

Key terminology

Fedwire/ABA code

A Fedwire (or ABA) code is a bank code used in the United States, which identifies financial institutions. Fedwire/ABA codes are always nine (9) digits in length.

IBAN

The International Bank Account Number (IBAN) is a series of letters and numbers that uniquely identifies an account held at an overseas bank. All IBANs start with a two (2) letter country code and contain between sixteen (16) and thirty-four (34) letters and numbers.

The use of the Recipient's IBAN is mandatory on all payments within the European Union or to a European Economic Area. The Global Payments system will remind you to enter an IBAN if you are sending funds to a recipient that requires one.

SORT code

Sort codes are a unique identifier of the individual branch or bank office where a bank account is held. Sort codes are mandatory when sending an International Money Transfer to the United Kingdom.

SWIFT Code

A SWIFT code is used when transferring money between banks for international transfers. It indicates which bank a payment is to be sent. A SWIFT code is a standard format code which is comprised of eight (8) or eleven (11) letters or numbers.

New Zealand account number format

When processing a Telegraphic Transfer online to a New Zealand dollar account held at a New Zealand Bank, the recipient account number must be provided in the International format. This is either fifteen (15) or sixteen (16) digits consisting of the BSB, account number and a two or three digit suffix.

Contact us for more information:

 Call 13 11 75

www.suncorpbank.com.au

 Visit your local branch

Global Payments



Global Payments is Suncorp Bank's system which allows you to make an online International Money Transfer (an electronic transfer of funds) to an overseas account at another financial institution. The Global Payments system is safe, easy and convenient and is perfect for transferring funds to family and friends overseas.

Making your International Money Transfer

Step 1: Access Global Payments

Log into Suncorp Bank Internet Banking and select **Transfer Money**. Once you've done this select **International Money Transfer**. It's the first option under the heading of **International Services**.

Note: You will need a security token to use the Global Payments system. These can be purchased within Internet Banking.

Step 2: Payment Destination Country

Select the country you wish to send money to.

Step 3: Your Personal Details

Enter your contact phone number. Your name and address details will automatically be populated.

Step 4: Transaction Details

Select the account to be debited. Select the method of payment and the currency being sent. Enter a Payment Reason.

Step 5: Recipient Account Details

Enter the account name and number of the person you are transferring the money to.

Step 6: Recipient's Address Details

Enter the address details and phone number of the person you are transferring the money to.

Step 7: Recipient Bank Details

Enter the details of the Bank of the person you are transferring the money to.

Step 8: Intermediary Bank Details

If you have chosen to send a currency that is not the local currency of the destination country you will need details of the intermediary bank.

Step 9: Confirmation

When the Confirmation page appears, ensure all the details you have entered are correct before entering your Token Code and pressing 'Submit'.

Step 10: Receipt

Once your transaction is complete make a note of your Transaction Reference Number or print the receipt page.

Frequently asked questions

How much does it cost to complete a transfer?

An online International Money Transfer will cost AUD \$20 per transaction. Other Financial Institutions involved in the transfer of funds may seek reimbursement for their services by way of fees which may be debited from the payment. Suncorp cannot advise what fees may be charged by the other Financial Institution.

Is there a limit to how much I can transfer?

Subject to your Internet Banking Daily Limit, the transaction limits for International Money Transfers are:

- Up to AUD \$20,000 can be completed 24 hours a day; and
- Transactions over AUD \$20,000 can only be completed during the hours 8.00 am and 6.00pm AEST on any Business Day (being Monday to Friday, except Queensland and National Public Holidays).
- A single Online Telegraphic Transfer cannot exceed AUD \$50,000.

The maximum amount that can be transferred within a 48 hour period is AUD \$100,000 per Customer ID.

How long does it take to process the transfer?

Transfers made during the week generally take 2-5 business days if there are no delays from recipient banks.

How do I pay for my transfer?

You must have sufficient available cleared funds in your Suncorp Bank account to cover the payment. The amount of your payment in Australian dollars must be within your Internet Banking Daily Limit.

From which accounts can a customer send a transfer?

Most Suncorp transaction, savings and business accounts can be used to make an International Money Transfer. The most commonly used accounts are Everyday Basics, Everyday Options and the 55+ account.

What happens if I have entered incorrect or invalid information?

If you realise your payment instructions contained invalid details you should contact the Suncorp Bank Call Centre on 13 11 75 (International customers please phone 61 7 3362 1222) as soon as possible to request a Transfer Amendment.