Street, SYDNEY, NSW 2000, Australia
Bank name:	Citibank
Bank SWIFT:	CITIGB2L
Bank Address:	Citigroup Centre, 33 Canada Square, London E14 5LB, United Kingdom

Checklist

- ✓ Payment reference shown above is included
- ✓ Beneficiary name remains G and C MUTUAL BANK
- ✓ Currency is GBP
- ✓ For local domestic transfers please use Account Number and Routing Number only.
- ✓ For international transfers please use additional account details as required by your bank.
- ✓ Do not deposit cash



Need Help

Email at: inwardtransfers@convera.com

It's **your** bank, because **you own it.**

G&C Mutual Bank has entered into contractual arrangements with Convera Australia Pty Ltd (ACN 150 129 749; AFSL 404092) ("Convera"), to assist it in fulfilling certain foreign exchange and payment services. The relationship relating to the services described is solely between you and G&C Mutual Bank. Fees and charges may apply, please refer to the terms and conditions issued by G&C Mutual Bank. Any advice provided is general in nature and does not take into account your personal objectives, financial situation or needs. Convera does not give you any advice, general, personal or otherwise. This communication has been prepared solely for informational purposes and does not in any way create binding obligations. No representations, warranties or conditions of any kind, express or implied, are made in this communication.

1. IBAN is used in some countries to uniquely identify a customer's bank account. An IBAN is necessary for payments being sent from Australia to an IBAN mandatory country.
2. Please note that International Payments are sent via a network of correspondent banks, which sometimes levy a small handling charge on your payment. Any such fees, and payment delays, are out of our control.
3. Funds are usually received by the beneficiary's bank in 2 to 3 business days, however, there may be a delay in the beneficiary bank allocating funds to the beneficiary account. There is no delivery guarantee. Some currencies may take longer than others to process.