







Student FAQs: Western Union Business Solutions is rebranding to Convera.

Here is all you need to know about the transition.

Western Union and Convera

In August 2021, The Western Union Company (NYSE: WU) announced that Goldfinch Partners and The Baupost Group consortium would acquire Western Union Business Solutions, with the business taking on a new name, Convera.

During the transition, you will notice differences in some important areas of our services, such as:

-  The GlobalPay for Students Platform being rebranded.
-  The URLs used to access the GlobalPay for Students website have changed.
-  The Western Union and Custom House bank accounts will transition into the name of Convera.
-  The email addresses you use to contact us are also being updated.

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Frequently asked questions about our transition to Convera

During this transition, will there be an impact to the security of the payment services and solutions that I use?

Absolutely not. Rest assured that the quality and security of our service is our primary concern and will not change. We'll be working continuously to ensure that your data remains secure through the transition and beyond. This is a vital priority for us.

Will payment speed be affected during this transition?

Absolutely not. You will not see any changes to payment speeds due to our transition. We will continue to invest in technologies and our bank relationships to maintain, and in many cases improve payment speeds.

How has GlobalPay for Students been rebranded?

You will have seen cosmetic changes to the website, specifically modifications to logos and colours. There will be no changes to how you complete your payment on GlobalPay for Students. We expect the rebranding to be completed by December 2022.

How has the URL to access GlobalPay for Students changed?

In October the URLs changed from WU.com domains to Convera.com domains.

For example, <https://students.globalpay.wu.com/> will become <https://students.convera.com>

Will I still be able to use the old URL?

Yes, you can still use the old URL until the end of the year. You will be redirected to the Convera branded payment screens. The old URLs will stop working when the separation from Western Union is completed, so it is important to use and bookmark the new URLs beginning from October 10th.

Will there be changes to the bank accounts I pay into?

Over the coming months we will change the payee name on our bank accounts. Bank accounts and payment instruments owned by all Western Union Business Solutions entities and affiliates, such as Custom House UK Limited, will be renamed to Convera.

However, it is important to note that the bank accounts will not necessarily change at the same time as the rebranding of the platform. You may continue to see Western Union referenced in payment instructions until mid-2023 depending on which country you're paying from.

Please pay careful attention to the Bank Account Name indicated on the payment instructions you receive from the GlobalPay for Students platform.

What happens if I have already sent my payment referencing Western Union?

No problem. Our banks will still accept payments where the account name is Western Union or Custom House Financial (UK) Ltd. instead of Convera.

Will contact details (email addresses, phone numbers) be changing?

We are committed to making this transition as smooth as possible. As such, phone details listed on the 'Contact Us' page of our website will remain the same. As our company name is changing to Convera, our email addresses are being reformatted to end in @convera.com. The Student Support email address has already changed so if you send us an email request, you will get an email from the following address: studentsupport@convera.com

Why does my Transaction Disclosure Statement and Receipt page reference 'Convera USA, LLC'?

From August 2022, payers based in the United States may see Convera USA, LLC listed as the Licensee. This is because our United States legal entity has already transitioned to Convera and we are obligated to ensure the correct legal entity is listed on these documents.