

## India FAQ

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

Arkansas State University has an account to collect tuition payments in India through peerTransfer. This is clearly reflected on the banking instructions, with Arkansas State University listed as the ultimate beneficiary of your payment. Once you make a payment request, you will be able to access the bank instructions\*. These bank instructions contain all necessary bank account details you will need to complete your payment. Funds can be delivered to Arkansas State University's account through National Electronic Fund Transfer (NEFT) or Real Time Gross Settlement (RTGS).

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

- Ensures that Arkansas State University can 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 Arkansas State University.**

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

Yes, you can still use peerTransfer to make your tuition payment. The payment instructions you receive from peerTransfer will clearly demonstrate that Arkansas State 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 Arkansas State University's account in India without delay. If the loan company has any questions they can always send us an email to [support@peertransfer.com](mailto:support@peertransfer.com)

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

When you visit [astate.peertransfer.com](http://astate.peertransfer.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 peerTransfer, who is our official payment processor in India. peerTransfer is the only way to pay the Arkansas State University by international wire transfer. No other wire instructions are available.

### How does the A2 process work?

peerTransfer 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.