



Your specialist for private, photographic and self-drive safaris

## How to make an international payment in South African Rand to Tailor Made Safaris:

For many people it may be the first time to transfer money into a foreign bank account. And especially when it concerns a large sum, this can be quite daunting. As we recognise and acknowledge that, we would like to offer you this convenient manual.

Often we get asked 'but how do we pay you in South African Rand?' Here is a quick step-by-step process for the procedure with Natwest bank from the United Kingdom. Obviously different banks will have slightly different processes but most allow you to make an electronic international payment, although some may require you to go into the branch to arrange the payment.

It may seem that we are being difficult by insisting that we receive the payment in South African Rand, but as a registered South African company we are required by law to receive payments in this currency. It also helps us to ensure that you are getting the best value for your money based on current exchange rates. More information regarding this can be found on <http://www.tailormadesafaris.co.za/frequently-asked-questions.html> under 'Money Matters'

Below you'll find the step-by-step manual including screenshots:



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## Step 1.

After logging into your internet banking, select the payments and transfers link on the menu. You will then see a screen like the one below and you can now select 'International payments'.

The screenshot shows the NatWest online banking interface. At the top, there is a dark blue header with the NatWest logo and the text 'Helpful Banking'. On the right side of the header, there are links for 'Privacy & Cookies | Accessibility | Help' and a purple button for 'Online banking' with a 'Log out' option. Below the header, the main content area is divided into several sections. On the left, there is a 'Help 24x7' section with a search box and an 'Ask' button. Below that is a 'Quick transfers' section with dropdown menus for 'from...' and 'to...' (both set to '...your NatWest account') and a text input for 'amount...' set to '£ 0.00'. The main central section is titled 'Payments and transfers' and contains three sub-sections: 'Make a payment or transfer' with a dropdown menu and a 'Go' button; 'Standing Orders and Direct Debits' with a dropdown menu and a 'Go' button; and 'International payments' with a dropdown menu and a 'Go' button. On the right side, there is a 'Our products' section with a list of services including Savings Accounts, Cash ISAs, Current Accounts, Upgrade your account, Credit cards, Overdrafts, Loans, Mortgages, Insurance, Travel Money, Using your card abroad, and Investments Products. At the bottom right, there is a 'Tax Free Savings' section with a pound symbol icon and text indicating 'Instant access account...' and 'Cash ISA available now' with a note to 'Apply in less than 5 minutes'.

## Step 2.

You will then be asked who you would like to pay. Select 'Get a quote for paying someone new'.



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Online banking

- » Account summary
- » Statements
- » **Payments and transfers**
- » Alerts
- » Cards and admin
- » Your details
- » Log out

Help 24x7

Got a question? We can help

Ask

## International Payments

### Make an International Payment

Who would you like to pay?

- Get a quote for paying someone new
- Make a repayment/Pay someone I've paid before

Beneficiary name

Back

Next

### Step 3.

Now you start filling in the details for where the money must go and what currency it must be paid in. You will often find an exchange rate link on this page where you can see what the current exchange rate is. Please note: You must also select that you will pay for the bank transfer fees as this is not something that we include in our quote (it is not possible for us to include bank fees in the quote as different banks have different fees). Once you have entered the amount of South African Rand that you wish to transfer, you will be presented with a quote at the bottom of the page, informing you of the exchange rates and total cost to you in Pounds (including bank transfer fees).



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**Online banking**

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**Help 24x7** ?

Got a question? We can help

[Payment cut off times?](#)

[Ask](#)

## International Payments

### Quote for international payment

**How much would you like to send?**

Sending to country:

Currency:

Amount in currency: ZAR

OR

Amount in Pounds Sterling: GBP  [Exchange rates](#)

**Payment Type**

Payment to arrive within:

**Fees**

Payment of fees:

**Your Quote**

|                                |   |
|--------------------------------|---|
| NatWest fee                    | £10.00  |
| Foreign bank handling fee      | £8.50   |
| You will be debited (estimate) | £1188.64  |
| Sending                        | SOUTH AFRICAN RANDS ZAR 20,000.00                             |
| Our current exchange rate      | 1.00 Pounds Sterling GBP = 17.0920235 SOUTH AFRICAN RANDS ZAR |

This quote is based on our current exchange rate. If this changes when your payment is made the payment cost will also change.

Note that in the picture above, under 'Fees', the option 'Pay all fees' is selected instead of 'Share fees with receiver' or 'All fees for receiver'. Should Tailor Made Safaris be charged banking/commission fees, or have those deducted from the payment, we will unfortunately have to charge you for this in a subsequent invoice.



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## Step 4.

The Tailor Made Safaris bank account details must now be entered. Different banks ask for different details, so we list them here for you and you can choose the details your bank requires:

- The bank name is First National Bank (FNB) or First Rand Limited (of which FNB is a division)
- Bank branch physical address,
  - Name: FNB Mtubatuba –St. Lucia
  - Street: Cnr St Lucia & Jan Smuts Avenues,
  - Town: Mtubatuba-St. Lucia,
  - Province: KwaZulu-Natal
  - Country: South Africa
  - Website: [www.fnb.co.za](http://www.fnb.co.za)
  - Tel: +27 (0)35 550 0013
  - Fax: +27 (0)35 550 0863
- Account holder/beneficiary/Company name: Tailor Made Safaris
- Our Account number is: 62282215659
- Account type: Current Account
- National Clearing code/National Bank code/Branch Clearing code is: 220330
- SWIFT/BIC code: FIRNZAJJXXX or FIRNZAJJ
- IBAN: Not applicable (South African Banks don't use IBAN)
- Your payment reference should be the invoice/reservation number such as 'TMS2014022' and your party name such as 'Family Jones'.



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**Online banking**

- » Account summary
- » Statements
- » Payments and transfers
- » Alerts
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**Help 24x7** ?

Got a question? We can help

**Ask**

## International Payments

### Make a Payment – Step 1 of 3



**Card-Reader required**

To complete this transaction you'll need to have ready:

- your Card-Reader
- a card you can use with that reader.

If you have lost your Card-Reader, or require another one, please [order a new Card-Reader](#)



All fields are mandatory unless otherwise indicated.

**Beneficiary details**

If the account details you have for the beneficiary are different from the format below, please ask the beneficiary to supply their account details in the correct format. The beneficiary can request these details from their bank.

|                              |  |
|------------------------------|--|
| Beneficiary name             | <input type="text" value="Tailor Made Safaris"/>   |
| Account number               | <input type="text" value="62282215659"/>           |
| National Clearing Code (NCC) | <input type="text" value="220330"/>                |
| Bank name                    | <input type="text" value="FNB"/>                   |
| Bank address                 | <input type="text" value="St Lucia - Mutubetube"/> |
| Message to beneficiary       | <input type="text" value="TMS201422 Tour Jones"/>  |

Please note, if you have selected the 'Relay' payment option, the 'Message to beneficiary' has a maximum of 35 characters.

**Payment details**

The payment date is the date on which your account will be debited.

|                              |  |
|------------------------------|--|
| Payment date                 | <input type="text" value="14"/> <input type="text" value="April"/> <input type="text" value="2014"/> |
| From account                 | <input type="text" value="████████████████████"/>  |
| Reference for your statement | <input type="text" value="TMS201422 Holiday"/>   |

[Back](#)

[Next](#)



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## Step 5.

Finally you will be asked to check and confirm the payment and use your card reader to authorise the transaction.

Online banking

- » Account summary
- » Statements
- » **Payments and transfers**
- » Alerts
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- » Your details
- » Log out

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Help 24x7 ?

Got a question? We can help

**Ask**

### International Payments

#### Make a Payment – Step 2 of 3

Confirm payment details

|   |   |
|---|---|
| Beneficiary name                          | Tailor Made Safaris   |
| Account number                            | 6 2 2 8 2 2 1 5 6 5 9   |
| National Clearing Code (NCC)              | 2 2 0 3 3 0   |
| Bank name                                 | FNB   |
| Bank address                              | St Lucia-Mutubatuba   |
| Message to beneficiary                    | TMS201422 Tour Jones  |
| Payment date                              | 14 Apr 2014   |
| Approximate date payment will be received | 16 Apr 2014   |
| Account to be debited                     | FOXWELL C R CD 30615194                                       |
| Reference for your statement              | TMS201422 Holiday   |
| NatWest fee                               | £10.00  |
| Foreign bank handling fee                 | £8.50   |
| You will be debited (estimate)            | £1188.64  |
| Sending                                   | SOUTH AFRICAN RANDS ZAR 20,000.00                             |
| Exchange rate (estimate)                  | 1.00 Pounds Sterling GBP = 17.0920235 SOUTH AFRICAN RANDS ZAR |

This quote is based on our current exchange rate. If this changes when your payment is made the payment cost will also change.

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**Important Payment Information**

The bank does not accept liability for any delay in transit or for any failure in the payment reaching the beneficiary's account, unless such delay or failure is caused by the negligence of the bank.

The account holder is responsible for the accuracy of the payment instructions, including the beneficiary's account number/IBAN, full name and address of the beneficiary's bank and any National Clearing Code or Bank Identifier Code (where such information has been requested). If this information is incorrect or incomplete the bank reserves the right to return the payment.

Please read and tick the box to accept the [terms and conditions](#) before proceeding with your payment.

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**Authorising your transaction** [Card-Reader help](#)

- 1 Insert one of your cards in to the reader
- 2 When asked to 'Select Function', press Respond on your Card-Reader
- 3 When prompted, enter your card's PIN and press OK on your Card-Reader
- 4 Enter  into the Card-Reader and press OK
- 5 Enter the number displayed on Card-Reader here

Back
Confirm



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## When to pay:

The payment conditions are 30% a week after your booking with us, and 70% six weeks before the starting date for your tour, as per the terms and conditions which are aligned with the European standards in the travel industry. To avoid bank charges, you may choose to pay the 100% of the travel sum in one go. This is allowed, but certainly not required. You are also allowed to pay the remaining 70% earlier than the six weeks before the starting date of the tour, if the exchange rate is favourable for example. Once again, this is allowed but certainly not required.

Should you have any questions, please feel free to contact us. We are happy to help you!

With best regards,

Nick van de Wiel,

Owner/MD Tailor Made Safaris