



International transfer FAQ

How do I make an international transfer?

Make a transfer in three simple steps:

1. Complete your one-time registration through online banking to get started
2. Add your recipient so we know where to send money to
3. Book your international transfer

Done!

What is the maximum and minimum transfer amount?

You can transfer as much as your credit union allows, or as little as \$10.

How do I keep track of my transfer?

Your transfer will appear in your transaction history in online banking in real-time, plus, you'll receive an email notification when the transfer has left your account and when it arrives at the recipient's account.

When can I make international transfers?

Anytime, anywhere.

How long does the transfer take?

Quick next-day delivery in North America and up to two business days everywhere else.

How safe is my transfer?

Your transfer is protected with AES 256-bit encryption, automated identity verification, anti-money laundering procedures, automated online checks, advanced anti-fraud safeguards and insurance coverage - all through a FINTRAC-regulated entity.

What are the exchange rates?

With live pricing, you get the real exchange rate—every time.

What are the fees?

If the transfer is less than CAD \$500, a \$2.50 fee applies.

Your credit union may apply additional bill payment fees.

How do I know how much the recipient will receive?

With our guaranteed transfer amount, what is sent is what is received—there are no deductions ever.

What currencies are supported by International Transfers?

Visit central1.com/internationaltransfers to find out which currencies you can transfer to, from Canadian dollars (CAD).

Why do I need to verify my I.D. when I register?

Government regulations require that we verify your I.D. for your security, just like when you open a bank account in a branch.

Why did I receive a call from International Transfers about my account opening?

We may need to check and confirm the details you entered.

What is a recipient?

A recipient is an account or person you want to send money to. It could be your own account in a different currency or a friend or family member outside Canada. You have to have at least one recipient to be able to make an international transfer.

How often can I send?

You can send as often as you like to as many people as you like.

Can I reverse my transfer?

Contact International Transfers as soon as possible and they will try to trace/return funds wherever possible.

How often can I make international transfers?

As often as you like!

Who do I contact for support?

International Transfers are available to support via chat, email and phone from 6 A.M. to 6 P.M. PT. Email support@internationaltransfers.ca or call 604.256.6200.