



flywire

2025 Impact report



[Forward Looking Statements Disclosure](#)

Reporting Period: Except where noted, data presented in this report reflects cumulative results through June 15, 2025, unless otherwise indicated. This report contains forward-looking statements and actual results may differ.

Numbers and percentages in this report include estimates or approximations and may be based on assumptions.

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95%
of FlyMates
consider Flywire a
great place to work

88.4%
employee
retention rate

5,700+
hours
FlyMates spent on
learning and
development in FY 2024

\$32K+
donated to
global charities
by FlyMates
using FlyMatch

6,500
hours
volunteered in FY 2024



6
corporate
service trips
completed

706K+
payment plans
activated to help
make education
more affordable

500K+
paper
checks
eliminated

25.6M
patient bills
served by
Flywire yearly

161K
student
enrollments
saved

Flywire at a glance

Flywire (Nasdaq: FLYW) is a global payments enablement and software company. We combine our proprietary global payments network, next-gen payments platform, and vertical-specific software to deliver the most important and complex payments for our clients and their customers.

Flywire has been named a Most Loved Workplace by Newsweek, one of the World's Top FinTech Companies by CNBC, and continues to be recognized for its global, award-winning culture on [Glassdoor](#).

1,200+
FlyMates

12
global offices

4,600+
global clients
in 140+
countries

\$29.7B
total payment
volume in FY 2024



\$492M
revenue in
FY 2024

Awards & recognition



A word from our CEO

As I reflect on Flywire's evolution, I'm incredibly proud of the profound impact our technology is having on critical sectors worldwide. While our primary mission is to simplify and secure complex payments, the true measure of our success lies in the positive change we enable for our clients and the communities they serve. This report highlights the tangible ways our software and payments technology are not just streamlining transactions, but actively helping to drive affordability and accessibility, ultimately delivering real, measurable ROI to our clients.

One area where this impact is particularly visible is in education. We understand the immense financial pressures facing students and institutions today, and our solutions are designed to alleviate these burdens.

Our work with educational institutions in the U.S. has helped collect more than **\$320 million in past-due tuition**, a critical effort that helped **keep more than 161,000 at-risk students enrolled**, ensuring they can continue their educational journeys and achieve their academic aspirations without unnecessary financial disruption. And leveraging our digital **529 disbursement solution**, we've digitized over **\$2 billion in tuition payments** for our clients, and eliminated the manual processing of more than **500k+ checks**.

Our impact extends into healthcare, where we are transforming the often-complex and stressful patient payment journey. Each year, **25.6 million patient bills are serviced by Flywire**, illustrating the sheer scale of our reach in connecting patients with providers. In fact, every **2.6 seconds, a patient pays a healthcare bill through Flywire**, reflecting the critical speed and convenience we bring to the process.

Most importantly, our clients have seen a remarkable **29% increase in revenue collections** through Flywire, enabling healthcare providers to focus more resources on patient care rather than administrative burdens.

And in travel, we're helping to power more inclusive and sustainable experiences - enabling travelers to support the economies of local communities by making the payments process more efficient and secure. For tour operators, to destination management companies and accommodation providers around the world, Flywire is removing payment friction and empowering travel providers to focus on what they do best: creating unforgettable travel experiences.

These remarkable achievements underscore our belief that technology can be a powerful force for good. When we talk about ROI, it extends far beyond financial returns for our clients. It encompasses the return on investment in human potential, in educational opportunity, in the stability of institutions, and in accessible, efficient healthcare and in supporting local communities through travel, all of which are the bedrock of our future. We are committed to continuing this vital work, empowering our clients to better serve their communities and to make a lasting, positive difference in the world.

As we look to the future, we know there is a lot of work to be done. We commit to building our roadmap for impact initiatives that deliver short and long-term value. As we make these strides, we want to continue to be challenged and hold ourselves accountable, and we invite your feedback, questions, and suggestions. Contact us anytime at Impact@Flywire.com.



Mike Massaro,
CEO, Flywire



Aligning with the United Nations Sustainable Development Goals (SDGs)

SDGs reflected in this report



We help improve access to healthcare by modernizing the patient payment experience. With flexible financing options, simplified billing, and connections to medical aid, we reduce financial stress and help more people get the care they need.



We remove financial barriers to education by helping students stay enrolled and institutions stay funded. From 706K+ payment plans to our digital 529 solution, we're making higher education more affordable, accessible, and efficient.



We're committed to equity in the workplace and beyond. This year, we expanded our Employee Resource Groups to include Flywire LatinX and Flywire Asian and Pacific Islanders (API), creating more space for identity, allyship, and leadership. Through Women of Flywire and inclusive programming, we continue to uplift and empower women across our global team.



We strive to reduce disparities by fostering a workplace where all FlyMates feel seen, heard, and valued. Through our global Employee Resource Group network, inclusive leadership training, and cultural awareness programming, we empower FlyMates from a wide range of backgrounds to thrive and lead. These efforts help ensure equity is embedded in our policies, practices, and employee experience worldwide.



We're working to make communities more inclusive, safe, resilient, and sustainable. In 2024, we launched FlyMatch—our first global corporate matching program—and continued to offer two annual FlyBetter Days for hands-on volunteering. Through the Flywire Charitable Foundation, we advance pillars like disaster relief and community support, driving local impact in both urban and rural settings.



We take climate action through measurable, transparent efforts. We report our GHG emissions annually and eliminated 500K+ paper checks to cut waste. Our cloud partner targets net-zero by 2040, and our long-term conservation partnerships support carbon removal and biodiversity around the world.

Driving financial inclusion through affordability & accessibility

Modernizing payments to unlock higher
education, simplify healthcare costs



Unlocking higher education

Thanks to our software-rich offering and global payment network, Flywire sits at the center of a connected ecosystem of higher education stakeholders – from the millions of students & families who pay through us, to the thousands of institutions around the world who use us to power everything from tuition payments to campus transactions, to the education agents, recruitment counselors and partners who integrate with us to deepen their client footprint.

From international and domestic [payments](#) to all-in-one [Student Financial Software](#) and [agent offerings](#), Flywire offers a variety of solutions to help our clients drive enrollment, increase cash flow and improve efficiency, while optimizing the student experience.

And more than ever, institutions are relying on our solutions to help bridge the gap between financial aid and rising tuition costs, making education more accessible and affordable to students around the world.

More and more students and families in the U.S. are using 529 college savings plans to help minimize or eliminate reliance on student loans. But when it comes time to paying tuition and fees with 529 plan dollars, the disbursement process can be inefficient and Flywire helps rectify this.

Powering progress for U.S. higher education institutions:

706K+

payment plans
activated to help
make education
more affordable

\$62M+

collected and avoided
outside debt placement
through pre-collection
strategies



\$320M+

in past-due
tuition collected

161K+

student enrollments
saved at U.S. higher
education institutions

Flywire is proud to offer a [digital 529 disbursement solution](#) that enables institutions to eliminate paper checks, speed delivery, improve accuracy and increase payment security.

To date, we've delivered the following benefits through our 529 solution:

\$5B
delivered to
schools

500K+
checks
eliminated

750
institutions
connected

51
529 savings
plans connected

To learn more, visit [here](#).



Driving financial inclusion at higher education institutions: Flywire's Campus Social Responsibility Program

In 2023, Flywire thoughtfully scaled its Campus Social Responsibility Program (CSRP), which is designed to support both its clients' campuses and students through initiatives deemed socially important to their institutions, such as scholarships, financial aid, mental health and wellness programs, initiatives and more. This new Flywire initiative is meant to provide schools with a new source of financial support, specifically for institutions' students. It is derived not only from our powerful software and payments solutions, but also from our own commitment to social responsibility initiatives, such as driving affordability and accessibility in education, and taking direct action to protect our climate.

An important feature of Flywire's CSRP is that Flywire's program will never be funded at the expense of students. No additional fees or rebates are added to payments; students will continue to experience payment choice, transparency and the Flywire Best Price Guarantee. This allows schools to plan for the best use of funds, and implement initiatives faster with longer term certainty. Flywire's goal is to help their clients create an immediate impact, without concerns about payment variability.

Powering payment flows from Indian student loans

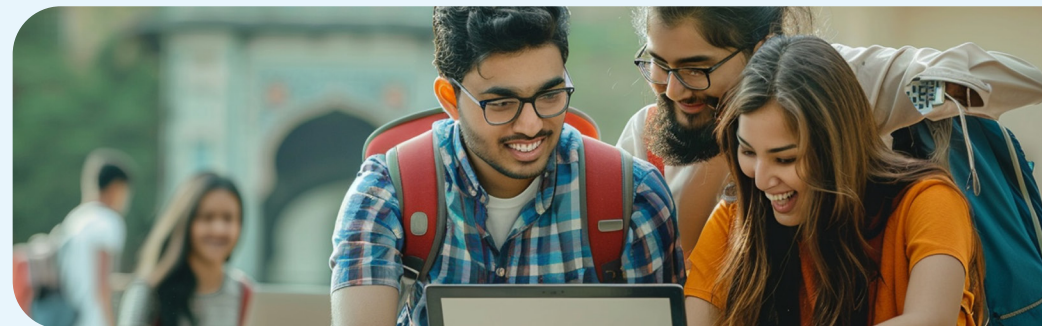
Flywire has deepened its commitment to the Indian education market by forming strategic partnerships with the country's three largest education loan providers: State Bank of India (SBI), Credila, and Avanse Financial Services. These alliances mark a significant step in Flywire's mission to simplify the cross-border payment experience for Indian students and families pursuing education abroad.

India's education loan market, valued at approximately \$4 billion, plays a critical role in enabling international education. Through these partnerships, Flywire is integrating directly with the most trusted loan providers in the country, streamlining disbursement and payment processes, and delivering an end-to-end funding experience that is transparent, compliant and frictionless.

40K
students in
India served
in 2024

\$600M
in student loans
processed
in 2024

3
partnerships
with India's
largest education
loan providers



In 2024 alone, Flywire facilitated payments for roughly 40,000 Indian students and their families, processing more than \$600 million education loan related transactions. This strong momentum is a testament to Flywire's growing relevance in one of the world's largest student-sending countries.

Flywire's intuitive payment experience is thoughtfully designed to accommodate key elements of the Indian education loan process, such as margin money – the portion of the loan that is funded directly by the student or parent. By seamlessly integrating this requirement into the payment workflow, Flywire ensures a frictionless and compliant experience for students and families.

In parallel, Flywire has upgraded its Tax Collected at Source (TCS) Application Programming Interface (API). The enhancements ensure that users have a more intuitive and seamless experience when managing tax obligations related to international education payments, removing complexity and improving compliance at every step. These strategic moves not only reinforce Flywire's leadership in the Indian education payments space but also reflect the company's broader vision: to empower access to global education through innovation, partnership and customer-centric solutions.

25.6M

patient bills
served by
Flywire yearly

\$11.7B

per year in
patient
responsibility

**Every****2.6**

seconds a patient
pays a healthcare bill
through Flywire



Very helpful customer service and support. I would strongly recommend everyone to try Flywire. On-time payments and easy to use.

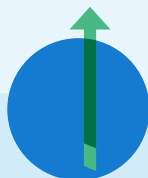
– Flywire patient payer

Simplifying healthcare costs

Flywire is significantly increasing access and affordability in healthcare by modernizing the patient payment experience. Recognizing that complicated and unexpected medical bills are a major source of stress and a barrier to care, Flywire enables its clients to offer personalized and flexible payment options, including installment and extended term financing plans. This allows patients to pay for services over time, on a schedule that fits their budget, rather than facing large, upfront costs they may not be able to afford.

By simplifying billing statements and providing secure online payment portals for its clients, Flywire empowers individuals to manage their financial obligations with greater control and transparency, ultimately making essential healthcare more accessible and affordable.

As a result, our clients receive more payments that are accurate paid in full and on time, boosting their bottom line.



Using Flywire, healthcare organizations have seen a 29% increase in revenue collections

Source: Report: [Forrester Total Economic Impact™ \(TEI\) study](#), June 2022



90% of payments are made without staff assistance

Source: Self service – 90% is post-service patient self service rate (payments made via online + ivr + automated payment plan, post service)



80% of patients rate Flywire 4 stars or above out of 5

Source: Billing satisfaction – 160k 4 or 5 star responses/197k total responses – updated 5/13/25

Flywire adds Integrated Financing to Healthcare Affordability Suite

To tackle the toughest affordability challenges, Flywire **expanded its Affordability Suite with Integrated Financing.** This allows providers to offer interest-free, non-recourse payment plans that extend as long as 60 months, without the risk of carrying those receivables on the books for undetermined periods, while keeping patients in the provider's financial experience.



It really is about patient care and being able to extend terms for the patient to be able to afford healthcare, while we get more providers paid. Many of our clients are only able to service payment terms up to 24 or maybe 36 months from their reserves. And when you look at the average out-of-pocket ability to pay, that's just not enough.

– John Talaga, EVP and GM of Healthcare at Flywire

Building a culture of belonging

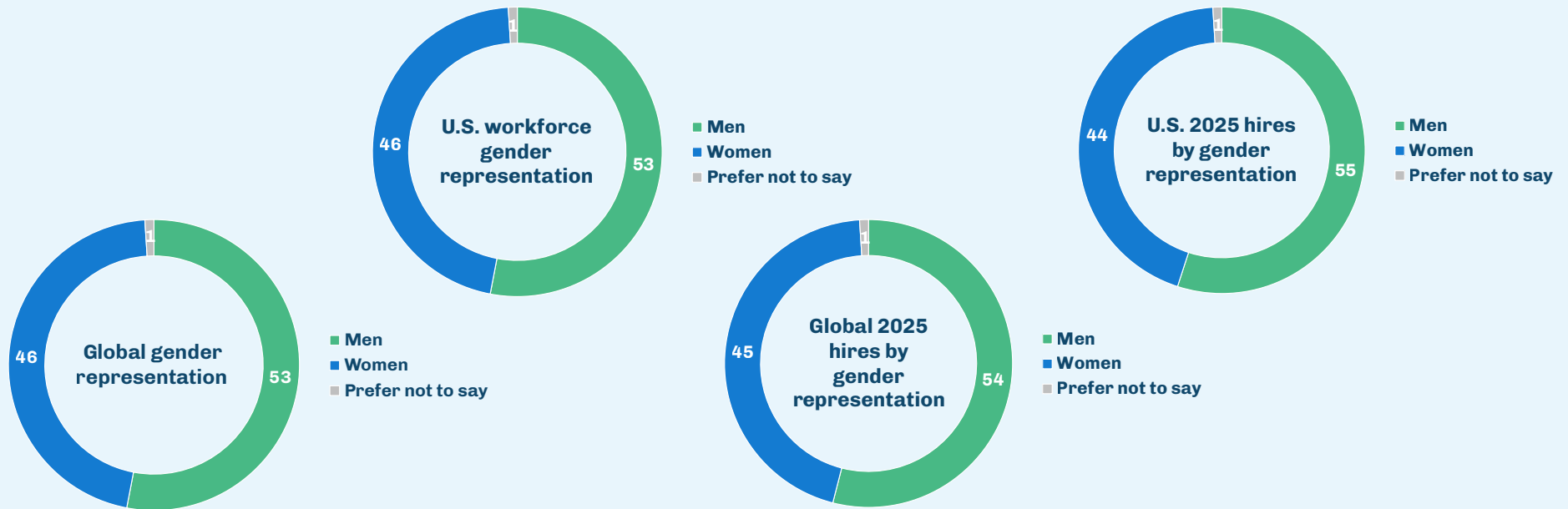
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Building a culture of belonging

Flywire cultivates a strong culture of belonging by actively fostering an inclusive and equitable environment for all our employees, affectionately known as “FlyMates.” This commitment is woven into their core values, emphasizing global collaboration, authenticity, and fulfillment. We actively promote belonging through initiatives like Employee Resource Groups (ERGs) such as **Flywire Pride, Women of Flywire, FlyBLACK, and Flywire Globals**, which provide safe spaces for connection, support, and community. We also invest in continuous learning and development, including anti-racism training and inclusive leadership programs, to ensure all FlyMates feel seen, heard, and valued. By embracing all perspectives and encouraging employees to bring their whole selves to work, Flywire creates a workplace where individuals from over 63 nationalities and speaking 35+ languages can thrive and contribute to a shared sense of purpose.





FlyMates represent more than 60 nationalities and more than 35 spoken languages



* Metrics based on Flywire's internal data, as self-reported by FlyMates

Employee Resource Groups

FlyMates takes great pride in continuous improvement to ensure we're creating the best possible environment for our employees worldwide. FlyMates participate in several ERGs, including Flywire Pride, Women of Flywire, FlyBLACK, Flywire API, and Flywire Globals. **We recently established two new ERGs: Flywire LatinX and Flywire Asian and Pacific Islanders (API).** These communities offer safe spaces for FlyMates to come together, connect around shared interests, and foster meaningful conversations. As our ERGs evolve and mature, they will continue to provide opportunities for FlyMates to:

- ✓ Enhance allyship and advocacy for underrepresented and historically marginalized communities, both with our FlyMates and in the communities we live and work.
- ✓ Foster a more inclusive culture through activities that promote cultural awareness.
- ✓ Support professional development.
- ✓ Contribute to improving workplace challenges or policies.



FlyBLACK

This group serves as a network and resource for Black employees and allies at Flywire that encourages mentorship, empowerment, and support amongst Black FlyMates and allies.



Flywire API (Asian and Pacific Islanders)

This group celebrates the diversity and strength of the Asian community within Flywire, promoting cultural awareness and highlighting the experiences of the Asian community across the world.



Flywire Globals

A group to bring awareness and support to the cross-cultural and language challenges of being multilingual, multicultural, and living & working in a non-native country.



Flywire LatinX

This group curates inclusive and compelling experiences that engage and care for FlyMates identifying as, or with, the LatinX culture to better serve our diverse, global circle of FlyMates and the communities where they live and work.



Flywire Pride

This group was created to celebrate our LGBTQIAA+ FlyMates and as a forum to connect for support and community globally.



Women of Flywire

This group was created to celebrate our female FlyMates and allies, and as a forum to connect for support and community globally.

Career development & training

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Career development & training

We want FlyMates to build their careers of a lifetime at Flywire – and we provide them with as many resources as needed to achieve that objective. Starting with a global induction program, and continuing with various programs and initiatives throughout their journey as FlyMates, our employees benefit from opportunities to both enrich their careers and grow and evolve as individuals. These programs are available to all FlyMates – including part-time workers and contractors.

87.1%

Retention YTD

3.4%Voluntary attrition
YTD**13.9%**Rate of promotion
YTD**5,700+ hours**

FlyMates spent on learning and development in FY 2024

Mentorship Marketplace

Our new Mentorship Marketplace, which connects FlyMates to 1-1 mentorship, provides FlyMates with a system and resource to boost their leadership skills, expand their network, and gain the perspective needed to take the next step in their careers.

Managers Taking Flight

Managers Taking Flight provides FlyMates with 1:1 leadership coaching with Flywire's senior leaders along with workshops on managing up, organizational design and more.

Flying Start

Our global induction program, Flying Start, immerses new FlyMates in an expert-led 90 day journey to learn about our business while providing an opportunity for global collaboration and evolved learning. The program culminates in a graduation ceremony highlighting shared knowledge and peer-to-peer recognition.

OneFlywire internal mobility program

Our OneFlywire internal mobility program enables FlyMates to easily access job opportunities within Flywire, but outside of their existing role or team by promoting career opportunities internally. The program amplifies opportunities for FlyMates to continue growing their careers within Flywire.



From Day 1, it has been a never-ending journey of training and career development. Flywire has never turned their back on me when I needed help and guidance, and this is how I have improved over the years and be where I am today.

– Douglas Teo, Manager (Travel) at Flywire, Singapore

Global Mobility program

Our Global Mobility program allows FlyMates to take advantage of our global remit while growing their career. Together with their business leaders, FlyMates can embark on a short- or long-term assignment to another country to support the Flywire mission and take their career development to a new level, with many travel logistics supported by the company.



Meet Emma Reveil

Junior Payment Operations Manager, Pay-Ins

Why did I choose a OneFlywire role change?

During my time in Client & Payment Experience (CPE), I was exposed to many different aspects of the company that helped me evolve in my role. I was able to learn a lot regarding the services we offer, and how the business works from the point of view of the clients and payers. Having a front row seat into the perspectives of our payers gave me very unique insight that I believed could be invaluable to other functional areas at Flywire. So after four years in CPE, I believed it was time to switch to our Global Payments team and leverage my CPE experience to help contribute to the operations side of the business.

What has it done for my career growth at Flywire?

It has been a great move for me! I have gotten to learn so much more about operations, banking networks, and our other partner relationships. I now have a more well-rounded view of the company, and can apply my previous knowledge to help contribute to my new team in a way that I probably couldn't have before. And, the best outcome has been shortly after I joined the Global Payments team, I got promoted!

Performance reviews

While performance management is a continuous practice requiring collaboration between FlyMates and their People Managers, we also conduct an annual review cycle to provide a dedicated time of reflection and forward-thinking as we move into each new year. It's an opportunity for all FlyMates to have a two-way dialogue with their Manager on past achievements and areas for growth, while aligning on objectives and development goals moving into the next year. The annual process consists of 5 steps:

- 1 Peer Assessment
- 2 FlyMate Self-Assessment
- 3 Manager Assessment
- 4 Goal Setting
- 5 Performance Conversations

All FlyMates – including full-time, part-time and contract workers – go through our performance review program.

Employee engagement

Every year, Flywire conducts an engagement survey of our entire FlyMate population – including full-time, part-time, and contract workers – to effectively measure the level of connection, motivation and commitment FlyMates feel for our organization. The results are reviewed, analyzed and shared with FlyMates, and are turned into actionable programs based on employee feedback.

94%

of FlyMates believe their managers genuinely care about their wellbeing

94%

of Flymates believe the work they do contributes to Flywire's overall success

88%

of FlyMates feel they are respected and able to be their authentic selves at work

88%

of FlyMates believe the Executive team is aligned on priorities, informative and consistent in modeling Flywire values

Building a culture of belonging through geo-clusters

What is a geo-cluster?

To create a better sense of belonging for remote FlyMates, Flywire established “Geo-Clusters” in 2023 for groups of FlyMates who live in the same vicinity as each other. Each Geo-Cluster has a dedicated Slack Channel and designated FlyMate “Host” who is responsible for helping put together virtual and in-person programming for all FlyMates.

Why does Flywire have geo-clusters?

- **Connection:** Geo-Clusters empower groups of FlyMates to meet up locally, arranging their own activity with support from the Experience Team.
- **Executive Engagement:** Geo-Clusters provide visibility of remote FlyMate locations, which allow executives to target these FlyMates for in-person interaction when traveling.
- **Onboarding:** Geo-Clusters help remote FlyMates to make in-person interactions from day one, building support networks and growing communities.

Results & recognition



Benefits and mental health & wellbeing

Among the many benefits we offer, FlyMates all around the world (including full-time and part-time employees) enjoy:

- ✓ Competitive compensation, including Restricted Stock Units
- ✓ Employee Stock Purchase Plan (ESPP)
- ✓ Robust employer-sponsored health benefits
- ✓ Parental and family leave
- ✓ Life and disability insurance
- ✓ Flexible, hybrid work schedules
- ✓ Generous PTO and Digital Disconnect Days
- ✓ Commuting benefits and Work from Home stipends
- ✓ Health and wellbeing support

Social impact & community engagement



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Social impact & community engagement

At Flywire, we believe impact is most powerful when it's personal. That's why we continue to invest in the causes our FlyMates care about most – whether that means stepping up during times of crisis, volunteering in their local communities, or supporting nonprofits across the globe. In 2024, we deepened our commitment to social impact through expanded giving, hands-on volunteering, and meaningful community partnerships. Together, we're breaking down barriers and building something better.



The Flywire Charitable Foundation

Mission

The Flywire Charitable Foundation is dedicated to improving access to education and health services, promoting inclusion in technology, and responding to local needs during times of crisis. Our rapid response to local needs and ongoing community support strengthens this mission of breaking down barriers and creating opportunities for all.

Pillars

By tackling the challenges facing our social and environmental stakeholders, we create lasting positive change in society while energizing and uniting the entire Flywire community around key areas of focus, including:



Educational access



Disaster relief & community support



Inclusion & belonging in tech



Sustainability in travel & tourism

Expanding access, supporting communities: Driving sustainable impact through travel

While Flywire's impact is well recognized in sectors like education and healthcare, our work in travel is unlocking economic benefits that extend far beyond the itinerary.

Travel is more than a personal experience—it's a powerful driver of local economies and cultural exchange.

Flywire offers a modern, secure global payments platform tailored to the needs of travel providers—ensuring seamless experiences for guests while enabling providers to focus on service, not settlement. By enabling travel operators, destination management companies, and accommodations to accept payments in over 140 currencies across 240 countries and territories, Flywire eliminates payment friction and boosts conversion rates. This ease of payment, coupled with competitive exchange rates and transparent tracking, not only enhances the traveler's experience but also reduces administrative burdens and costs for travel businesses, allowing them to focus on delivering exceptional experiences.



Plus...

Flywire's emphasis on security, compliance, and localized payment methods builds trust and accessibility, encouraging more international travel and ultimately contributing to increased revenue and sustained growth within the global tourism sector.



Spotlight on: Sustainable tourism in South Africa

South Africa is emerging as a strong leader in the African tourism sector, demonstrating significant growth and capturing a substantial portion of the continent's travel market. According to data from Travel & Tour World, South Africa welcomed 8.92 million visitors in 2024, placing it among Africa's most visited countries.

South Africa is also one of the fastest growing regions for Flywire's Travel business. Flywire estimates that through our payment network, in 2025 alone, we've helped contribute more than \$130 million to travel providers and tour operators based in South Africa. In addition to running their businesses, Flywire's clients are equally focused on providing a responsible and environmentally-friendly approach to travel that aims to preserve the destination's natural and cultural resources, benefit the local community, as well as provide a positive experience for the traveler.



Hidden Africa is one Flywire client based in South Africa, who is redefining safaris by appealing to a new demographic of travelers from around the world. Their innovative approach and attention to detail has awarded them the recognition of "Safari Outfitter of the Year" at the 2024 LuxLife Travel and Tourism Awards.

Hidden Africa selected Flywire to offer a simple and secure payment experience for customers, which has not only helped Hidden Africa boost its business, but also invest in conservation efforts in the region.



When you have a good partner, you just know that you can achieve success with them, and without a doubt Flywire is contributing to Hidden Africa's growth.

Instead of having a thousand people staying on a particular concession or game reserve, we would have only 10 people and they would have that whole concession to themselves. So for the client, that's wonderfully exclusive. And of course all that money is supporting conservation, but it puts no pressure on the natural environment. And so that's quite important.

– Seán Hough, Co-Founder, Hidden Africa

FlyMatch

2024 marked the launch of **FlyMatch** – our first-ever global employee matching program. Built to empower FlyMates to support the causes that matter most to them, FlyMatch makes giving back easy and impactful. Through a 1:1 match (up to \$100 per person annually), Flywire matches eligible donations to vetted nonprofits around the world, powered by our partner, Deed.



FlyMatch gives FlyMates the tools to act on their values. From local nonprofits to global organizations, the results show what’s possible when we put purpose into action – together.



\$32K+

donated to nonprofits globally through FlyMatch

100%

participation from Flywire’s executive leadership team

Global

participation with Giving Tuesday

Dozens

of fundraising campaigns aligned with our foundation pillars



Volunteering & FlyBetter Days

Volunteering is an important part of Flywire's culture, giving FlyMates the opportunity to support causes they care about while connecting with their communities.

Every FlyMate is provided with **two paid FlyBetter Days** each year to volunteer with a nonprofit or initiative of their choosing. In 2024, we estimate that FlyMates volunteered more than **6,500 hours** around the world. From supporting the remediation of food insecurity through local food pantries in Boston to cycling Australia's Gold Coast for charity, FlyMates made meaningful contributions to the places where they live and work.



School the World

One of the most powerful ways FlyMates use their **FlyBetter Days** is through our ongoing partnership with **School the World**, a nonprofit dedicated to fighting extreme poverty through education in Latin America. FlyMates must **apply to participate** in this immersive service trip and **fundraise for the experience** using FlyMatch. Over the past six years, Flywire volunteers have helped build **six schools** in Guatemala – each one a testament to our shared commitment to educational access and meaningful global impact.



This trip has given us all a touch of humanity and modesty. The children, parents and teachers of that community are wonderful people, and my colleagues have all shown incredible values. I have been very lucky to share this experience with people like them.

– Zheni Valiseva Yankova, Junior Staff Accountant, Valencia



Spotlight on Valencia flooding relief efforts

The Valencia floods were a stark reminder that disaster can strike close to home. But they were also a powerful example of FlyMates' resilience, compassion, and ability to mobilize with speed and heart.



In November 2024, historic flooding swept through the region surrounding **Valencia, Spain**, home to one of Flywire's largest offices. The devastation was personal – impacting FlyMates, their families, and neighbors. Our community didn't hesitate. FlyMates sprang into action:

- ✓ Cleaning homes, schools, nurseries, and public spaces
- ✓ Donating food, essential supplies, and blood
- ✓ Organizing, packing, and delivering aid to affected areas
- ✓ Coordinating volunteer teams across the city

In parallel, Flywire launched an **employee-powered fundraising campaign through FlyMatch**, raising over **\$10,000** to support relief organizations on the ground. We also ensured FlyMates had the space and support they needed:

- ✓ Additional FlyBetter Days to volunteer locally
- ✓ Office grocery drives and swag donations for local families in need

Data privacy, security & compliance

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Data privacy, security & compliance

Our clients and their customers trust us to move high-value, high-stakes sums of money across the globe every day in a secure and compliant way. They also trust us to aid in their compliance to security and privacy laws, standards and regulations. Both vigilance and vision is required to do our job, and we take seriously our leadership role in adhering to and informing the next iteration of data privacy and security best practices. supported by the company.

Compliance

Facilitating the movement of money across borders and in highly regulated industries is complex, and takes both longevity in the industry and deep roots in the industries we serve. Our dedicated compliance and risk management function, overseen by our Chief Compliance Officer and Chief Information Security Officer with Board-level oversight, has been built over more than a decade, giving us unparalleled experience in a young fintech space. This includes robust processes for:

- Adherence to Know-Your-Customer (KYC) procedures
- Adherence to Anti-Money Laundering (AML) policies
- Filing suspicious activity reports (SARs)

Data protection & Governance policies

Our global team of more than 20 data privacy and security experts has established and executes against strong data governance policies across:

- application security
- infrastructure security
- cybersecurity
- physical security
- vendor security
- incident response and forensic investigations

We provide notice of [privacy policy](#) and practices, and impose requirements for safeguarding and proper destruction of personal information.

The Flywire platform leverages Payment Card Industry-validated Point-to-Point Encryption tokenization and other best-in-class and regulatory-compliant security measures. We have the highest levels of certifications for our industry, as well as industry-specific data privacy and security certifications. We adhere to global laws and regulations. This is a key differentiator for our clients.

These audit-tested certifications and risk program features, which in many cases apply with specificity to the verticals we serve, include:

- Service Organization Control 2 (SOC 2 type 2 and SOC I type 2)
- Payment Card Industry Data Security Standard (PCI DSS)
- Americans with Disabilities Act (ADA)
- Compliance systems and processes designed to ensure compliance with:
 - General Data Protection Regulation (GDPR) in Europe
 - The California Consumer Protection Act (CCPA)
 - The Personal Information Protection and Electronic Documents Act (PIPEDA) in Canada
 - The Family Educational Rights and Privacy Act (FERPA)
 - Health Insurance Portability and Accountability Act (HIPAA)

Proprietary Fraud detection risk engine

Flywire's data protection policies extend across all of our lines of business, and we provide training on all these policies to all our FlyMates, including contractors. We're constantly looking for the next threat, and to set the bar for data security and compliance in our industry. We use predictive analytics, machine learning, and artificial intelligence technologies to ease the complexities of money movement across borders while providing fast, compliant, and transparent receipt of payments. Our artificial intelligence (AI) and machine learning (ML)-enabled fraud detection risk engine has trained against millions of ACH, check, card, and wire transactions. As a result, the enhanced power of our risk engine enables us to mitigate fraud.



FERPA
Family Educational Rights and Privacy Act



Flywire's CTO and CISO named to PCI SSC Board of Directors

Flywire's commitment to payment security and industry leadership is underscored by the appointment of its CTO, David King, and its CISO, Barbara Cousins, to the PCI Security Standards Council (PCI SSC) Board of Advisors.



David King, CTO



Barbara Cousins, CISO

This places the company among a select group of global organizations that advise the PCI SSC on the development and evolution of the gold standard for credit card processing security, the PCI DSS. King, a veteran in payment security and an original architect of the PCI DSS, brings nearly two decades of experience to the board, including pioneering the first PCI-validated Point-to-Point Encryption (P2PE) device for healthcare. While the CISO, Barbara Cousins, also works closely with King on payment security and has participated in PCI SSC Board of Advisors meetings, it is the CTO, David King, who has been specifically named to the Board.

This appointment highlights Flywire's proactive stance in shaping future security standards and ensuring the highest level of protection for sensitive payment data across its diverse client base.

Governance & ethics



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Governance & ethics

Flywire is committed to ethical and compliant business practices and good corporate governance for the long-term success of our company and stakeholders. We believe that the ongoing adoption of our policies, and clear and accountable oversight of business operations, will continue to develop trust among our customers, partners and community, and generate long-term business value.

Our Board of Directors is responsible for risk and ethics oversight, with the Audit Committee overseeing and reviewing our overall risk management framework. Additional information is available at ir.flywire.com and in our [2025 Proxy Statement](#).

Corporate governance

The Board of Directors of Flywire sets high standards for the Company's employees, officers, and directors. Implicit in this philosophy is the importance of sound corporate governance. It is the duty of the Board of Directors to serve as a prudent fiduciary for shareholders and to oversee the management of the Company's business. To fulfill its responsibilities and to discharge its duty, the Board of Directors follows the procedures and standards that are set forth in these guidelines. These guidelines are subject to modification from time to time as the Board of Directors

deems appropriate in the best interests of the Company or as required by applicable laws and regulations. Additional information is available at ir.flywire.com.

Conduct & ethics

Our Code of Conduct applies to and sets out the minimum requirements for all Flywire directors, officers, and employees, including commitments to anti-harassment and anti-discrimination and procedures for reporting concerns or violations. Our General Counsel is our designated Compliance Officer under our Code of Conduct, overseen by our board. Our Code of Conduct is supplemented by such policies as our [modern slavery and human trafficking statement](#), our bribery and anti-corruption policy, whistleblowing policy, anti-money laundering function, and more.

Oversight of ESG

- **Board/ Committee oversight:** Nominating and Corporate Governance Committee
- **Co-executive sponsors:** Chief Marketing Officer and General Counsel & Chief Compliance Officer
- **Cross-functional Impact Committee:** Chief People Officer, VP Investor Relations & FP&A; Vice President, Communications; Director, Strategy & Planning; as well as Functional Leads representing Security & Risk, People, Legal, Finance, Global Payments, & more

Environmental impact



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Environmental impact

Flywire is committed to reducing carbon-intensive activities and improving our overall energy efficiency. There are multiple components to Flywire's environmental sustainability strategy, including:

- ✓ **Hybrid & remote work policy:** Flexible workplace options for FlyMates worldwide continue to shrink our commuting-related footprint.
- ✓ **Cloud-based infrastructure:** Our third-party cloud partner is targeting net-zero carbon by 2040, allowing Flywire to flex capacity while minimizing data-center emissions.
- ✓ **500,000+ paper checks eliminated:** Moving client disbursements and supplier payments to digital rails has avoided the production, transport, and disposal of more than 500K 529 disbursement checks.
- ✓ **Five-year conservation partnerships:** Since 2020, Flywire has directed a share of revenue to **Tomorrow's Air** (permanent carbon-removal collective) and the **Adventure Travel Conservation Fund (ATCF)**, converting financial support into measurable climate and biodiversity gains on four continents.





Partnership Spotlight: Adventure Travel Conservation Fund

ATCF is a global nonprofit that channels travel-industry resources into community-led projects protecting the wild places and cultures that make adventure possible. Flywire's five-year partnership has helped ATCF:

- **Fund six high-impact projects** across Africa, Asia, and Latin America – restoring coral reefs, protecting sea turtles and Uganda's lions, and bringing clean water to wildlife and communities in Zimbabwe.
- **Scale its reach** by hiring a full-time communications lead and recording the highest member-voting participation ever in the 2024 grant cycle.
- **Deepen engagement** through an expanded "Adopt a Project" model and a new advocacy toolkit on public-land protections and climate action.

These outcomes illustrate how Flywire's sustained support translates environmental commitments into tangible climate and community benefits worldwide.

Partnership Spotlight: Tomorrow's Air

Tomorrow's Air is a global collective working to scale awareness and adoption of permanent carbon removal technologies like direct air capture. Since 2020, Flywire has partnered with Tomorrow's Air to help fund the safe, permanent storage of atmospheric carbon as part of a long-term commitment to climate innovation. As of 2025, Flywire-supported travel clients have helped:

- Order more than **200 metric tons of carbon dioxide for permanent storage**, supporting science-backed climate solutions like Climeworks and other partners.
- Engage over **10,000 travelers in carbon-conscious journeys through** Tomorrow's Air's education, storytelling, and booking-integrated offset experiences.

By aligning business growth with responsible travel, this partnership reflects Flywire's commitment to advancing climate action not just through mitigation – but through measurable, future-focused solutions.

Want to integrate carbon removal into your travel offering?

[Discover how easy it is to get started today.](#)

The logo for Tomorrow's Air features the words "TOMORROW'S" and "AIR" in a blue, sans-serif font, with a stylized "2" inside a circle between them.

TOMORROW'S
2
AIR

FY 23 Greenhouse Gas (GHG) Emissions

Building on our FY 21 baseline, Flywire completed its FY 23 GHG inventory using **Persefoni's Climate Management & Accounting Platform**, prepared in accordance with the **Greenhouse Gas Protocol Corporate Standard**.



Emissions Source & Scope	Emissions (tCO2e)
Scope 1	0
Scope 2	237.95
Location Based	237.95
Market Based	0
Scope 3	6,366.84
Category 1: Purchased Goods and Services	4,208.33
Category 3: Fuel & Energy Related Activities	74.42
Category 4: Upstream Transportation & Distribution	13.84
Category 6: Business Travel	2,007.15
Commercial Air Travel	1,553.60
Hotel Stays	203.52
Rental Cars	31.84
Ride Shares	68.38
Rail Travel	65.68
Personal Vehicle	0
Taxi	54.10
Bus	1.80
Subway/Tram	27.60
Water Travel	.63
Category 7: Employee Commuting & Telework	63.09
Total Scope 1, 2 & 3 Emissions:	6,604.79

Looking ahead

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Looking ahead

Looking ahead, Flywire remains steadfast in our commitment to tackling the persistent challenges of affordability across the critical sectors we serve, from helping students access education without undue financial burden to making healthcare payments more manageable for patients. This dedication to driving affordability and accessibility for our clients and their end-users is inextricably linked to our commitment to our own people, our “FlyMates.” We believe that by fostering a culture of continuous learning, professional development, and career growth within Flywire, we empower our teams to innovate further, build even more impactful solutions, and deliver the exceptional service required to achieve our ambitious goals. Investing in our FlyMates’ success directly fuels our capacity to make a profound and lasting positive impact on the global economy and the lives of millions.



Data index

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Sustainability Accounting Standards Board (SASB)

Flywire is committed to communicating financially material sustainability information to investors and other stakeholders. The index below maps our current disclosures for key relevant ESG topics from SASB's Software & IT Services industry standards. Unless otherwise specified, the data and descriptions are current as of year-to-date 2022. We will continue to evolve our disclosures in future reports.

Metric code	Metric	Response
Environmental footprint of hardware infrastructure		
TC-SI-130a.1	(1) Total energy consumed (2) percentage grid electricity (3) percentage renewable	Environmental sustainability
TC-SI-130a.3	(1) Discussion of the integration of environmental considerations into strategic planning for data center needs	Cloud-based platform: We use a third-party cloud provider as our infrastructure and capacity utilization is variable. Our cloud provider has demonstrated progress towards its commitment to achieve net-zero carbon by 2040.
Data privacy & freedom of expression		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Data privacy, security & compliance
Data security		
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Data privacy, security & compliance
Recruiting & managing a global, diverse & skilled workforce		
TC-SI-330a.2	Employee engagement as a percentage	Employee engagement
Managing systemic risks from technology disruptions		
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	FY 2024 annual report (risk factors)
Intellectual property protection & competitive behavior		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	FY 2024 annual report

GRI Index

The Global Reporting Initiative (GRI) Standards represent a wide range of standard ESG disclosures to help companies report on their impacts. We mapped this report to the relevant GRI Standards disclosures based on our ESG priorities, which were determined by an initial materiality assessment. We will continue to evaluate and improve upon our disclosures in future reports.

GRI 2: General Disclosures

2-1 Organizational details	Flywire Corporation
2-3 Reporting period, frequency and contact point	Annual Impact@Flywire.com
2-4 Restatements of information	No restatements of information have been given in previous reports
2-5 External assurance	This report has not been externally assured, however, the Company is exploring it for future reporting
2-9 Governance structure and composition	Governance & ethics
2-10 Nomination and selection of the highest governance body	2025 proxy statement Nominating and Corporate Governance committee charter
2-11 Chair of the highest governance body	Governance & ethics
2-12 Role of the highest governance body in overseeing the management of impacts	Governance & ethics Nominating and Corporate Governance committee charter
2-14 Role of the highest governance body in sustainability reporting	Governance & ethics
2-17 Collective knowledge of the highest governance body	Governance & ethics
2-19 Remuneration policies	2025 proxy statement
2-23 Policy commitments	Looking ahead
2-27 Compliance with laws and regulations	Data privacy, security & compliance

GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption	Code of conduct
	205-2 Communication and training about anti-corruption policies and procedures	Code of conduct
GRI 206: Anti-competitive Behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Code of conduct
GRI 3: Material Topics	3-1 Process to determine material topics	ESG materiality assessment
	3-2 List of material topics	ESG materiality assessment
	3-3 Management of material topics	ESG materiality assessment
GRI 302: Energy	302-1 Energy consumption within the organization	Environmental sustainability
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	Environmental sustainability
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental sustainability
	305-3 Other indirect (Scope 3) GHG emissions	Environmental sustainability
GRI 401: Employment	401-1 New employee hires and employee turnover	Flying Start
	401-3 Parental leave	Benefits and mental health & wellbeing
GRI 404: Training and Education	404-1 Average hours of training per year per employee	Career development & training
	404-2 Programs for upgrading employee skills and transition assistance program	Career development & training
	404-3 Percentage of employees receiving regular performance and career development reviews	Career development & training
GRI 413: Local Communities	413-1 Community engagement, employee volunteering, nonprofit partnerships, and localized crisis response initiatives	Social impact & community engagement
GRI 414: Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	Flywire supplier code of conduct



Forward-looking statements

The report does not cover all information about our business. References in this report to information should not be construed as a characterization regarding the materiality of such information to our financial results or for purposes of the U.S. securities laws. The report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including, but not limited to, statements regarding our Flywire's ESG goals, targets, commitments, and strategies and related business and stakeholder impacts. In some cases, you can identify forward-looking statements by terms such as, but not limited to, "believe," "may," "will," "potentially," "estimate," "continue," "anticipate," "intend," "could," "would," "project," "target," "plan," "expect," or the negative of these terms, and similar expressions intended to identify forward-looking statements. Such forward-looking statements are based upon current expectations that involve risks, changes in circumstances, assumptions, and uncertainties. Important factors that could cause actual results to differ materially from those reflected in Flywire's forward-looking statements include, among others, Flywire's ability to meet stated ESG goals and commitments, Flywire's ability to execute on its ESG strategies in the time frame expected or at all, changing government regulations or stakeholder expectations; and other factors that are described in the "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" sections of the company's most recently filed periodic reports on Form 10-K and Form 10-Q and subsequent filings. The information in this report is provided only as of the date of the initial release of this report, and Flywire undertakes no obligation to update any forward-looking statements contained in this report on account of new information, future events, or otherwise, except as required by law.

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