

GETTING STARTED WITH MOBILE BANKING

Using the iOS iPhone app (Min. iOS 13.0.0) and Android phone app (Min. version 9)

For help, call the Westpac Indigenous Call Centre **1800 230 144**

CONTENTS

03 REGISTERING FOR ONLINE BANKING

- **3 7** iOS specific registration flow
- 8 11 Android specific registration flow

12 PAYMENTS & TRANSFERS

- **12 15** How to transfer money between your Westpac accounts today funds transfer
- **15 18** How to transfer money between your Westpac accounts future date/ recurring funds transfer
- **19 22** How to transfer money to another person's account (Pay Anyone).
- 23 26 How to pay a bill using BPAY®

27

27

28 ESTATEMENTS

28 - 30 How to switch to eStatements

31 - 32 How to view your eStatements

33 MANAGING YOUR LOST CARD

- **33 34** How to lock your card temporarily
- **35 36** How to report your card as lost or stolen
- 37 What happens after I cancel my card?

38 RESETTING YOUR PASSWORD

40 CARDLESS CASH

For help, call the Westpac Indigenous Call Centre

What is a mobile or digital wallet?

% 1800 230 144

MORE WAYS TO PAY

Things you should know: Read the Westpac Online Banking Terms and Conditions at westpac.com.au before making a decision and consider whether the product is right for you. Account holders under 14 years old cannot make BPAY Payments in Online Banking. They can make BPAY payments through Telephone Banking. If BPAY View is offered by the Biller. Account holders under 14 years old cannot use BPAY View. *Registered to BPAY Pty Ltd ABN 69 079 137 518.

REGISTERING FOR ONLINE BANKING



To get started, visit westpac.com.au/register

iOS flow (Apple products)

The following flow is specific to iOS devices only. For Android users follow the specific Android registration flow.





For help, call the Westpac Indigenous Call Centre

📞 1800 230 144



A popup will appear. To allow location permission, select **Allow While Using App**.







For help, call the Westpac Indigenous Call Centre

12/

📞 1800 230 144



From this screen you have the option to register using your **Card number** or **Customer ID**. To register with your **Card number** go to **Step 8** or for **Customer ID** skip to **Step 9**.



📕 Info:

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.



If using Card number make sure the **Card number** tab is selected, then enter your Card number, name and date of birth. Tap **Continue** then skip to **Step 10**.

| | details |
|-----------------|----------------|
| Card numb | er Customer ID |
| Card number: 12 | 34 5678 |
| First name: Jo | hn |
| Last name: Sr | mith |
| Date of birth: | 19 Aug 2022 |
| Cancel | Continue |
| | |
| | |
| | |
| | |
| | |

If using Customer ID make sure the **Customer ID** tab is selected, then enter your Customer ID, name and date of birth. Tap **Continue**.

| 9:04 | | 🗢 🔳 |
|------------------------|--------------|-------------|
| | Registration | |
| itep 1 of 4 - Personal | details | |
| Card numbe | er | Customer ID |
| Customer ID: | 8 digit | |
| First name: | | |
| Last name: | | |
| Date of birth: | 19 Aug 20 | 22 |
| | | |
| Cancel | | Continue |
| | - | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | / |

For help, call the Westpac Indigenous Call Centre **1800 230 144**

12/



Fill in your answers to the security questions then tap **Continue**.



Security Questions: You'll be asked to answer some security questions about your account to confirm your identity.

Ŷ Your new password must:

- Be between 8-30 characters.
- Include at least 1 number, 1 letter and 1 special character (@#%^etc).
- Have no more than 2 repeating characters (AAB not AAA).
- Not contain spaces.
- Not be the same as your last 3 passwords.

You can use both upper and lower case letters.



Secure

password. Choose a password that's memorable and hard for others to guess. You'll use it every time you sign in.



Security tips:

- Don't use the same password you have set up on other sites.
- Don't share your password with anyone (not even friends or family).
- Avoid using common passwords or something that could be easily guessed, e.g. your name or date of birth.

For help, call the Westpac Indigenous Call Centre **1800 230 144**

12



Tap Register.

| Regist | ration |
|--|--|
| tep 3 of 4 - Create a passw | vord |
| four password must: | |
| be between 8 and 30 character | rs |
| have at least 1 number, 1 letter etc.) | r and 1 special character (@#%^ |
| have no more than 2 repeating | characters (AAB not AAA) |
| not contain spaces | |
| fou can use both upper and lowe fon't share your password with an basswords or something that coul name or date of birth. | r case letters. For your security, tyone, and avoid using common id be easily guessed, e.g. your |
| Password | |
| Confirm password | |
| Cancel | Register |
| | - |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |



Enter your email address and mobile number.



Read the Online Banking Terms and Conditions, then tap Continue.



9:41



You are now registered and can start using Online Banking.



Learn more by visiting

westpac.com.au/register

For help, call the Westpac Indigenous Call Centre

KETEK

📞 1800 230 144

© Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

/ 7

Android flow

The following flow is specific to Android devices only. For iOS users follow the specific iOS registration flow.



Next.





For help, call the Westpac Indigenous Call Centre **1800 230 144**



A popup will appear. To allow phone permission, select **Allow**. This helps us know your phone's status and details so you can bank securely, and allows you to call us from within the app.





Customer ID Password Forgot customer ID or password > Sign in Register for online banking



From this screen you have the option to register using your Card number or Customer ID. If using Card number make sure the Card number tab is selected, then enter your Card number, name and date of birth. If using Customer ID make sure the Customer ID tab is selected, then enter your Customer ID, name and date of birth. Tap Continue.

| p 1 of 4 - Pers | onal details | |
|-----------------|--------------|-------------|
| Card n | umber | Customer ID |
| ard number: | | |
| irst name: | | |
| ast name: | | |
| ate of birth: | dd/mm | /אאאא |
| Can | cel | Continue |
| Can | cel | Continue |
| | | |
| | | |
| | | |
| | | |
| | | |

Fill in your answers to the security questions then tap **Continue**.



For help, call the Westpac Indigenous Call Centre **1800 230 144**

1=1=7

password. Choose a password that's memorable and hard for others to guess. You'll use it every time you sign in. Tap Register.

Contact details.

mobile number.

Banking Terms

and Conditions,

then tap

Continue.

address and

 $(\mathbf{1})$

Secure



For help, call the Westpac Indigenous Call Centre 📞 1800 230 144

K=1=7.



You are now registered and can start using Online Banking.



Learn more by visiting

westpac.com.au/register

For help, call the Westpac Indigenous Call Centre **1800 230 144**

For help, call the Westpac Indigenous Call Centre 🔪 1800 230 144

© Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

PAYMENTS & TRANSFERS

How to transfer money between your Westpac accounts.

Today funds transfer

Sign in to the

Westpac App.

...I 💎 I Hold your thumb Contact us Contact us on the account FAST TRACK YOUR SAVINGS GOALS FAST TRACK YOUR SAVINGS GOALS you'd like to r&CS apply transfer from. Manage goals Regular deposit Manage goals Regular deposit Quick balance Q Search Cardless Cash Accounts Locate us Westpac Choice \$469.30 10,469 reward points Min of \$46.30 due tomorrow Pay now 1 hidden account ø Payments
 Sign in 0 A











For help, call the Westpac Indigenous Call Centre

==

% 1800 230 144



today.

account you want to transfer **To**.

| 9:41 | 🔳 🗢 lin |
|----------------------------------|--------------------------------|
| | Cancel |
| From goal David's A \$784.32 | ccount ~ |
| То | |
| Westpac Choice 102-384 836274 | \$8,425.00 available |
| Main savings 902-285 936334 | \$13,684.58 available |
| | |
| | |
| | |
| | |
| | |



| | | | Cance |
|----------------|----------------------------------|----------------------|----------------|
| | From Wes \$0.00 | stpac Choice | |
| | To goal W | estpac Life 🗸 | |
| Amo | \$2.40 | | |
| h 4 4 | | | |
| \$1(| 0.00 | 0 | |
| | | | |
| | | · · | |
| Descr | iption (or | ptional) | |
| Descr Dinne | iption (op | ptional) | |
| Descr Dinne | iption (op er | ptional) | |
| Descr | iption (op er | ptional) Transfer | |
| Descr | iption (op er | ptional) Transfer | 3 |
| Descr | iption (op er 1 4 om | Transfer | 3 04F 60 |

0

 $\langle \times \rangle$



For help, call the Westpac Indigenous Call Centre 📞 1800 230 144

12/



Future date/ Recurring Funds transfer



For help, call the Westpac Indigenous Call Centre

13

📞 1800 230 144



For help, call the Westpac Indigenous Call Centre

= E

% 1800 230 144



| 9:41 | all 🗢 🖿 |
|---------------------------------|--------------------------------|
| | Cancel |
| From goal David's A \$784.32 | ccount ~ |
| То | |
| lestpac Choice | \$8,425.00 available |
| Main savings 902-285 936334 | \$13,684.58 available |
| | |
| | |
| | |
| | |
| | |

8 Enter the Amount and a Description (optional).



9

Tap **Today** to make the transfer future dated or reccuring.

| | | Can |
|--|---|-----------------------------------|
| From Wes \$0.00 | tpac Choice | |
| To goal We \$2.40 | estpac Life 🗸 | |
| Amount | | |
| \$100.0 | 00 | |
| | | |
| Schedule | Today ~ | |
| Schedule Description Dinner | Today V | |
| Schedule Description Dinner | Today ~ (optional) Transfer | |
| Schedule Description Dinner | Today ~ (optional) Transfer 2 ABC | 3 DEF |
| Schedule Description Dinner 1 | Today ~ (optional) Transfer 2 ABC 5 JKL | 3 057 6 |
| Schedule Description Dinner | Coptional) Transfer 2 ABC 5 MK 8 TUV | З Def б мио 9 wxyz |

Select a transfer date and frequency, then tap **Done**.



For help, call the Westpac Indigenous Call Centre

==





Learn more by visiting

westpac.com.au/transferbetweenaccounts

==

Add shortcut

For help, call the Westpac Indigenous Call Centre

📞 1800 230 144

How to transfer money to another person's account (Pay Anyone).

To transfer money to another account in Australia, you'll need to know the following details about the account you're transferring to:

- BSB number
- Account number
- Account name

Please make sure that the BSB and Account number that you are provided with are correct.



Today Pay Anyone

For help, call the Westpac Indigenous Call Centre

% 1800 230 144



5

If you haven't transferred to the person before, tap **Add** then **BSB** & Account to add a new Payee.



Enter the Account name, BSB and Account number of the person you want to transfer to and change the Payee nickname if required.



For help, call the Westpac Indigenous Call Centre

13







If you wish to future date or make recurring refer to the section above (Future date/ Recurring Funds transfer), from step 9.

For help, call the Westpac Indigenous Call Centre

==

📞 1800 230 144



Learn more by visiting

westpac.com.au/payments-transfers

For help, call the Westpac Indigenous Call Centre

1=1=1

📞 1800 230 144

How to pay a bill using BPAY®.

Paying bills from your mobile device is safe and easy.

Today BPAY®





For help, call the Westpac Indigenous Call Centre **1800 230 144**

Things you should know: Read the Westpac Online Banking Terms and Conditions (PDF 239KB) at westpac.com.au before making a decision and consider whether the product is right for you. Account holders under 14 years old cannot make BPAY Payments in Online Banking. They can make BPAY payments through Telephone Banking. If BPAY View is offered by the Biller. Account holders under 14 years old cannot use BPAY View. *Registered to BPAY Pty Ltd ABN 69 079 137 518.

© Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

12

0

0



To pay a new biller, on the Choose who to pay screen, tap Add to enter the new biller details.







If manual, on the **New BPAY® Biller** screen, enter the Biller code then select the correct Biller name from the list. Add the Reference number found on your bill. The Nickname will be automatically populated with the Biller name, which you can change.

| | 9:41 | | al 🗢 🖿 |
|-------|---------------------|-------------------------------------|------------------------------|
| | | | Cancel |
| | New BPAY | Biller | |
| Bille | er code | | |
| Refe | erence num | nber | |
| INICI | kname | | |
| INICI | kname | Next | |
| | kname | Next 2 ABC | 3 DEF |
| | 1 4 | Next 2 Asc 5 JRL | 3 DEF 6 MNO |
| | 1 4 7 Pors | Next 2 ABC 5 JUL TVV | 3 DEF G MNO WXYZ |





0

For help, call the Westpac Indigenous Call Centre 📞 1800 230 144

Things you should know: Read the Westpac Online Banking Terms and Conditions (PDF 239KB) at westpac.com.au before making a decision and consider whether the product is right for you. Account holders under 14 years old cannot make BPAY Payments in Online Banking. They can make BPAY payments through Telephone Banking. If BPAY View is offered by the Biller. Account holders under 14 years old cannot use BPAY View. *Registered to BPAY Pty Ltd ABN 69 079 137 518.

© Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

12/



| From Cash Westoac Choice | Cano |
|--------------------------------|----------|
| Cash Westoac Choice | |
| Cash Westoac Choice | |
| Westpac Choice | |
| | \$109.9 |
| 123-456 123456 | availabl |
| Westpac Life \$2, | 532.5 |
| 123-456 123456 | availabl |
| Credit cards | |
| Altitude Platinum \$9 | |
| Mastercard | 945.20 |



| | 9:41 | | -#I 🗢 🖿 | |
|----|-----------------------------|-----------------------|-----------|---|
| | | | Cancel | |
| | Pay Mobile Biller code 1 | Plan ~ 2345 | | |
| _ | From West \$551.00 | pac Choice | | |
| A | mount | | | |
| \$ | 0.00 | | | 0 |
| | Reference numb | ber 1234 | | |
| | Schedule for | orToday ~ | | |
| | | | | |
| | 1 | 2 | 3 069 | |
| | 4 6HI | 5 JKL | 6 MNO | |
| | 7 Pors | 8 TUV | 9 wxyz | |
| | | 0 | \otimes | |
| | | | | |



Tap **Pay** to make the bill payment today.





If you wish to future date or make recurring refer to the section above (Future date/ Recurring Funds transfer), from step 9.

For help, call the Westpac Indigenous Call Centre **1800 230 144**

Things you should know: Read the Westpac Online Banking Terms and Conditions (PDF 239KB) at westpac.com.au before making a decision and consider whether the product is right for you. Account holders under 14 years old cannot make BPAY Payments in Online Banking. They can make BPAY payments through Telephone Banking. If BPAY View is offered by the Biller. Account holders under 14 years old cannot use BPAY View. *Registered to BPAY Pty Ltd ABN 69 079137 518.

© Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

===



After checking details, tap **Pay.**



If two-factor authentication is required for the payment, a security code will be sent to the mobile details you provided when you set up your account. Enter the security code and tap **Next** to complete your payment.





On the confirmation screen, the payment status will be displayed. If successful, your receipt number will be displayed on the screen, which can be tapped to view the payment details. To send a copy of the receipt, tap the Share Icon 位



Learn more by visiting

westpac.com.au/payments-transfers

For help, call the Westpac Indigenous Call Centre

==



MORE WAYS TO PAY



Pay with your phone.

With mobile wallets, you can have your money on you even when your card or wallet isn't.

What is a mobile or digital wallet?

A digital wallet is a mobile version of your plastic debit or credit card that is stored in an app on your mobile phone. It allows you to pay on the go with your mobile device, simply and securely, at millions of stores worldwide, where contactless payments are accepted.



Apple Pay[™]

- The easy, secure and fast contactless way to pay.
- Available on compatible Apply Pay devices.
- For eligible Westpac Mastercard® and Handycards.

For instructions on how to add Apple Pay to your mobile wallet, visit **westpac.com.au/applepay**



Google Pay[™]

- Simple, secure contactless payments.
- Available on compatible Android devices.
- For eligible Westpac Visa or Mastercard® credit cards.

Visit westpac.com.au/googlepay

SAMSUNG Pay

Samsung Pay[™]

- Easy to use, secure contactless payments and more.
- Available on compatible Samsung phones and smart watches.
- For eligible Westpac Visa or Mastercard® credit cards.

Visit westpac.com.au/samsungpay

For help, call the Westpac Indigenous Call Centre **1800 230 144**

Apple, the Apple logo, Apple Pay, Apple Watch and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. Android, Google Pay and Google Play are trademarks of Google Inc. Samsung and Samsung Pay are trademarks or registered trademarks of Samsung Electronics Co., Ltd.

Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. © Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

Quick, convenient and secure, eStatements are an electronic version of your paper statements which you can view in Online and Mobile Banking.

Benefits of eStatements.

- Protect yourself and lower the risk of ID theft by receiving statements securely within Online and Mobile Banking.
- eStatements are available within Online Banking and are easy to get anytime, anywhere.
- View up to 7 years of statement history in Online and Mobile Banking.
- You can easily provide eStatements to accountants and third parties when required.

How to switch to eStatements.



For help, call the Westpac Indigenous Call Centre

% 1800 230 144





3

For help, call the Westpac Indigenous Call Centre **1800 230 144**

1=1=7



Tap **Update**.

9:41 ..II 🗢 🔳 < Close Statement settings Eligible accounts for eStatements Westpac Choice 102-384 836274 Westpac Life 102-384 836274 Email Other (preferred): john.smith@gmail.com > By clicking on 'Update' below, you: Agree to receive eStatements and other important information electronically via Westpac Online Banking. wledge that paper statements will not be sent for accounts. Keep your email details up to date, and check your email regularly for messages from us. Cancel Update



You're all done. We'll send you an email when your eStatement is ready in Online Banking and the Westpac App.





You'll be able to see up to 7 years of statements.

Learn more by visiting



For help, call the Westpac Indigenous Call Centre

K=1=7.



How to view your eStatements.



For help, call the Westpac Indigenous Call Centre

k=l=/

📞 1800 230 144





To download or send a copy of the eStatement, tap the **Share Icon** (1).

| 9:4 | 1 | | | | u s | - | • |
|---|--|--|---------------------------------------|---|--|----------|---|
| | eSta | tement | | | | | 1 |
| - | | | _ | | | | ŕ |
| M | | Reterest Parel 00 March 2021 - 0 | - | | | | |
| West | nac Choice | - | | | | | |
| | | Cutterin D | | | | | |
| ABC 812 | 87 | 2565 8790 | 1.5 | | | | |
| SA.AG | AVA AC 3183 | 0121-140 | - | 12750416 | 0 | | |
| | | Opening Balance | | | \$ 130.78 | | |
| | | Total Credits | | - 5 | 08.053.0 | | |
| | | Trail Debts | | | 8947.81 | | |
| TRAND | are not held and Fay An You Go with school | holding tax may be | deducte | I from inte | erest. | | |
| 14.10 | NAME OF STREET OF THE OWNER OF STREET OF STREE | m Teldax Care and A | 0887 | CHEDIT | BALANCE. | | |
| 4545.01 | STATEMENT OPENING BALANCE | | | | 106.76 | | |
| 3043421 | Owni Carol Purchase Mightyles Narta Oans Una Uni Stati est. Wanton Foreign Transation Free Aul 2019 | | 13.80 | | 27.4 | | |
| 2010/21 | Greet Land Purchase Lonis Materia Systems Au Control from the strength American Statistics | | 21.00 | | 257.78 | | |
| analy 1 | Spilley Aus | | 75.45 | - | 205.75 | | |
| 201021 | Cells Card Purchase Vorsals Online Pagment | | - | | - | | |
| 2010/21 | Cold Card Purchase Articles" INCIDENT | | 84.75 | | 44.35 | | |
| 3010.21 | Organit Colu: Pagment 2798 HDT NP Tapa tama Departmenty | | | - | 04.0 | | |
| | Data Card Purchase Artestar' Bill (1918) Society Ave | | 10.00 | | 404.25 | | |
| 808321 | | | | | - | | |
| 305521 305521 | Debt Card Purchase Ed' conviender Oreit Brithern Aus | | | | | | |
| 204024 204024 204024 | Sett Carl Funkase Ed' connecto Swith Billion Aut Sald Carl Funkase Articular' MPAZER System Aut | | 16.10 | | - | | |
| BUENZY 3010021 BUENZY | Dati Gan Parkan Editarenaria Galt Britania Ali Salat Gan Panhan Atladari Mifattili Igareg Au | | Tis to | | ()))) ())) | | |
| BURGY BURGY BURGY | Jand Lan Perlan (Jan Sentencia Cont Materia An Ball Lan Perlan Attacke Mithele Sentencia Sentencia Sentencia Sentencia Sentencia Sentencia | naara till a se | Tis to | | Qinix ga 1 af 3 Bankiltata | ments.o | |
| 201521 301521 201521 | Sand Specific Antonio Grammonia Cost Matter Au Martin Specific Antonio Antonio Montech Specific Antonio Antonio Montech Specific Antonio Cost of the other antonio anto programmon antonio Specific Antonio Specific Antonio Antonio Antonio Antonio Antonio Specific Antonio Antonio Antonio Antonio Specific Antonio | Hanna Stiffer II Alabater Hand Sharen 2001 - 1 | To 10 | 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1 | ijuli getars bankitate | nents.o | |
| 20121 301521 201521 Margarian West | Satz Car Andrea Kin Weinersetz (Satz Satz Car Andrea Malazz (Matter Satz Car Andrea Malazz (Matter Satz | naugo (1174 - 1 Al Al A | To 10 | 1.5 P. | Qx,4 | nentso | - |
| 20021 200521 200521 West West | and Lee Andreas Growman (Seef) Station And Station And | Insues SIT's I Insues Anno Status Anno Status 2021 - S Anna Tana John Pare Labor D | To 10 | * | Qa (a ga 1 af S Bankiltaka | mente o | - |
| AUROPA | nan Levenster Brunnen (* 1948) Brunnen kan Reiner kan gesprechen die Stat die stat kan einer gesprechen die Stat die stat kan einer die stat die stat kan einer gesprechen die Stat die stat kan einer die stat kan einer die stat kan einer die stat kan einer die stat die stat kan einer die stat die stat kan einer die stat kan einer die stat kan einer die stat die stat kan einer die stat | Annual States Contractions Annual | Tis to Balancest I H. Apoli 200 | 10 Pr | Quite get eft fanktiske | menti | - |
| AUROLI AUROLI AUROLI West AUC AUC AUC | nen bereinen franzen franzen er den Bereinen Herren kan under er den som | Annues Stiller Annues Statutes Annues Statutes Annues Statutes Annues Annues Annue Annues Ann | To to | 10.53 Pa 10.55 Pa 10. | Quite ge 1 af 5 Bankditate 0 5 1 50 76 | mentso | - |
| ABE AND A | And Development (Framment dus) Development (Framment Analysis) Reference (Frammet Analysis) Reference (Frammet Analysis) | Inner 1974 I Status 1974 - 1 Status 1974 - 1 S | 76 10 Balances I I | 10 00 00 00 00 00 00 00 00 00 00 00 00 0 | 0x14 ge1473 Bankitate 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 | mantis.o | |

Learn more by visiting

westpac.com.au/estatements

For help, call the Westpac Indigenous Call Centre

==

📞 1800 230 144

© Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

/ 32

MANAGING YOUR LOST CARD



If you lose your card, you can:

- Lock your card temporarily while you look for your card.
- Report your card lost or stolen and ask the bank to send you a new card.

How to lock your card temporarily.





It's important not to share your card, PIN or other banking information. With this information, other people can spend your money without you knowing.

For help, call the Westpac Indigenous Call Centre

📞 1800 230 144







the lock on. After tapping on the toggle the text 'locked temporarily' will display over the card image.





Security tip:

Please note that your card will unlock automatically after 15 days. If you don't find your card by that time, please follow the steps for How to report your card as lost or stolen.

Learn more by visiting

westpac.com.au/lock-card

For help, call the Westpac Indigenous Call Centre

===

📞 1800 230 144

How to report your card as lost or stolen.







Lost/stolen card

Noticed any suspicious transactions?

24 Feb 2021

We'll send replacement cards to

Continue

JOHN SMITH XXXXXXX FAKE ST SYDNEY, NSW 2000 AU

Debit Mastercard

XXXX XXXX XXXX 1234

...l 🕆 🔳

Close

>

>

9:41

Card:

• Lost

O Stolen

Date lost:

<



Swipe to select your card then tap Report lost or stolen.



For help, call the Westpac Indigenous Call Centre 🔪 1800 230 144

13

© Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

/ 35





9:41 al 오 🖿 < Lost/stolen card Close Card: Debit Mastercard > XXXX XXXX XXXX 1234 Noticed any suspicious transactions? • Yes () No Confirm lost card Debit Mast XXXX XXXX XXXX 1234 Cancel Report lost card U Stolen Date lost: 24 Feb 2021 > We'll send replacement cards to JOHN SMITH xxxxxxx FAKE ST SYDNEY, NSW 2000 AU >

Your lost or stolen card will now be successfully reported and blocked. Your replacement card(s) will be sent to you by mail. Tap **Done** to finish.

| | o | 01 |
|-------------|-----------------------------|---------|
| | Confirmation | Close |
| Your D | ebit Mastercard ending i | n 1234 |
| has be | en blocked (including of | any |
| other | cardholders and cards ad | Ided to |
| mobile | wallets or wearables). | |
| Your re | inlacement card will arrive | in the |
| mail w | thin 5 business days. | |
| | | |
| In the me | antime | |
| Get Cardle | ss Cash at ATMs | > |
| Page direct | debits and examples | |
| payments | debits and recurring | > |
| | | |
| | Done | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

For help, call the Westpac Indigenous Call Centre

==



What happens after I cancel my card?

- Your new Card should arrive in around 10 business days, but it could take longer if you're somewhere remote.
- In some communities, mail is delivered to a central point like the council building or via a community mailbag. Be sure to check your mail delivery point regularly if you're waiting on something from the bank to be mailed to you, for example a card.
- Your new Card can be delivered to you or sent to a Westpac branch.
- While waiting for your card, you can use your Digital Card. To learn where to find your Digital Card, **westpac.com.au/digitalcard**

Learn more by visiting

westpac.com.au/lostcard

For help, call the Westpac Indigenous Call Centre



RESETTING YOUR PASSWORD



For help, call the Westpac Indigenous Call Centre

==

📞 1800 230 144

 \odot Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.



/ -



Create your new password by following the instructions and then tap **Next**.

| Create a password We've updated our password requirements. Your new password must: Le between 8 and 30 characters Le between 8 and 30 characters word the same as your last 3 passwords rot bet the same as your last 3 passwords to can use both upper and lower case letters. For your security, don't share your password with anyone, and your security, don't share your password with anyone, and your security, don't share your password with anyone, and your security, don't share your password with anyone, and your security, don't share your password with anyone, and your security, don't share your password with anyone, and your security, don't share your password with anyone, and your security. | 9:41 | | .al ≎ ∎ |
|--|---|---|--|
| We've updated our password requirements. Your new password must: • bae between 8 and 30 characters • have at least 1 number. 1 letter and 1 special character (giff's' enc.) • nave no more than 2 repeating characters (AAB not AAA) • not contain spaces • not be the same as your last 3 passwords You can use both upper and lower case letters. For your security, don't share your password with anyone, and word using growth and caved be easily guessed, e.g. your name or date of birth. word Cancel Next | < | Create a p | password |
| Your new password must: be between 8 and 30 characters have at least 1 number, 1 letter and 1 special character (giff% ec). not contain spaces not be the same as your last 3 passwords You can use both upper and lower case letters. For your security, don't share your password with anyone, and avoid using common passwords or something that could be easily guessed, e.g. your name or date of birth. word ther Cancel Next | We've up | pdated our password | requirements. |
| be between 8 and 30 characters have at least 1 number. 1 letter and 1 special character (giff % etc.) nave no more than 2 repeating characters (AAB not AAA) not contain spaces not be the same as your last 3 passwords You can use both upper and lower case letters. For your security, don't share your password with anyone, and avoid using common passwords or something that could be easily guessed, e.g. your name or date of birth. word Cancel Next | Your new | w password must: | |
| have a least 1 number, 1 letter and 1 special character (@#K* etc.) have no more than 2 repeating characters (AAB not AAA) not contain spaces not bothe same as your last 3 passwords You can use both upper and lower case letters. For your security, don't share your password with anyone, and avoid using common passwords or something that could be easily guessed, e.g. your name or date of birth. word https://word https://word https://word https://word https://word https://word | • be be | tween 8 and 30 chara | acters |
| have no more than 2 repeating characters (AAB not AAA) not contain spaces not contain spaces not be the same as your last 3 passwords You can use both upper and lower case letters. For your security, don't share your password with anyone, and using common passwords or something that could be easily guessed, e.g. your name or date of birth. word nter Cancel Next | have a (@#%) | at least 1 number, 1 k 5^ etc.) | etter and 1 special characte |
| not contain spaces not be the same as your last 3 passwords You can use both upper and lower case letters. For your security, don't share your password with anyone, and avoid using converting that could be easily guessed, e.g. your name or date of birth. word ter Cancel Next | have AAA) | no more than 2 repea | ating characters (AAB not |
| not be the same as your last 3 passwords You can use both upper and lower case letters. For your security, don't share your password with anyone, and word using common passwords or something that could be easily guessed, e.g. your name or date of birth. word nter Cancel Next | • not co | ontain spaces | |
| You can use both upper and lower case letters. For your security, don't share your password with anyone, and avoid using common passwords or something that could be easily guessed, e.g. your name or date of birth. word nter Cancel Next | not be | the same as your las | st 3 passwords |
| word nter Cancel Next | You can security, avoid us be easily | use both upper and k don't share your pass ing common passwor y guessed, e.g. your n | ower case letters. For your sword with anyone, and rds or something that could name or date of birth. |
| nter Cancel Next | word | | |
| Cancel Next | nter | | |
| | | Cancel | Next |
| | | | |





Your new password must:

- Be between 8-30 characters.
- Include at least 1 number, 1 letter and 1 special character (@#%^etc).
- Have no more than 2 repeating characters (AAB not AAA).
- Not contain spaces.
- Not be the same as your last 3 passwords.

You can use both upper and lower case letters.

Security tips:

- Don't use the same password you have set up on other sites.
- Don't share your password with anyone (not even friends or family).
- Avoid using common passwords or something that could be easily guessed, e.g. your name or date of birth.

Learn more by visiting

westpac.com.au/resetpassword

For help, call the Westpac Indigenous Call Centre

📞 1800 230 144

CARDLESS CASH

How to withdraw money at an ATM with the Westpac App.



| | Ope |
|---|------|
| U | Арр |
| | from |

n the Westpac and select \$ n the bottom menu.

Select the account

withdraw From.

you want to

| Q Search | |
|---|---------------------------|
| | |
| Accounts New | accour |
| Westpac Choice \$46 | 9.30 |
| Altitude Black -\$3,44 Mastercard avail \$14, 10,469 reward | 59.01 469.95 points |
| Min of \$46.30 due tomorrow | now |
| 1 hidden account | 4 |

...l 🗢 🔳

\$784.32

\$9.000.00

\$1,015.68

>

Cancel





| hoose the ithdrawal mount and tap et code . | Cancel Cardless Cash From Westpac Choice \$551.00 Withdraw \$20 ~ \$20 |
|---|--|
| | \$40 350 160 Remaining: \$500.00 over 2 withdrawals today, \$50.00 this week |
| | Get code |

For help, call the Westpac Indigenous Call Centre 📞 1800 230 144

9:41

From

Westpac Choice

Westpac Choice

Westpac Life

Other accounts



| Y \$ | our cash code for 20.00 |
|---------|--|
| 98 | 2 002 🗅 |
| AT | elect Caroless withorawar at the TM ode expires in 2h 35min |
| Ca | ancel Code |
| ٢ | Find an ATM > This works at any Westpac, St. George, Bank of Melbourne or BankSA ATM |
| | Done |
| | Share code with someone else |

.ul 🕈 🔳

9:41



Learn more by visiting

westpac.com.au/cardlesscash

For help, call the Westpac Indigenous Call Centre



For help, call the Westpac Indigenous Call Centre **1800 230 144**



We're here to help.

Visit westpac.com.au/personal-banking/online-banking

Westpac Indigenous Call Centre1800 230 144

Accessibility support.

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register by scanning the QR Code or visiting **infrastructure.gov.au/national-relay-service**

Visit **westpac.com.au/web-accessibility** for further information on our accessible products and services for people with disability.

"QR Code" is a registered trademark of Denso Wave Incorporated.

Westpac acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respect to Australia's First Peoples, and to their Elders, past, present and future.



© Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

COM 0720-0124