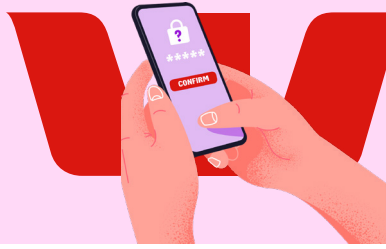
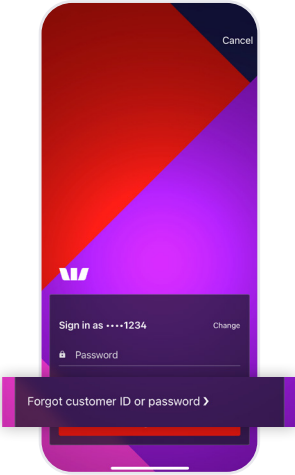


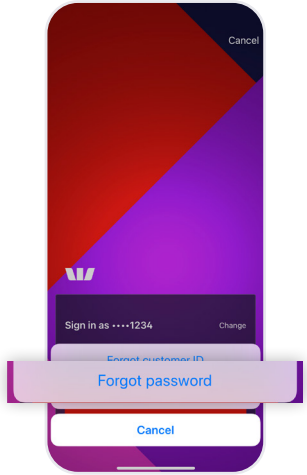
HOW TO RESET YOUR PASSWORD



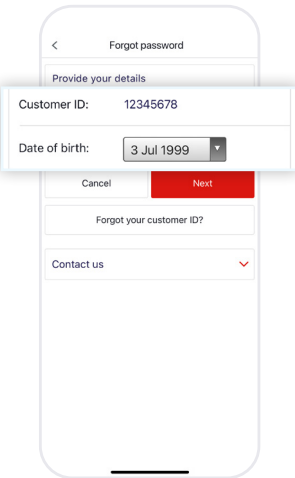
1 Tap **Forgot customer ID or password**



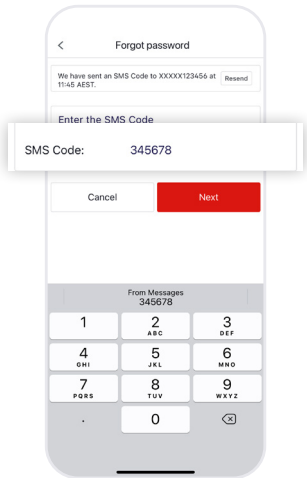
2 Tap **Forgot password**



3 Enter your **Customer ID** (on your statement) and **Date of birth**



4 Enter the **SMS code** sent to your registered mobile



5

Create your new password

< Create a password

A password requires:

- 6 characters, including at least 1 number and one letter
- no more than 2 repeating or consecutive characters

Password

Re-enter

Cancel Next

6

Your password has been reset

Password changed Sign out

✔ Your password has been changed X

Done

Download the **Westpac App** todayGo to **westpac.com.au/resetpassword**

Things you should know: Fees, charges and conditions apply. Online Banking Terms and Conditions apply. Internet connection is needed to access the Westpac App. Normal mobile data charges apply. This information does not take your personal objectives, circumstances or needs into account. Consider its appropriateness to these factors before acting on it. Read the Terms and Conditions for Westpac Online Banking at westpac.com.au before making a decision and consider whether the product is appropriate for you. Apple, the Apple logo, iPhone and iPad are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Pay and Google Play are trademarks of Google LLC. World Mastercard®, Mastercard® and the Mastercard brand mark are registered trademarks, and PayPass is a trademark of Mastercard International Incorporated.

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