

# Helping you register for Westpac Online Banking.



## Your wellbeing is our highest priority during the Coronavirus (COVID-19) pandemic.

The health of our customers, employees and the wider community is our highest priority. That's why we're closely monitoring the coronavirus (COVID-19) situation and are here to help with alternative ways of banking.

## Preparing you to bank safely.

At this time customers are encouraged to check if they're registered for Westpac Online and Mobile Banking. This will allow you to safely manage your money anytime from wherever is most convenient for you.

You can register online at [westpac.com.au/register](https://westpac.com.au/register) or by downloading the **Westpac App**.

## The convenience of Online Banking.

Over 5 million Westpac customers now enjoy the convenience of banking online from their computer, mobile or tablet. Online Banking allows you to securely:

- Check your account balance
- Pay your bills or pay anyone
- Receive & check eStatements
- Transfer money
- Update your details
- Contact us

For peace of mind, be assured that Westpac Online Banking is covered by our Westpac Protect™ Online Banking Security Guarantee. This means that, as long as you adhere to our Westpac Online Banking Terms and Conditions, we guarantee to repay any missing funds resulting from fraud.



# Helping you get set up.

To get started visit [westpac.com.au/register](https://westpac.com.au/register) or download the **Westpac App**.

To complete your registration simply enter the following information:

# 1

## Personal details.

Enter your Card number or Customer ID\*.

\*Your Customer ID can be found towards the top of your Westpac Account Statement or in an email that you received when you opened an account.

# 2

## Security questions.

You may be asked some security questions to confirm your identity. These are questions that only you will know the answer to.

# 3

## Secure password.

Choose a password you'll use to sign in.

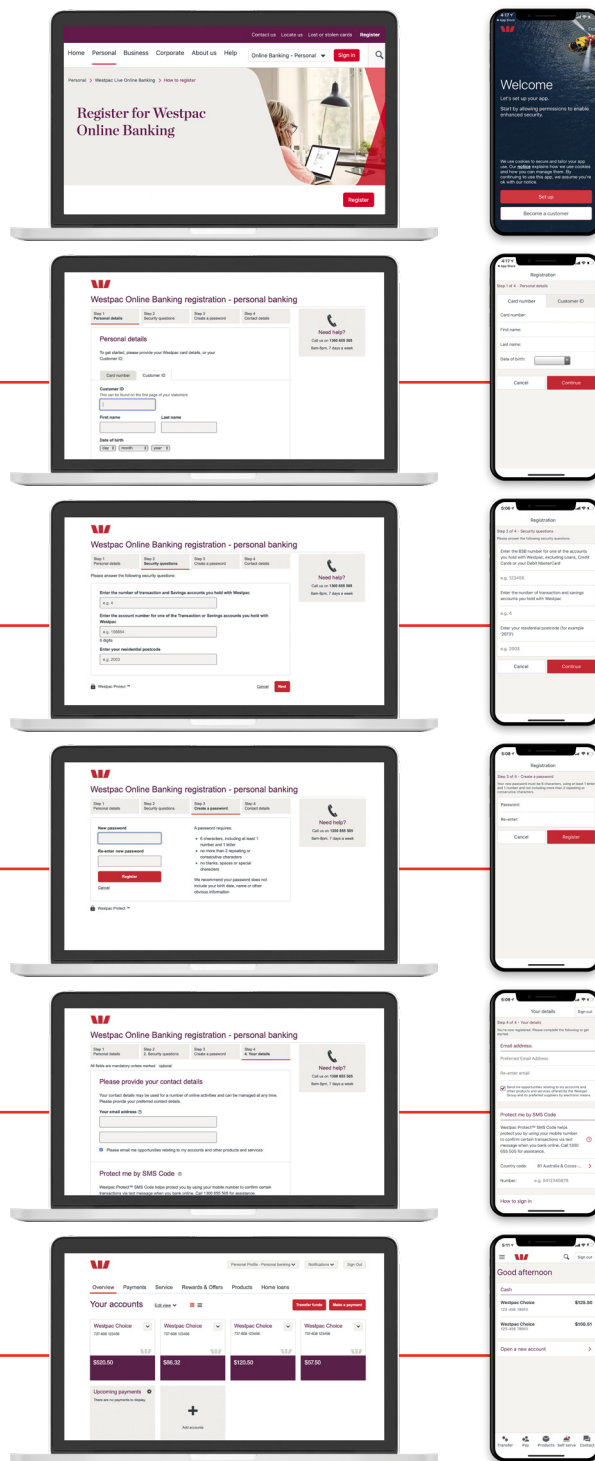
# 4

## Contact details.

For example, your email address and mobile number.

# 5

You are now registered and can start banking online.



## Tips for staying safe online.

We're aware of the possibility of fraudsters using COVID-19 as an opportunity to take advantage of our community. Always type 'westpac.com.au' into your browser, or use the Westpac Mobile Banking app to securely access your banking. Please remember that if we contact you, we won't ask for confidential information such as your login details, personal identification number (PIN), Westpac Protect™ SMS Code or other account information.

Find out more information at [westpac.com.au/protect](https://westpac.com.au/protect) to see what you can do to protect yourself.

## We're here to help.

 Register in minutes at [westpac.com.au/register](https://westpac.com.au/register)

 Call us on **1300 655 505** (8am – 8pm)

**Things you should know:** [Online Banking Terms and Conditions](#) apply. Westpac Mobile Banking applications are only available for use by Westpac Australia customers. Internet connection is needed to access Westpac Mobile Banking app. Normal mobile data charges apply. If your Westpac account is compromised as a result of Internet fraud, we guarantee to repay any missing funds, providing you comply with our Westpac Online Banking Terms and Conditions. This includes keeping your sign-in details (including passwords, Westpac Protect™ SMS codes and SecurID® Token codes) private. The Terms and Conditions (PDF 313KB) explain the features, benefits, risks, fees and charges for Online Banking and BPAY®. You must inform us immediately if you suspect the security of your access details has been compromised, or you suspect an unauthorised transaction or potential fraud on your accounts. Please note our security guarantee is not applicable to Corporate Online Banking. © Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.