

# Payment instructions for IELTS and other service fees

## Pay by bank transfer

### Important notes

1. Instant money transfer service is not available for Citibank. Please chose the normal bank transfer and your payment will be received in British Council's account in 1 -2 working days
2. Candidates are responsible for transferring or any other bank fees in addition to test fees that might be charged. The service fee that we receive, and the transfer description must be exactly as informed to avoid the delay in the process. If your transferred fee is more than the service fee, the different amounts under 100,000 VND will not be refunded
  - Payment reference: you can find the Registration Reference Number in the confirmation email or test taker portal
  - Phone number: must start with country code 84
3. Please transfer all fees to the following account Upload evidence of payment to the British Council online registration system or send us email at one of the following:
  - For Hanoi candidates: Exams.Hanoi@britishcouncil.org.vn
  - For HCMC candidates: Exams.HCMC@britishcouncil.org.vn
4. Your request will be processed within three (03) working days after your payment has been successfully received by the British Council

### Bank account details

- Beneficiary name: BRITISH COUNCIL VIET NAM LLC
- Account number (VND): 0201912008
- Bank name: Citibank, N.A Hanoi branch
- Bank address: Horison Tower, 40 Cat Linh Street, Cat Linh Ward, Dong Da District, Hanoi
- Bank code: 01605001
- Swift code: CITIVNVX
- Description: (see the table below)

| Services   | Bank transfer description  |
|--|--|
| IELTS/IELTS UKVI fee                                 | <Payment reference> <Phone number><br>A3 VN002 S 533xxxx 84913xxxxxx                       |
| Enquiry on results                                   | EOR <EOR reference> <Phone number><br>EOR VN0022200xxxx 84913xxxxxx                        |
| IELTS Test Report Form (IELTS TRF)                   | IE TRF <Payment reference> <Phone number><br>IE TRF A3 VN002 S 533xxxx 84913xxxxxx         |
| Test date transfer                                   | TDT <Payment reference> < Phone number><br>TDT A3 VN002 S 533xxxx 84913xxxxxx              |
| Express mail service for sending TRF (overseas only) | DHL <Payment reference> < Phone number><br>DHL A3 VN002 S-533xxxx 84913xxxxxx              |
| APTIS Test Report Form (APTIS TRF)                   | HN Aptis TRF <Candidate Full name> <Phone number><br>HN Aptis TRF Nguyen Van A 84913xxxxxx |

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### Pay at the British Council

#### Address

You can pay by credit card or cash at British Council offices in Hanoi or Ho Chi Minh City:

- Hanoi: 3rd Floor, Lancaster Luminaire Building, 1152 Lang Street, Dong Da District
- HCMC: 1st floor, Viettel Building, 285 Cach Mang Thang Tam Street, Ward 12, District 10

#### Customer service hours of operation

- Monday–Friday: 08.30–19.00
- Saturday: 08.30–12.00 and 13.30–16.30