



# WeChat

Flywire offers customer support via the popular live chat app, WeChat. Students receive real-time, local support from the palm of their hand.

## What is WeChat?

WeChat is the dominant mobile text and voice messaging app in China, available on Android, iPhone, BlackBerry, Windows, and Symbian phones. Using WeChat, students can scan the QR code on [flywire.com/contact](http://flywire.com/contact) to begin communicating with our support team. WeChat offers students a convenient, free, and easy way to ask questions and resolve issues.

**1B+**

ACTIVE USERS

**90%**

CHINESE USERS

**¥0**

COST TO USER

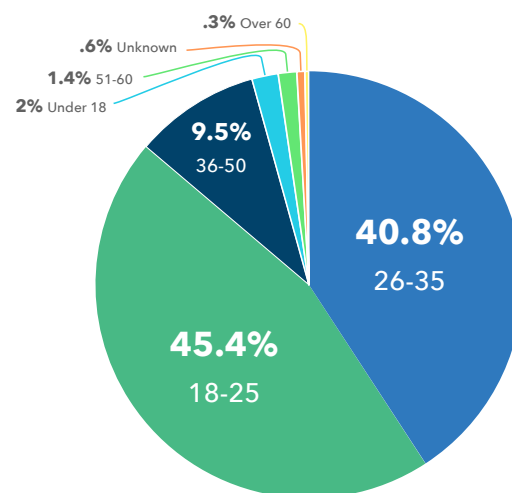
## Student Benefits

- Real-time communication in Chinese (text/voice)
- Access to account and payment information after log-in
- Detailed payment instruction and FAQs
- Customized articles for international students and their parents

## WeChat Features

- Live and voice chat with multi-language auto translation
- Send jpg, png, pdf, doc, xls, ppt and video format files
- Face and voice call options
- Group chat and conference call options
- Share photos, texts, or videos with friends and followers
- Transfer money and make online/offline payment on WeChat Pay
- Mini site and mini app

## WECHAT USERS BY AGE



Source: Tencent Tech

flywire 飞汇

