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## Send and receive money internationally

If you're sending money overseas or receiving an international payment – Heritage Bank can help.



**Heritage Bank**

*People first.*

 Talk to us today.

Our International Payments Service provides a cost-effective, convenient and reliable way for you to send and receive money from overseas.# Whether you are buying or selling goods, sending or receiving money from family and friends, or booking a holiday overseas, we can help.

## **Sending Money Overseas**

You can send money overseas for family and friends or business using a telegraphic transfer. The table below highlights the key features of this service:

<b>Telegraphic Transfer</b>	
<b>Available services</b>	Funds are transferred from your account and into the recipient's bank account
<b>Receiving locations</b>	200+ countries and territories
<b>Time to receive</b>	Usually 2-3 business days <sup>^</sup>
<b>Maximum amount</b>	Unlimited
<b>Details required</b>	The recipient's name, bank account details, street address, bank address and purpose of transfer <sup>†</sup>
<b>Collecting funds</b>	The funds are deposited directly into the recipient's account
<b>How?</b>	Transactions can be made in-branch or online.*

#Please note that International Payments are sent via a network of correspondent banks, which sometimes levy a handling charge on your payment. Any such fees, and payment delays, are out of our control.

<sup>^</sup>Funds are usually received by the recipient within 2-3 business days, however, there may be a delay in the recipient's bank allocating funds to the recipient account. There is no delivery period guarantee. Some currencies may take longer to process than others.

<sup>†</sup>Additional info may be required depending on the country.

\*A fee applies - refer to the Heritage Bank Fees and Limits Guide.

# How do I send money overseas?

## Send money via Telegraphic Transfer

Available in more than 130 currencies, an Outward Telegraphic Transfer (TT - also known as a "Wire") is an electronic transfer of funds credited to a recipient's overseas bank account. This helps enable you to respond swiftly to a special deal or fulfil a financial agreement efficiently and with confidence.

### Why should I use a TT?

- The money is transferred directly into the recipient's bank account
- You can send a payment in over 130 currencies, providing certainty on the exchange rate
- Sending a TT in the recipient's currency may result in funds being credited more quickly into the recipient's account<sup>^</sup>.

### How do I send a TT?

Transactions can be made in-person at any Heritage Bank branch or online. For online transactions log into Heritage Online or the Mobile Banking App.

### What details do I need to send a TT?

To request a TT you will need to provide the residential address for the recipient, as well as details of the account that the funds will be transferred to, including:<sup>†</sup>

- Recipient's bank full name
- Recipient's bank full address
- Account number
- Recipient's full name
- Recipient's residential address
- Purpose (reference)
- Full residential address of the recipient

<sup>^</sup>Funds are usually received by the recipient within 2-3 business days, however, there may be a delay in the recipient's bank allocating funds to the recipient account. There is no delivery period guarantee. Some currencies may take longer to process than others.

<sup>†</sup>Additional info may be required depending on the country.

You may also need to provide some additional information when sending a Telegraphic Transfer to certain countries, for example:<sup>†</sup>

Country	Additional information required
Europe	International Bank Account number (IBAN) – the IBAN incorporates the bank, sort code and account number
United Kingdom	IBAN
New Zealand	Bank code
USA	ABA or routing code
Malaysia	National ID number or Company number

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. Please note that in processing a telegraphic transfer, we will only rely on the bank account number and beneficiary bank details you provide. We do not rely on the bank account name. You will need to check the details provided carefully because if the payment is paid to an incorrect account and/or beneficiary, it may not be possible to recover it.

**For a list of the currencies available for Telegraphic Transfers go to [heritage.com.au/sendmoney](https://heritage.com.au/sendmoney)**

<sup>†</sup>Additional info may be required depending on the country.

# How do I receive money from overseas?

Two options available to receive funds from abroad are:

- Inward Telegraphic Transfer
- Conversion of Foreign Currency Cheque

## Inward Telegraphic Transfer

An Inward Telegraphic Transfer (Inward TT- also known as an "Inward Wire") is an electronic transfer of funds credited to your account. In most cases an Inward TT is a timely and reliable way to receive funds from overseas and will usually arrive in your nominated bank account in 2-3 business days.<sup>^</sup> Some benefits can include:

- Exchange rate guarantee. Lock in a competitive exchange rate for up to 72 hours.\*
- If your sender sends the money in their local currency, you can still receive in AUD.

## Why should I ask my sender to send money via Inward TT? Better value for you

You are not charged a beneficiary deduct fee, so you will receive the full amount of your incoming payment.<sup>#</sup> Please note that in most cases, Heritage Bank and Convera Australia Pty Ltd do not apply a fee. However, in some instances intermediary banks may levy a fee.

## Better value for senders

In most cases the transaction is completed as a local transfer.

## Peace of mind

Senders can be confident that their payments are being handled by foreign exchange specialists.

<sup>^</sup>Funds are usually received by Heritage Bank within 2-3 business days, funds will then be allocated to your nominated account. There is no delivery period guarantee. Some currencies may take longer than others to process.

\*Periodic comparisons are made against publicly available rates for comparable services from 4 Australian Banks. Funds must be received by Convera Australia Pty Ltd within 72 hours of the rate quote in accordance with payment instructions for the rate guarantee to be honoured.

<sup>#</sup>Payments may be sent via a network of correspondent and/or intermediary banks. In some instances, such banks may charge a handling fee, which is out of the control of Convera Australia Pty Ltd or Heritage Bank.

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## What do I need to do to receive money to my account?

Complete the online form available from the Heritage Bank website and provide the deposit instructions to the sender.

**For full instructions  
on receiving money  
visit [heritage.com.au/  
receivemoney](https://heritage.com.au/receivemoney)**

## Conversion of Foreign Currency Cheque

If you have received a cheque in a foreign currency, we will usually be able to convert it into Australian Dollars for credit to your account. #

Typically, personal, bank, company or government foreign currency cheques can be converted from 4 currencies (although money orders are not accepted). However, please note that some restrictions do apply.

#In some instances intermediary banks may levy additional fees and / or other charges. This is beyond the control of Convera Australia Pty Ltd. or Heritage Bank.

Heritage and People's Choice Ltd ABN 11 087 651 125, AFSL and Australian Credit Licence 244310 ("Heritage") has entered into contractual arrangements with Convera Australia Pty Ltd (ACN 150 129 749; AFSL 404092), to assist it in fulfilling certain foreign exchange and payment services including telegraphic transfers and foreign cheque conversions. These services are provided to you by Heritage Bank.

Please note that fees and charges and terms and conditions apply and may vary depending upon the financial product. Refer to the terms and conditions issued by Heritage for more information, including the Fees and Limits Guide. Convera and Heritage Bank do not give you any advice, general, personal or otherwise.

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Target Market Determinations for applicable products issued by Heritage can be located at [www.heritage.com.au/TMD](http://www.heritage.com.au/TMD). Information correct as at 1 May 2024 and subject to change without notice.

## Find out more

 Drop into your nearest Heritage Bank branch

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 Call 13 14 22

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**Twitter:** [@heritagebank](https://twitter.com/heritagebank)

**YouTube:** [youtube.com/HeritagePeopleFirst](https://youtube.com/HeritagePeopleFirst)

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 Talk to us today.

**Heritage Bank**  
*People first.*