

Synovus Gateway

International USD Wire Transfer

How to ensure your payees/beneficiaries receive the full amount sent

If you have recently migrated from the Business Banking Center (BBC), Business Internet Banking (BIB), or Business eBanking (BeB) to Synovus GatewaySM, it is important to note these applications all processed International USD wire transfers and the associated intermediary bank wire fees differently than your new digital commercial banking application.

How to ensure receipt of full USD wire transfer amount

In Synovus Gateway, if you intend your payee/beneficiary to receive the *full amount* of U.S. Dollars you are sending without a deduction for an intermediary bank wire fee, you must enter the word **OUR** in the **Details of Charges** field located in the Optional Wire Information section of the screen.

Tip: This should be the standard practice for all International USD wire transfers and templates unless you prefer the beneficiary to pay the intermediary bank wire fees.

Below is a sample of the *International Wires* screen. The *Details of Charges* field is located in the *Optional Wire Information* section of the screen.

The screenshot shows the 'Wires (1)' interface. At the top, there is a search bar labeled 'Find recipients in payment'. Below it is a link to '+ Add multiple recipients'. The 'OPTIONAL WIRE INFORMATION' section is expanded, revealing several input fields: 'Message to Beneficiary', 'Purpose Of Wire', 'Reference for Beneficiary', and 'Details Of Charges'. The 'Details Of Charges' field is highlighted with a red box, and a tooltip above it states: 'Entering OUR will ensure the beneficiary bank receives the full amount of the wire. However, Synovus fees will be applied.' A red arrow points to the 'OPTIONAL WIRE INFORMATION' section header, and another red arrow points to the 'Details Of Charges' field. At the bottom of the section, there is a link to '+ Add another wire'.

Important note: Entering *OUR* in the *Details of Charges* field is not an absolute guarantee that the full amount of the international USD wire transfer will arrive at your payee/beneficiary. There are infrequent situations where secondary or tertiary intermediary/correspondent banks may still deduct fees as part of cross-border money movement transactions.