



firstmac **Firstmac Money**
Guide



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[How to use Firstmac Money video](#)

01 Log In

To log in, you will need your **Customer Number** and **Access Code**. These can be found on your welcome letter.

If you have forgotten your Access Code, you are able to reset it by clicking on the blue link "**Forgotten your access code? Click here.**"


Login

Customer number

An 8 digit number given to you at settlement

Access code

An 8-14 digit security number known only to you


 LOGIN

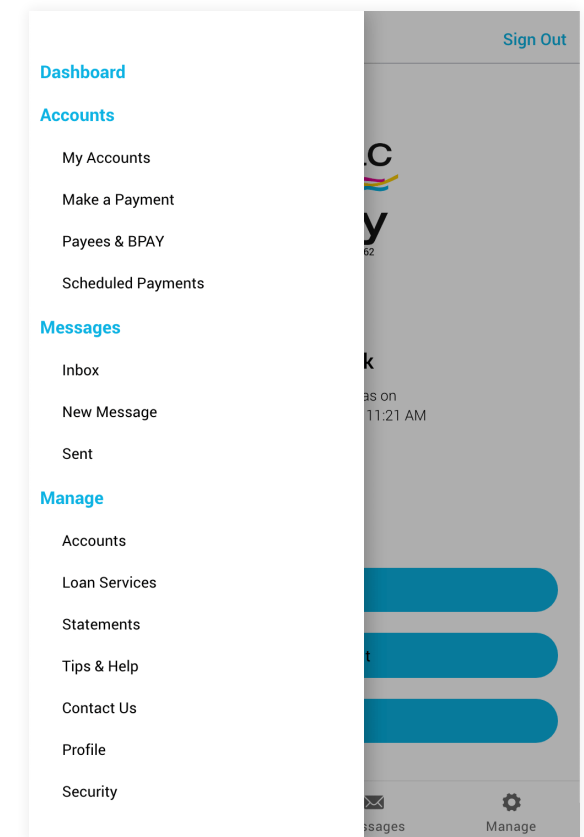
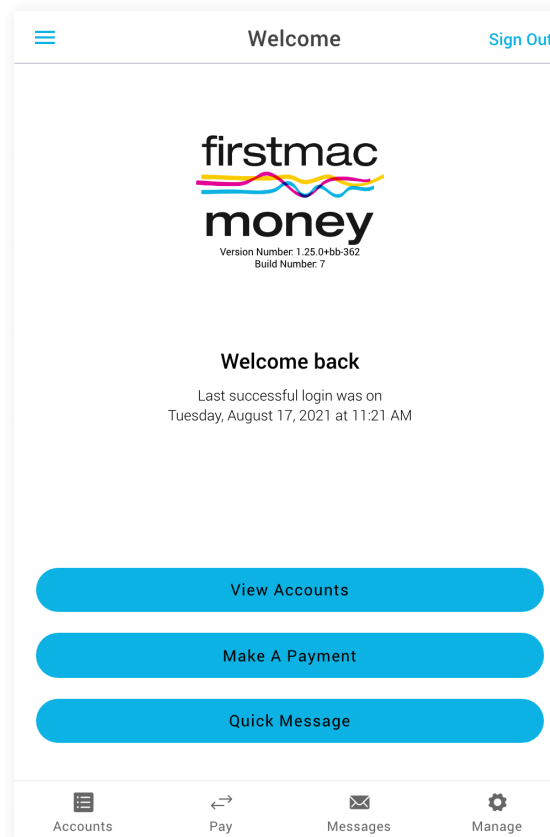
[Forgotten your access code? Click here.](#)

02 Main Menu

In Firstmac Money, there are three main actions for you to take: **View Accounts**, **Make a Payment** and **Quick Message**.

There are also four areas to access: **Accounts**, **Pay**, **Messages** and **Manage**, which will be detailed in the following pages.

Additional options & helpful tools are available when you click the hamburger  icon.



03 Accounts

The **'Accounts'** area provides a summary of all your current accounts. You can select one of the accounts to view recent transactions and relevant details. Here you can also make a quick payment as a **transfer** or **BPAY**.

The screenshot shows the 'Accounts' screen in a mobile app. At the top, there is a back arrow, the title 'Accounts', and a 'Sign Out' link. Below this is a section for 'EVERYDAY ACCOUNTS' with a dollar sign icon. Underneath, there is an 'Offset' section with three rows: 'Available Balance' at \$73,589.22, 'Account Balance' at \$73,589.22, and 'Account No.' at 000000000. This is followed by a section for 'HOME LOANS' with a house icon. There are two 'Home Loan' entries. 'Home Loan 1' shows 'Available Balance' at \$0.00, 'Account Balance' at -\$64,974.99, and 'Account No.' at 000000000. 'Home Loan 2' shows 'Available Balance' at \$1,185.00, 'Account Balance' at -\$147,367.33, and 'Account No.' at 000000000. At the bottom, there is a navigation bar with four icons: 'Accounts' (selected), 'Pay', 'Messages', and 'Manage'.

Account Type	Item	Value
EVERYDAY ACCOUNTS	Offset	
	Available Balance	\$73,589.22
	Account Balance	\$73,589.22
	Account No:	000000000
HOME LOANS	Home Loan 1	
	Available Balance	\$0.00
	Account Balance	-\$64,974.99
	Account No:	000000000
	Home Loan 2	
	Available Balance	\$1,185.00
Account Balance	-\$147,367.33	
Account No:	000000000	

04 Pay

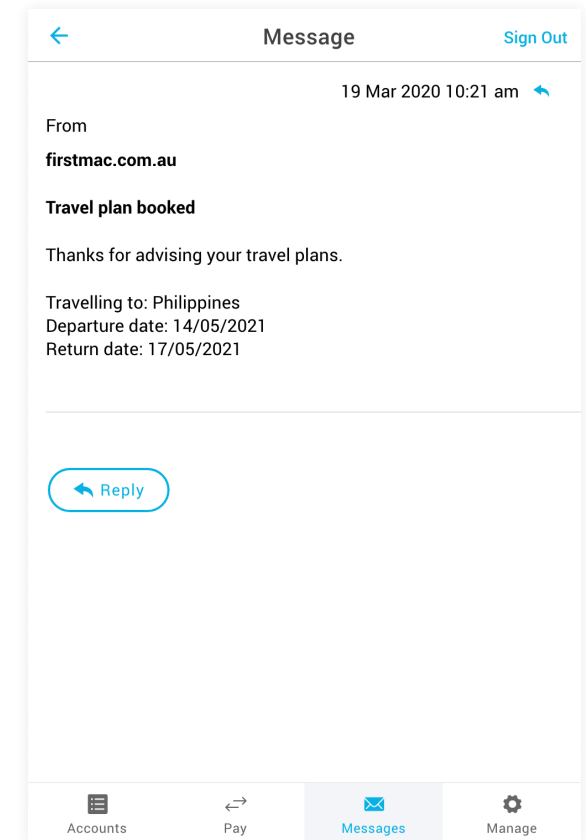
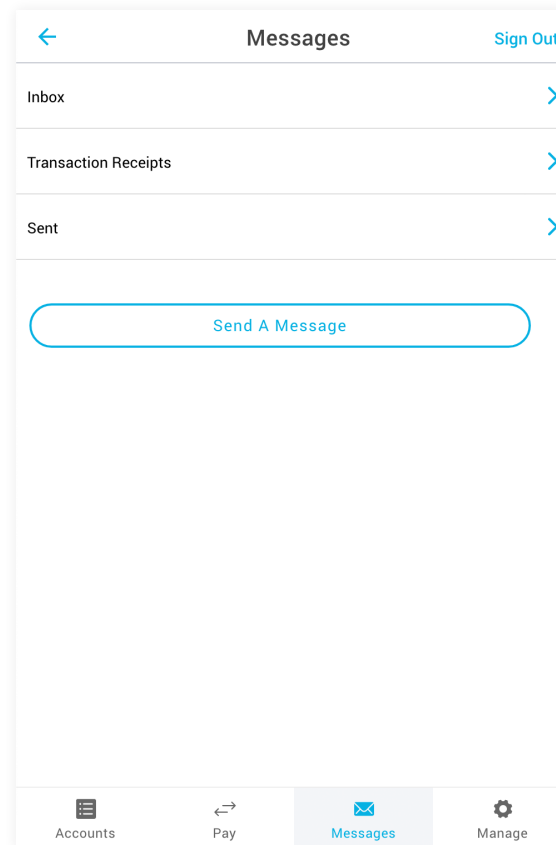
In both the Make a Payment or Pay section, you can take a number of actions:

- Set up a once-off payment
- Schedule ongoing payments
- Add a new payee or biller in the "To:" area
- Change Daily Transfer Limit by clicking the link below "Amount"

The screenshot shows the 'Make a Payment' screen in a mobile application. At the top, there is a back arrow on the left, the title 'Make a Payment' in the center, and a 'Sign Out' link on the right. Below the title, there are several input fields: 'From:' with 'Select account' and a right arrow; 'To:' with 'Select account' and a right arrow; 'Amount:' with '\$0.00' and a link 'Change transfer limit'; 'Description:' with 'Optional'; 'When:' with '17/Aug/2021' and a calendar icon; and 'How often:' with 'Once' and a right arrow. A large blue 'Continue' button is centered below these fields. Underneath the button is a radio button labeled 'Send receipt to my messages'. Below that is an 'IMPORTANT MESSAGE' section with the text: 'As a security measure prior to transferring any funds to an external third party account, we strongly recommend that you telephone the third party account holder to confirm the account details and the amount you are transferring are correct.' At the bottom of the screen, there is a navigation bar with four icons: 'Accounts', 'Pay' (highlighted in blue), 'Messages', and 'Manage'. A warning message at the bottom of the screen reads: 'Please do not rely on email communication to update or verify third party account details. If funds are transferred to an incorrect account, it may not be possible to recover them.'

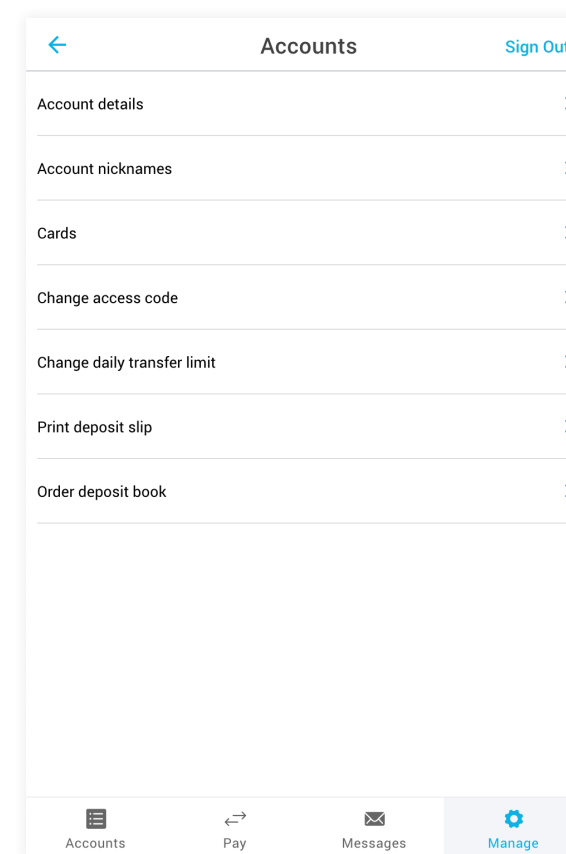
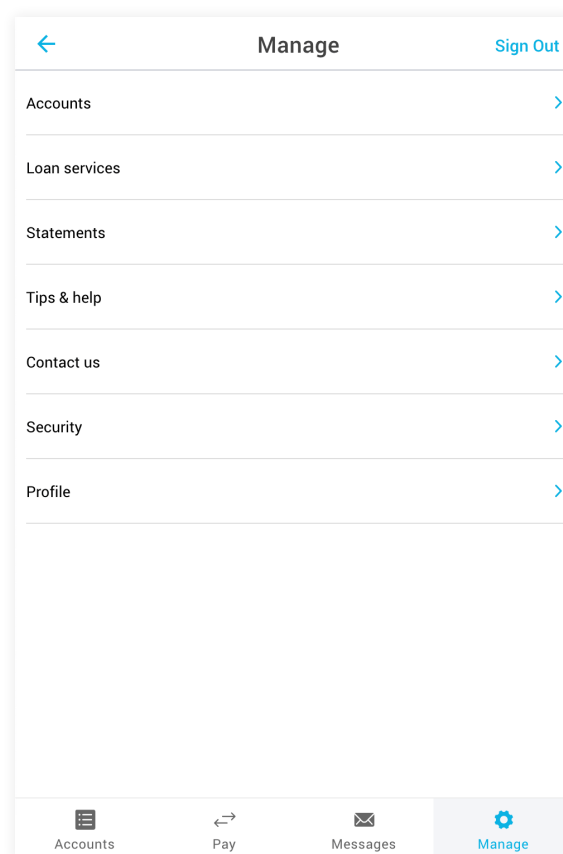
05 Messages

This section shows communications from Firstmac and transaction receipts. You can contact us by clicking **'New Message'**, and click the **'Reply'** button to respond directly to us. You can also keep record of all your messages by clicking **'Sent'**.



06 Managing your account

In the **Manage section**, you can access your **account details, activate a new card, request a redraw over \$20,000** and change things like your **direct debit details, PIN, access code** and **daily transfer limit**. Here you can also view your statements and personalise your **eStatement** preferences in the **'Statements'** section. The Manage section is also where you can create and update your additional security verification questions, in order to add an additional level of security when you call us. There are tips and hints if you need help, or you can always contact us.



If you have any questions about getting set up or using our **Firstmac Money Online Services**, get in touch with us via **Live Chat, Facebook** or by calling **13 12 20**.



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