StemLife

Because Life is Precious.

Payer Guide

The international patient's guide
to making payments with Flywire

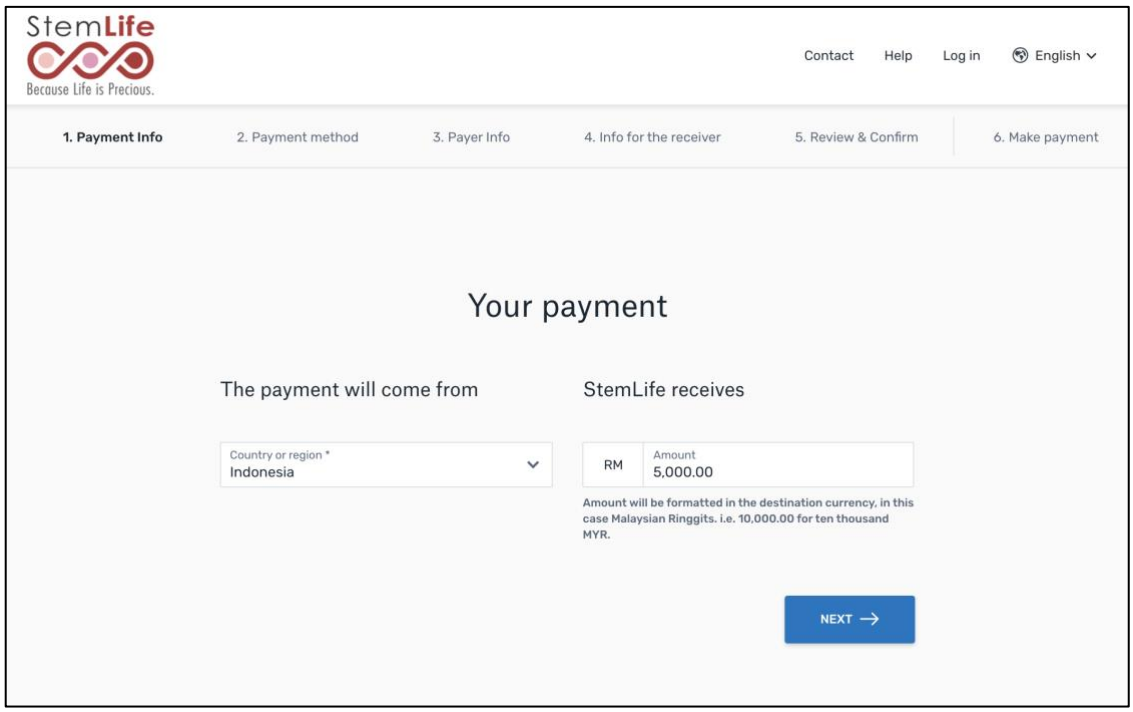
flywire

Step 1: Get Started

- Visit https://stemlife.flywire.com/

Step 2: Enter your country and payment amount

- Choose your home country from the drop-down menu and enter the payment amount in Malaysian Ringgit.
- Click Next to continue.

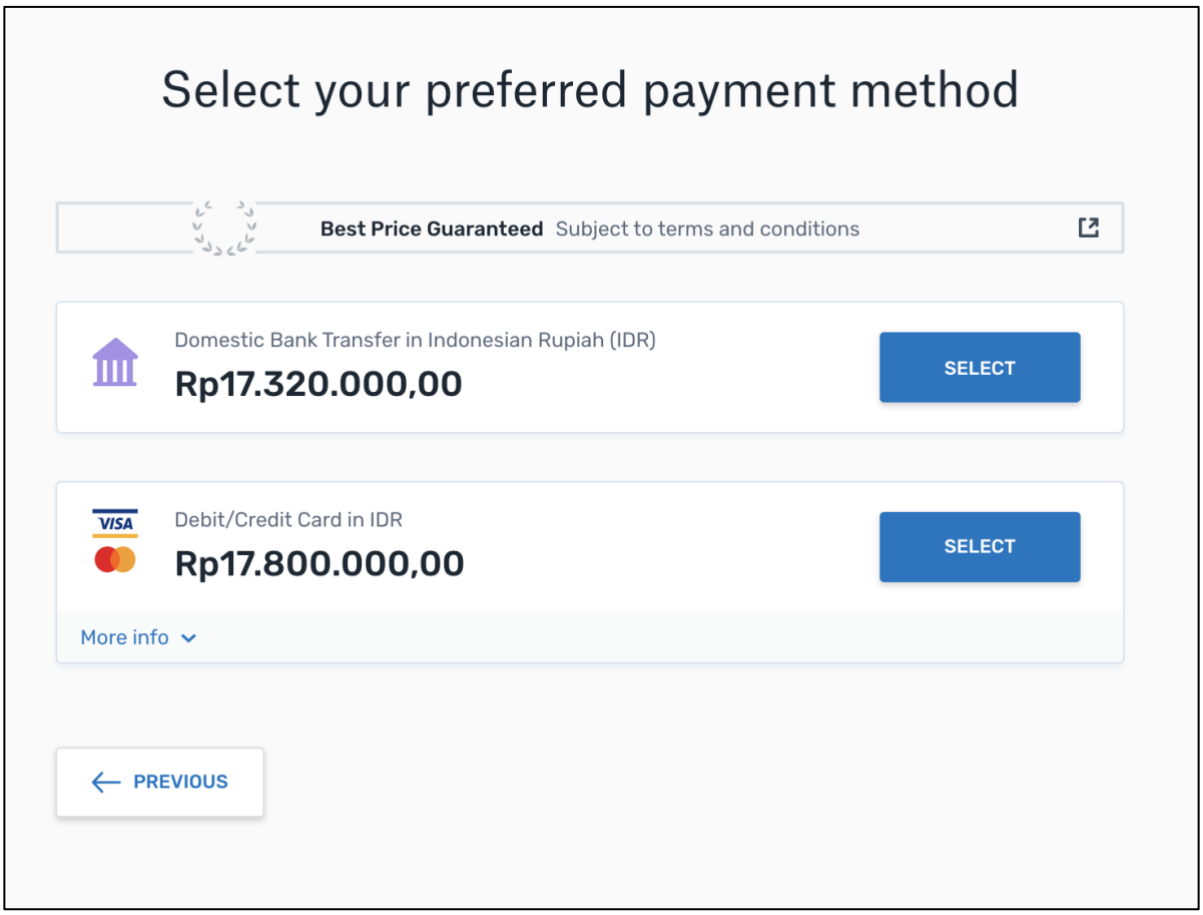


Step 3: Select your payment method

Based on your country selection, Flywire will automatically display your local currency rate with the appropriate payment options.

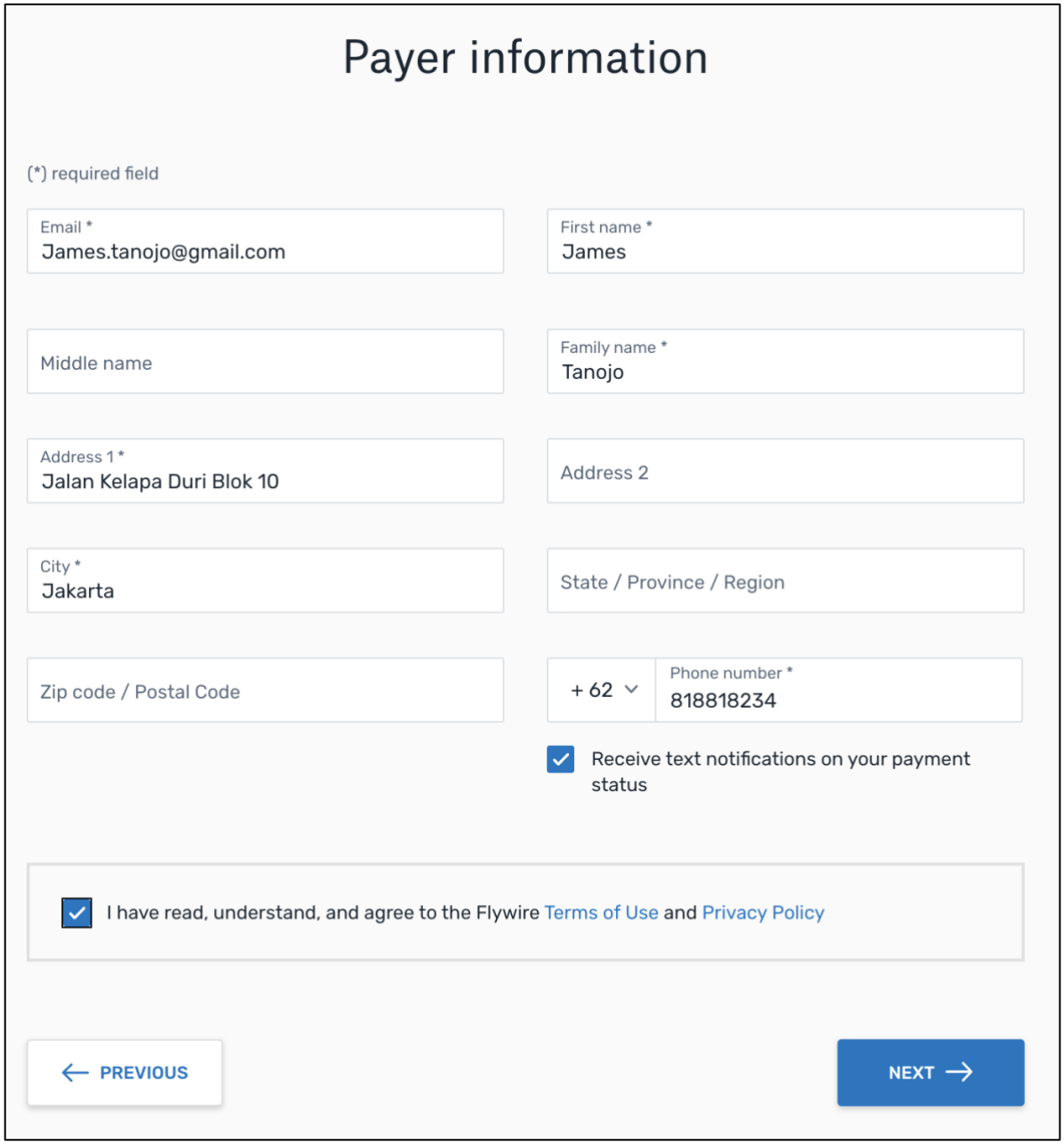
- Domestic bank transfer is the most cost-effective method. Please note that to complete the payment you will need to send your funds from your bank to Flywire (online, in person or over the phone) in your chosen currency. Bank transfer instruction will be provided at the end. Flywire will then convert your currency and pay your Cord Blood Bank.

- Debit/credit card will allow you to make an online payment in your home currency. Contrary to a traditional international credit card payment, Flywire handles the foreign exchange so you will know the exact amount that will be deducted from your account before you make your payment. Flywire will then convert your currency and pay your hospital.



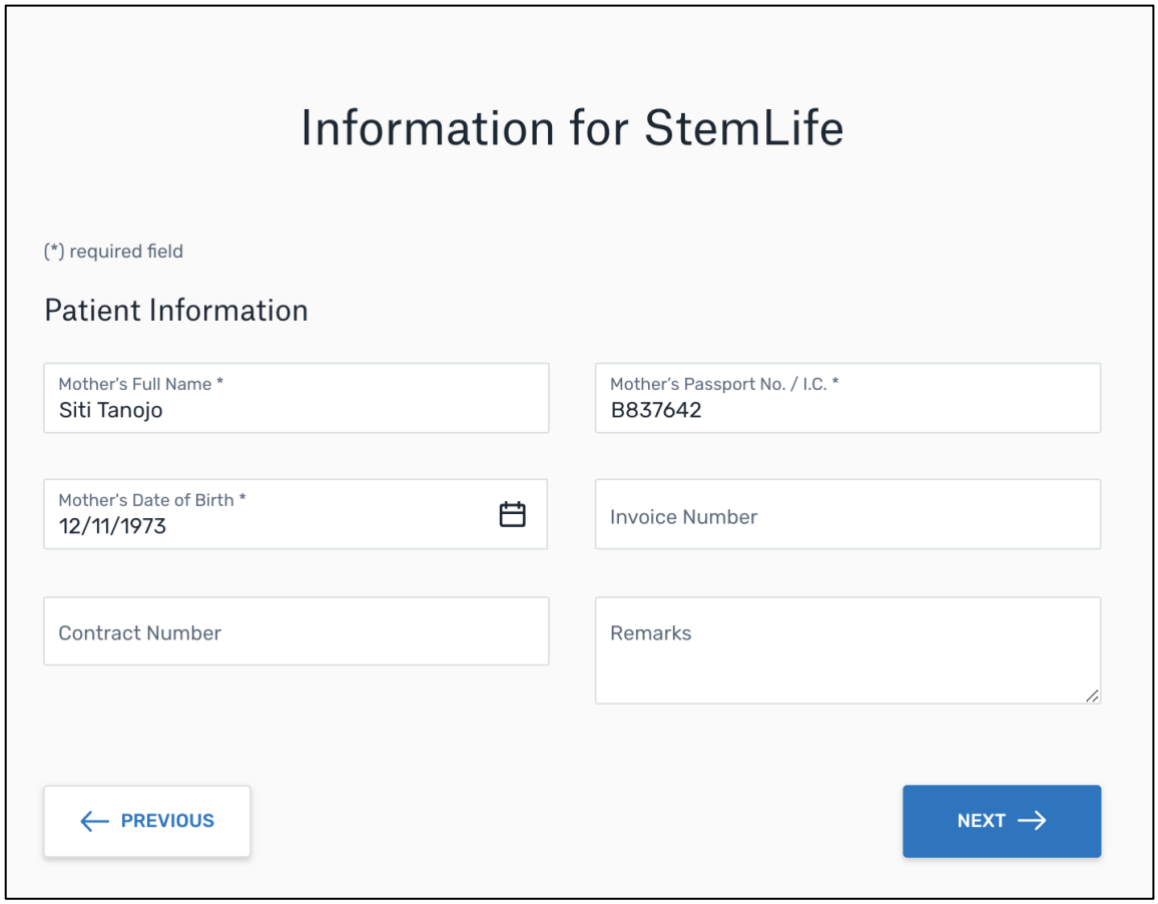
Step 4: Enter the payer's information

- Enter the payer's details and contact information. (If you would like to receive SMS notification on your payment status, check the box below the phone number. This is a free-of-charge service)
- Agree to Flywire's terms and conditions by checking the box at the bottom of the form.
- Click Next to continue.



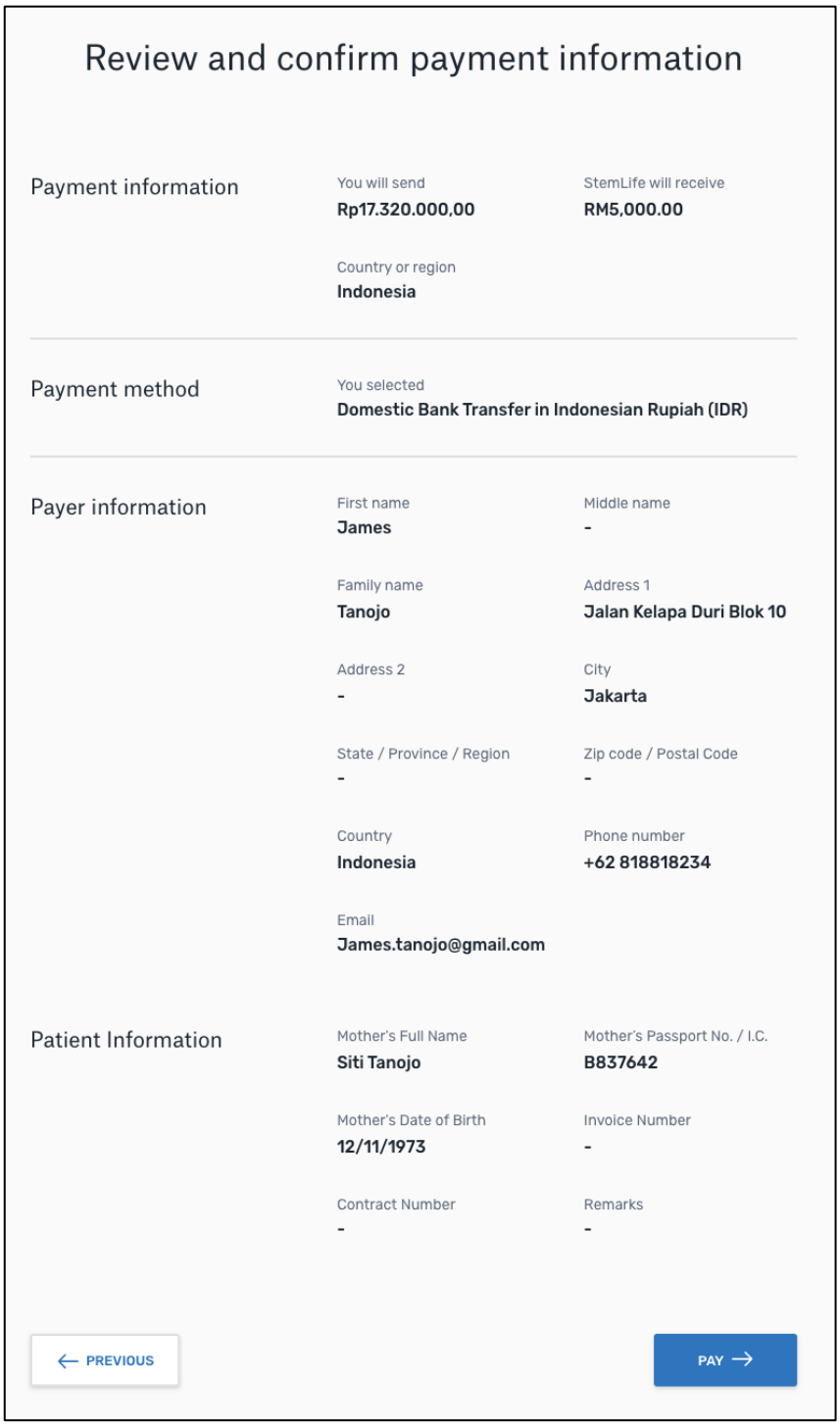
Step 5: Enter the payment information

- Enter the information required by Stemlife.
- Click Next to continue.



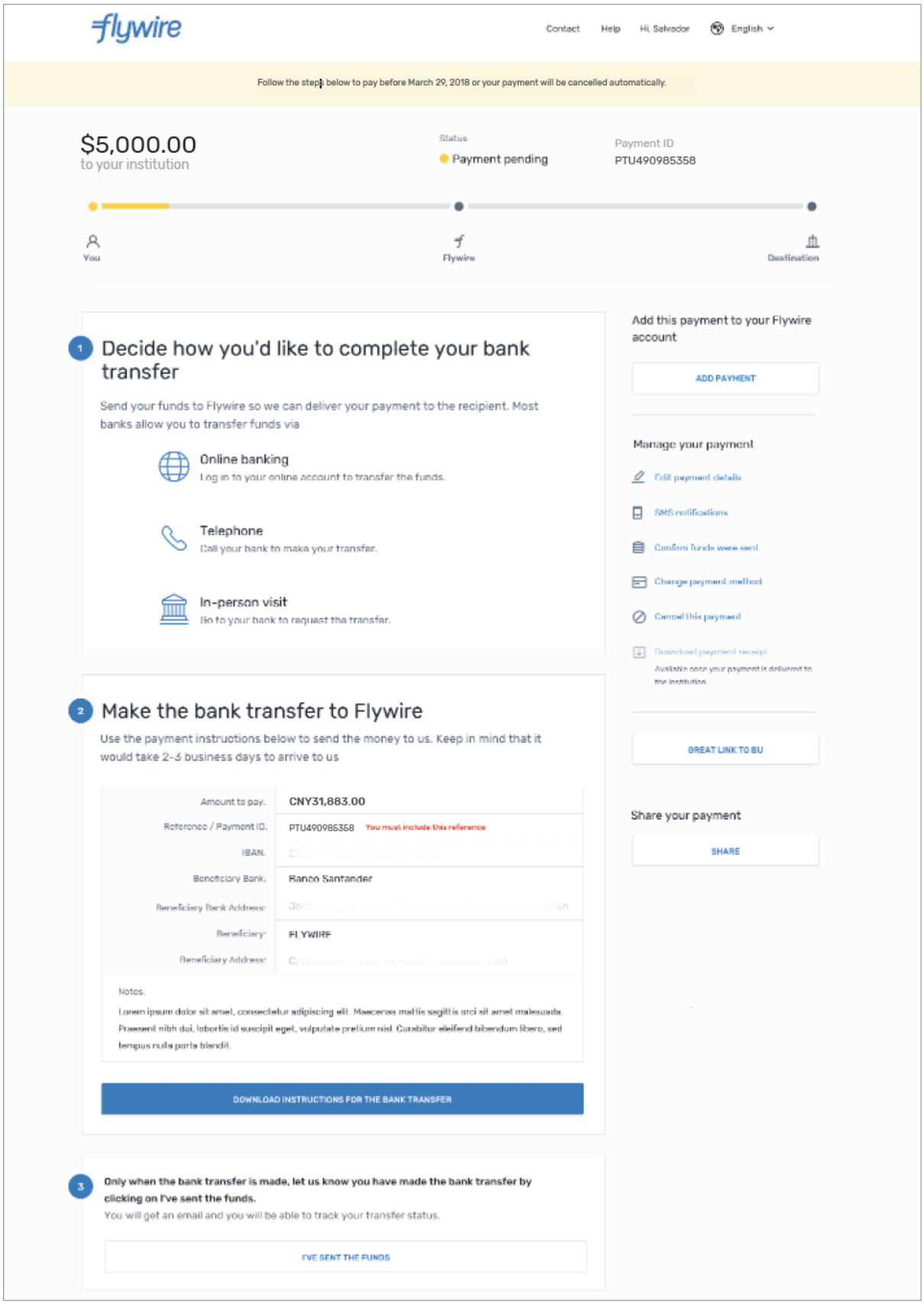
Step 6: Review and confirm your information

• Review the payment information for accuracy. Use the “Previous” button if you would like to edit your information.
• Click Pay to continue.



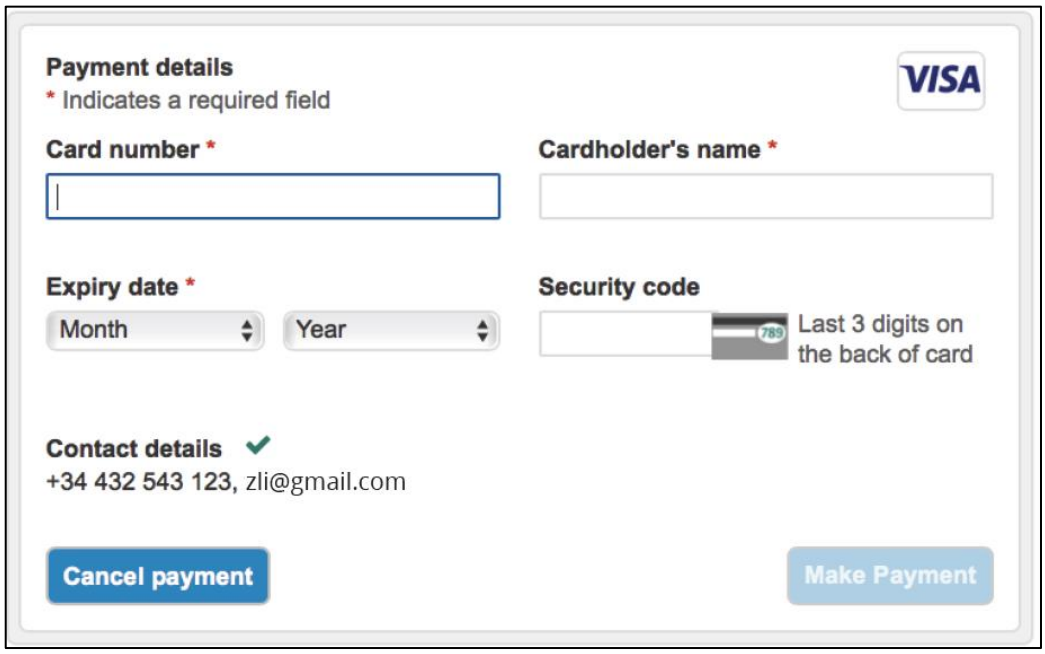
Step 7A: For bank transfer payments

- Review and follow the instructions provided on your screen.



Step 7B: For credit card payments

- Enter your card number, name, expiration date, and security code.
- Enter your information within 15 minutes to avoid your session timing out.
- Click Make Payment to continue.



Track your payment

Payment tracking is available through the link that has been emailed to you, email notifications and/or SMS text message alerts.

Need help?

Customer Support Phone Numbers:
Australia +61 (2) 8311 4772
China +86 400 006 7175
Indonesia +62 21 29223064
Japan +81 (34) 588 8293
Malaysia +60 392126772
New Zealand +64 (4) 9747625
Singapore +65 (3) 163 4100
South Korea +82 070 4732 6769
Thailand +66 (60) 0035979

For other countries, go to https://www.flywire.com/contact/

Frequently Asked Questions

How can I track my payment?

Flywire gives you the option of tracking your payment via an emailed tracking link, your Flywire account, or email and SMS notifications.

We will send you an email with the tracking link when you create your payment request. From that email, you can access your payment or track your payment for up to 90 days. You can also use the link to view your payment instructions or any additional documentation, and to see the status of your funds.

If you have a Flywire account, you can log in, select "My Payments," and access and track your payment. You will also receive payment status updates by email and, if you have opted for it, SMS.

When will my institution receive my payment?

The time it takes for your payment to reach your institution can vary depending on the payment method.

For bank transfers, starting from the day your bank releases your funds to us, it takes two to three business days for us to receive them. Once Flywire receives the funds, it then takes an additional two to three business days for the funds to be converted and processed to your institution.

If you have chosen to pay by card or other online payment methods, your payment is automatically guaranteed to your institution. Typically, funds are delivered within two to three business days for processing. If you provide your institution with your payment ID, they can look up your account and see that your funds will be delivered shortly.

Regardless of payment method, you will receive two confirmation emails: one when Flywire receives your funds and another once your funds are delivered to your institution. You can check your payment status at any time through your Flywire account or tracking link.

We encourage you to send your payment to Flywire at least three to five business days before your institution's payment deadline.

Where can I find my payment receipt?

Once Flywire has delivered your payment to your institution, you will receive a confirmation email with a tracking link. Your payment receipt will be available for download via the tracking link for up to 90 days or through your Flywire account. If you are viewing your payment receipt through your account, select "My Payments" after logging in, and then the relevant Payment ID.
For other questions, please visit
https://help.flywire.com/hc/en-us/categories/360001187173-Payments-and-refunds