Institute of International Education
Digital Disbursements
Customer Experience Details
Registered recipients receive notification and the funds are deposited same or next business day.*

* Please note: Refers to period of time during which payments are generally available. Depending on the receiving bank and time of day, payments could be received same day or next business day. Actual times may vary. Available to U.S. bank account holders only.
Unregistered recipients receive notification of funds with a call-to-action to enroll to accept the funds.

To ensure delivery, add payments@ealerts.bankofamerica.com to your address book.

You've received notice of payment from Institute of International Education

Institute of International Education is using Bank of America to process this payment

Bank of America

John Smith,

As you requested, the following payment is in process to you via your email address:

From: Institute of International Education
To: John Smith
Email address: jsmith@gmail.com
Amount: $100.00
Date sent: 6/2/2008
Confirmation number: 799498654
Message: Optional 200 character message from Institute of International Education.

You must register jsmith@gmail.com to receive payment. After registration, the funds will be deposited into the account you select for this email address.

Register to accept payment

If you have questions about this payment, please contact Institute of International Education.

By selecting [Register to accept payment] you will be directed to the clearXchange™ website to receive your money. Please review clearXchange’s website terms, privacy and security policies to see how they apply to you.
After choosing their bank to enroll in the service, they are able to accept funds.
Reminder Notification – four day reminder
Unregistered email recipient example

To ensure delivery, add payments@ealerts.bankofamerica.com to your address book.

Reminder: You’ve received notice of payment from Institute of International Education
Institute of International Education is using Bank of America to process this payment

Bank of America

John Smith,

As you requested, Institute of International Education sent you a payment 4 days ago. This payment will expire if you don’t accept it within 14 days of the date listed.

From: Institute of International Education
To: John Smith
Email address: jsmith@gmail.com
Amount: $100.00
Date sent: 6/2/2008
Confirmation number: 799498854
Message: Optional 200 character message from Institute of International Education.

You must register jsmith@gmail.com to receive payment. After registration, the funds will be deposited into the account you select for this email address.

Register to accept payment

If you have questions about this payment, please contact Institute of International Education.

By selecting [Register to accept payment] you will be directed to the clearXchange™ website to receive your money. Please review clearXchange’s website terms, privacy and security policies to see how they apply to you.

clearXchange is a way to send and receive money directly between almost any U.S. bank account within minutes. With just an email

Provides notice of upcoming expiration
Reminder Notification – ten day reminder
Unregistered email recipient example

To ensure delivery, add payments@ealerts.bankofamerica.com to your address book.

Reminder: You’ve received notice of payment from
Institute of International Education

Institute of International Education is using Bank of America to process this payment

Bank of America

John Smith,

As you requested, Institute of International Education sent you a payment 10 days ago. This payment will expire if you don’t accept it within 14 days of the date listed.

From: Institute of International Education
To: John Smith
Email address: jsmith@gmail.com
Amount: $100.00
Date sent: 6/2/2008
Confirmation number: 7994998545
Message: Optional 200 character message from Institute of International Education.

You must register jsmith@gmail.com to receive payment. After registration, the funds will be deposited into the account you select for this email address.

Register to accept payment

If you have questions about this payment, please contact Institute of International Education.

By selecting [Register to accept payment] you will be directed to the clearXchange™ website to receive your money. Please review clearXchange’s website terms, privacy and security policies to see how they apply to you.

clearXchange is a way to send and receive money directly between almost any U.S. bank account within minutes. With just an email

Provides notice of upcoming expiration
To ensure delivery, add payments@ealerts.bankofamerica.com to your address book.

Your payment from Institute of International Education is canceled

John Smith,

The following payment is canceled:

From: Institute of International Education
To: John Smith
Email address: jsmith@bami.com
Amount: $100.00
Date sent: 06/02/2016
Confirmation number: 1t#he5upa
Message: Optional 200 character message from Institute of International Education.

If you have questions about this cancelation, please contact Institute of International Education.
If you’re a Bank of America customer, please note the following:

**Email preferences**
This is a service email from Bank of America. Please note that you may receive service email in accordance with your Bank of America service agreements, whether or not you elect to receive promotional email.

**Contact us about this email**
Please do not reply to this email with sensitive information, such as an account number, PIN, password, or Online ID. The security and confidentiality of your personal information is important to us. If you have any questions, please either call the toll-free customer service phone number on your account statement or visit the Bank of America website to access the [Contact Us](http://www.bankofamerica.com) page, so we can properly verify your identity.

**Privacy and security**
Keeping your financial information secure is one of our most important responsibilities. For an explanation of how we manage customer information, please visit the Bank of America website to read our [Privacy Policy](http://www.bankofamerica.com). You can also learn how Bank of America keeps your personal information secure and how you can help protect yourself.

Bank of America Email, 8th Floor-NC1-002-08-25, 101 South Tryon St., Charlotte, NC 28255-0001

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This email was sent to: drishti.tandon@bankofamerica.com
Customer service
Customer Service

We expect that most customers will contact your company’s customer service directly. You may reference the data provided through our file transmissions to your systems or the Detailed Listing report on CashPro® Online to obtain payment status. If you have additional inquiries, you may contact your Bank of America Merrill Lynch client services representative.

In the event that a mutual Bank of America customer contacts us, our call center representatives will be able to help them with their online login and verify the Digital Disbursement transaction. Customers having issues accessing their own online banking service should be referred to their bank’s client service area for assistance.

In the event that the customer contacts clearXchange, a customer service representative can assist with issues related to the clearXchange registration process.

Please reference Frequently Asked Questions for assistance in answering customer questions.
Frequently Asked Questions

What do I have to give to Institute of International Education to sign up for IIePAY?
All you need to give Institute of International Education is your email address. That’s it.

Am I going to get spam mail after signing up for IIePAY?
No. The information you provide us will never be sold, so you won’t receive spam mail. Your information will only be used to make the payment.

How is IIePAY different from other payment transfer services?
Unlike other payment transfer services, with IIePAY your money goes directly into your bank account. There is no need to transfer funds.

What is Zelle℠ and what role does it play?
Zelle* is a way to send and receive money directly between almost any U.S. bank account within minutes, using just an email address or mobile phone number. Through Zelle*, banks are able to “talk to each other” to make it simple, safe and secure to send money electronically, directly to your bank account.

*Zelle and the Zelle related marks are wholly owned by Early Warning Services, LLC and are used herein under license.
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