

Updating your contact details.

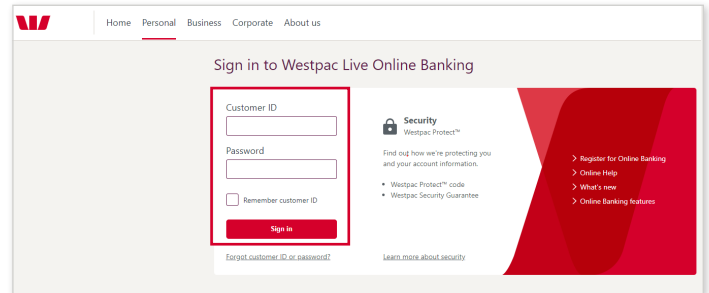
A helpful step-by-step guide
for Online Banking.



How to update your contact details.

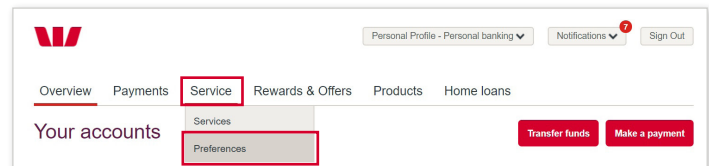
Step 1.

Sign in to Westpac Online Banking with your Customer ID and Password.



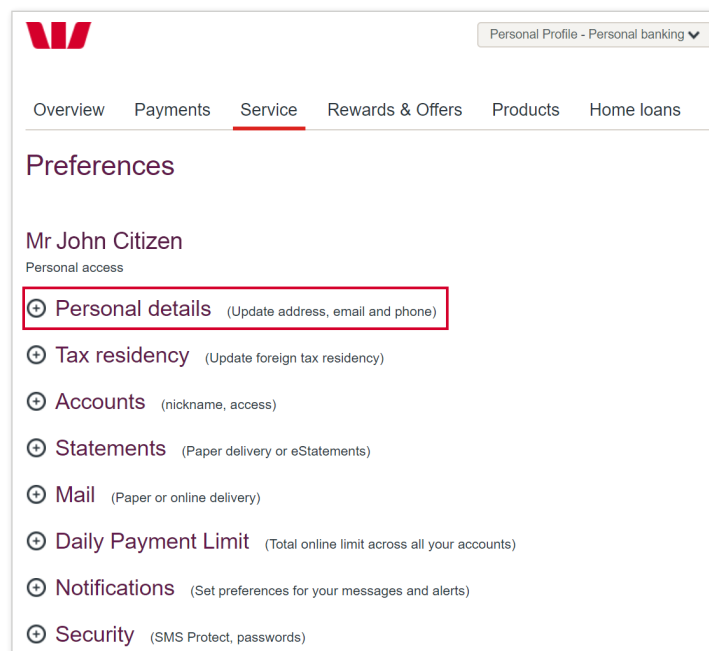
Step 2.

In the 'Service' tab on the menu bar, select 'Preferences' from the drop-down list.



Step 3.

Click on 'Personal details'.



Step 4.

A Westpac Protect SMS[®] Code will then be sent to your registered mobile phone number. Enter the SMS Code and click 'Authorise'.


Authorisation required ✕

A new SMS Code has been sent.

An SMS Code was sent to **XXXXX012345** at 10:43AM 4 May 2020 AEST . This code expires after 10 minutes.

[Resend SMS Code](#)

Enter SMS Code

 Westpac Protect™

[Cancel](#) [Authorise](#)

Step 5.

Choose the details you need to update and follow the prompts.

You can add or edit your residential and mailing address, phone number, and email.

Personal details (Update address, email and phone)

Addresses ⓘ

Residential	Jane L Smith, 4 LANE STREET, WARRANDYTE VIC 3113 AUSTRALIA	Edit
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[Add address](#)

Emails ⓘ

Other (preferred)	jane.smith@gmail.com	Edit
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[Add email](#)

Phone numbers ⓘ

[Add phone number](#)

Preferred branch ⓘ

You haven't nominated a preferred branch.

[Nominate preferred branch](#)

Step 6.

Enter your new residential or mailing address and click 'Add address'.

New address

Australian International

Mailing name
Jane L Smith

Company name optional

Address line 1
1 George Street

Address line 2 optional

Suburb or town
Sydney

Postcode
2000

State
NSW

Step 7.

Enter your email address and click 'Add email'.

All fields are mandatory unless marked optional

New email

Email address ⓘ
jane.smith@hotmail.com

Cancel **Add email**

Step 8.

Enter your phone number and click 'Add new number'.

All fields are mandatory unless marked optional

New phone number

Select phone type

Mobile Landline

Usage
Home

Country
(61) Australia & Cocos

Number
0212 345 678
Please include the area code (eg 02 1234 5678)

Cancel **Add new number**

We're here to help.

 westpac.com.au/update

