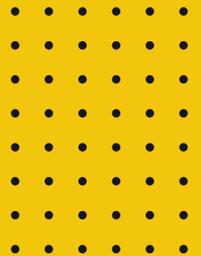
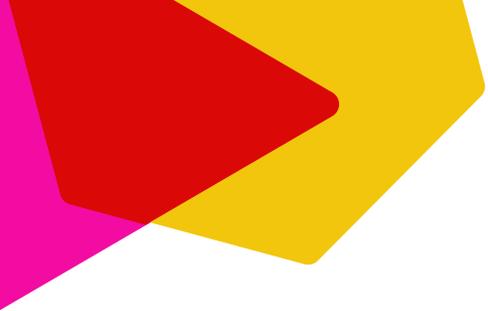


livez **money**



Livez Money
User Guide





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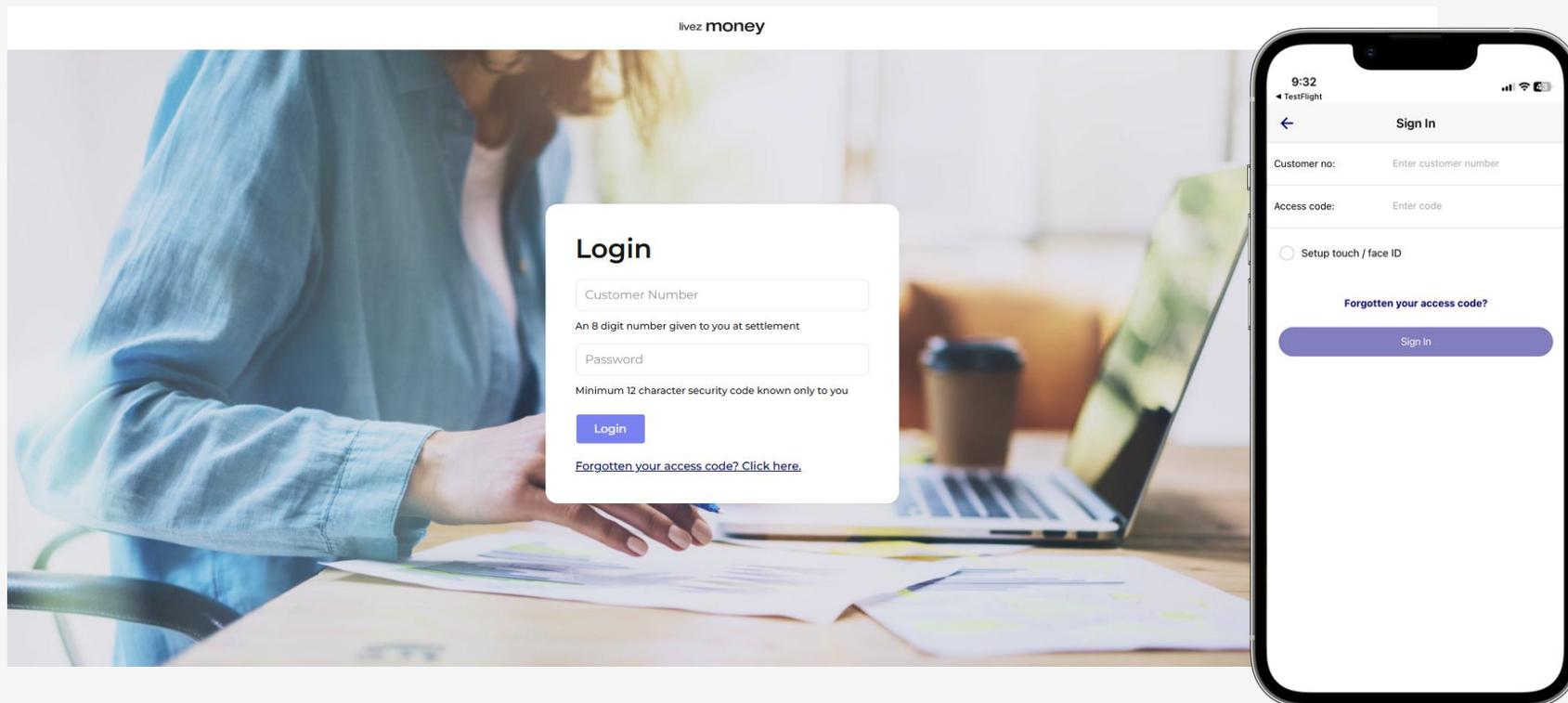
Login

To access Livez Money, go to <https://money.livez.com.au/> or download the mobile app to your iOS or Android device.



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 **Forgotten your access code? Click here.**

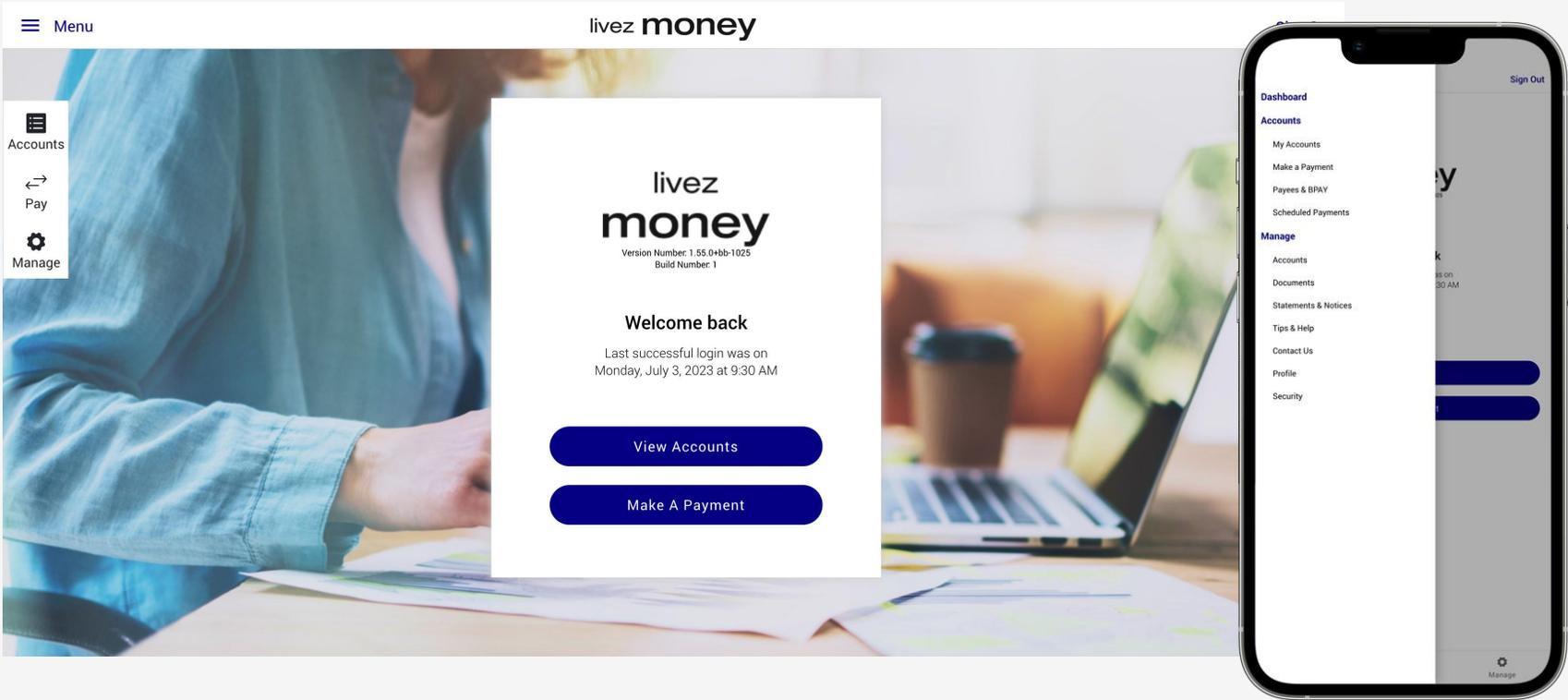


Home Page

The home page provides easy access to **View Accounts** and **Make a Payment**.

Menu items for **Accounts**, **Pay**, and **Manage** are available at the left (desktop) or bottom (mobile) of the screen.

To access all other functionalities click on the **Menu icon** in the top left of the screen.

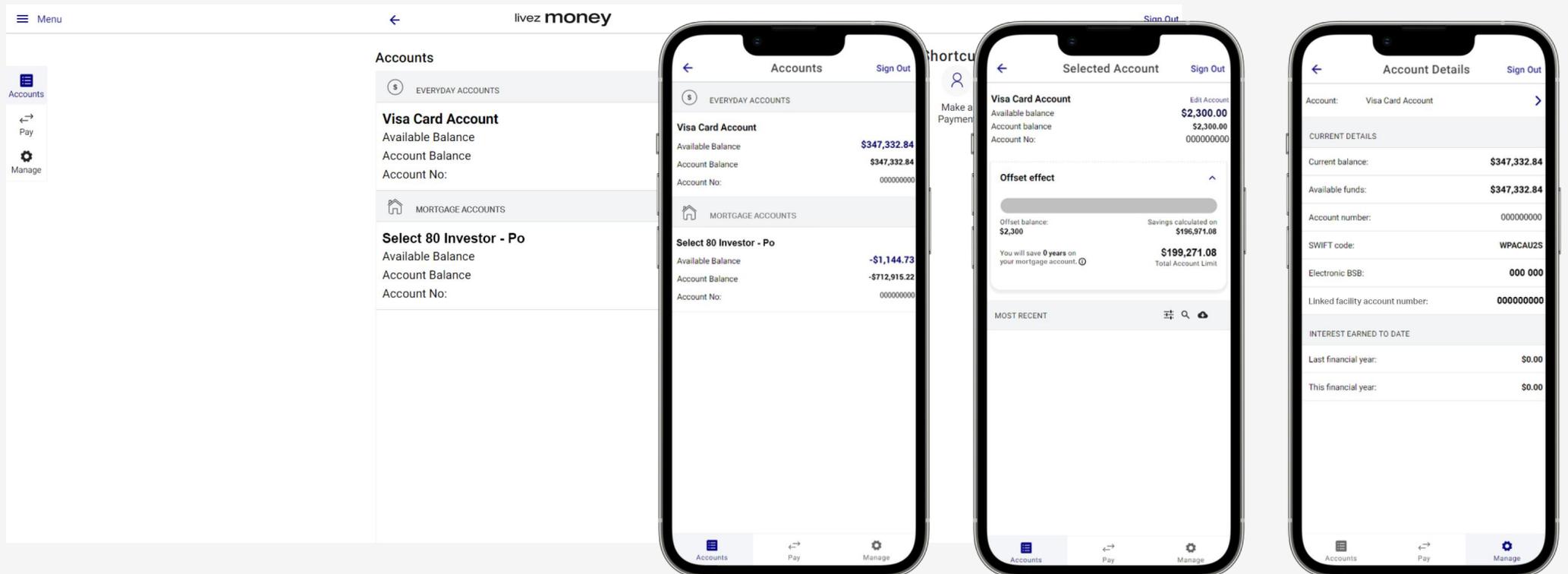


Accounts

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 and make a quick payment as a **transfer** or **BPAY**. If you have an **offset sub-account**, you will be able to access our handy offset tracking feature in the **Accounts** area, where you can view your offset benefits.

To view more Account information click on **Edit Account**.

You can also view this information under Manage > Accounts > Account Details.



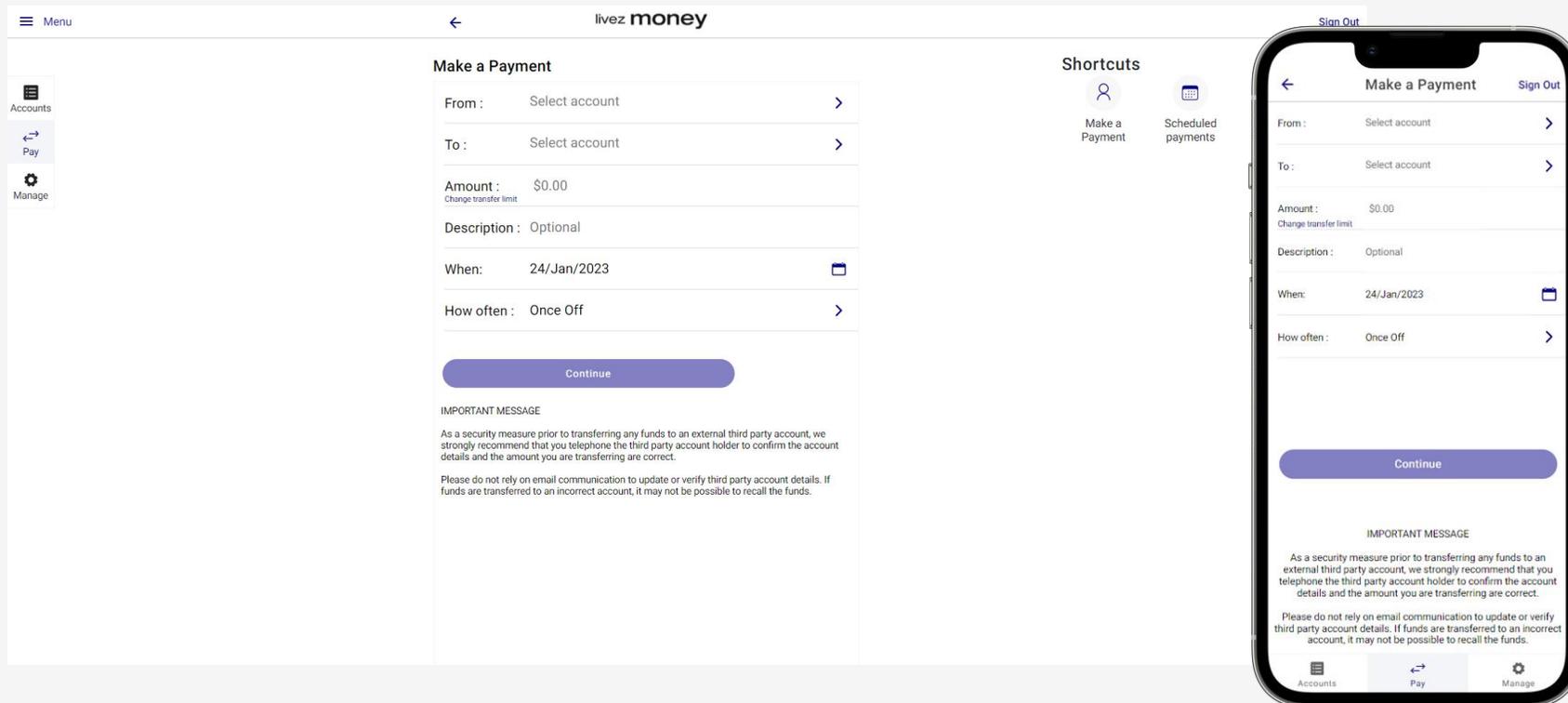
Pay

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”

You can also update the **Daily Transfer Limit** under Manage > Accounts > Change Daily transfer Limit.

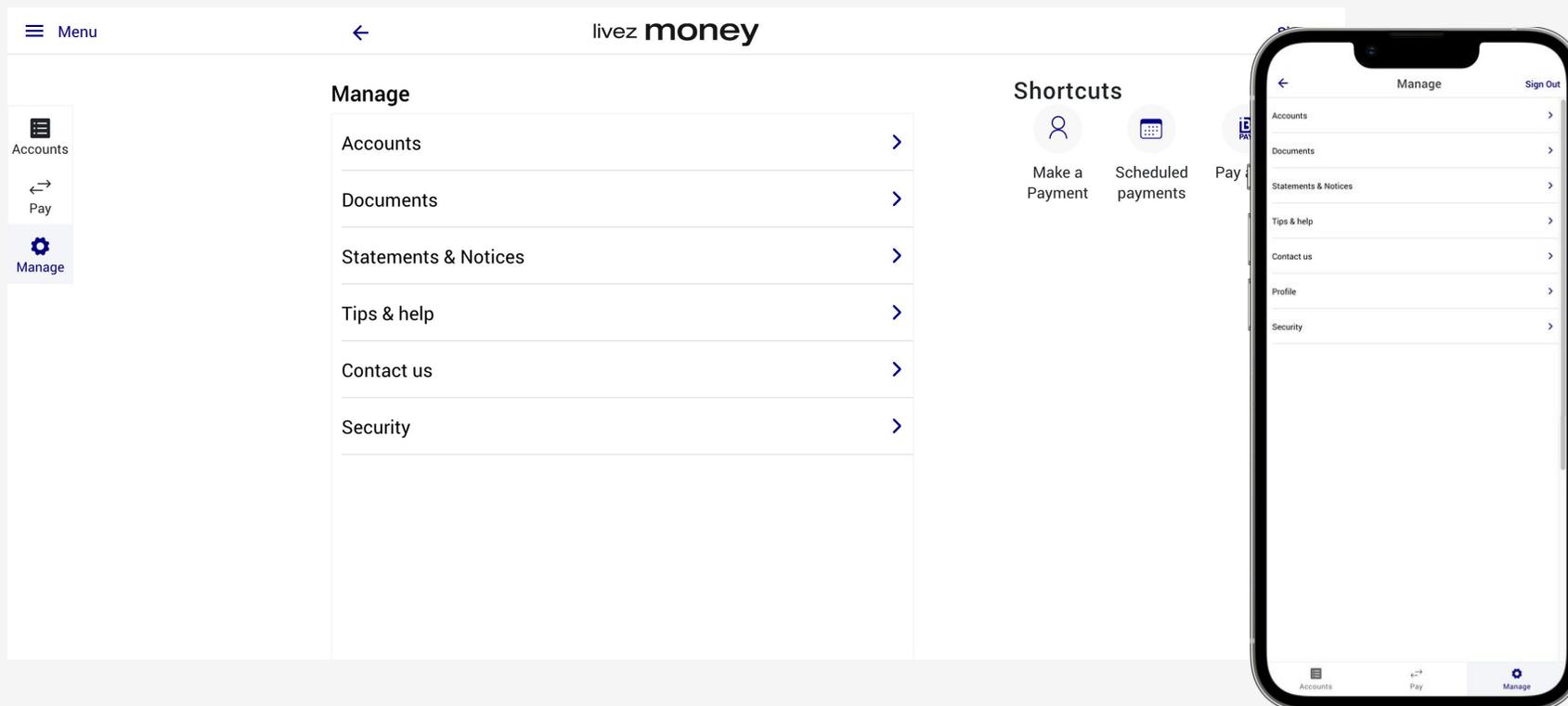
To view saved Payees & Biller or scheduled payments click on the **menu icon** on the top left of the home page.



Manage

The **Manage menu** provides access to the following:

- Accounts
- Documents
- Statements & Notices
- Tips & Help
- Contact Us
- Profile (mobile app only)
- Security



Manage - Accounts

The following information can be found under the **Accounts section**.

Account Details

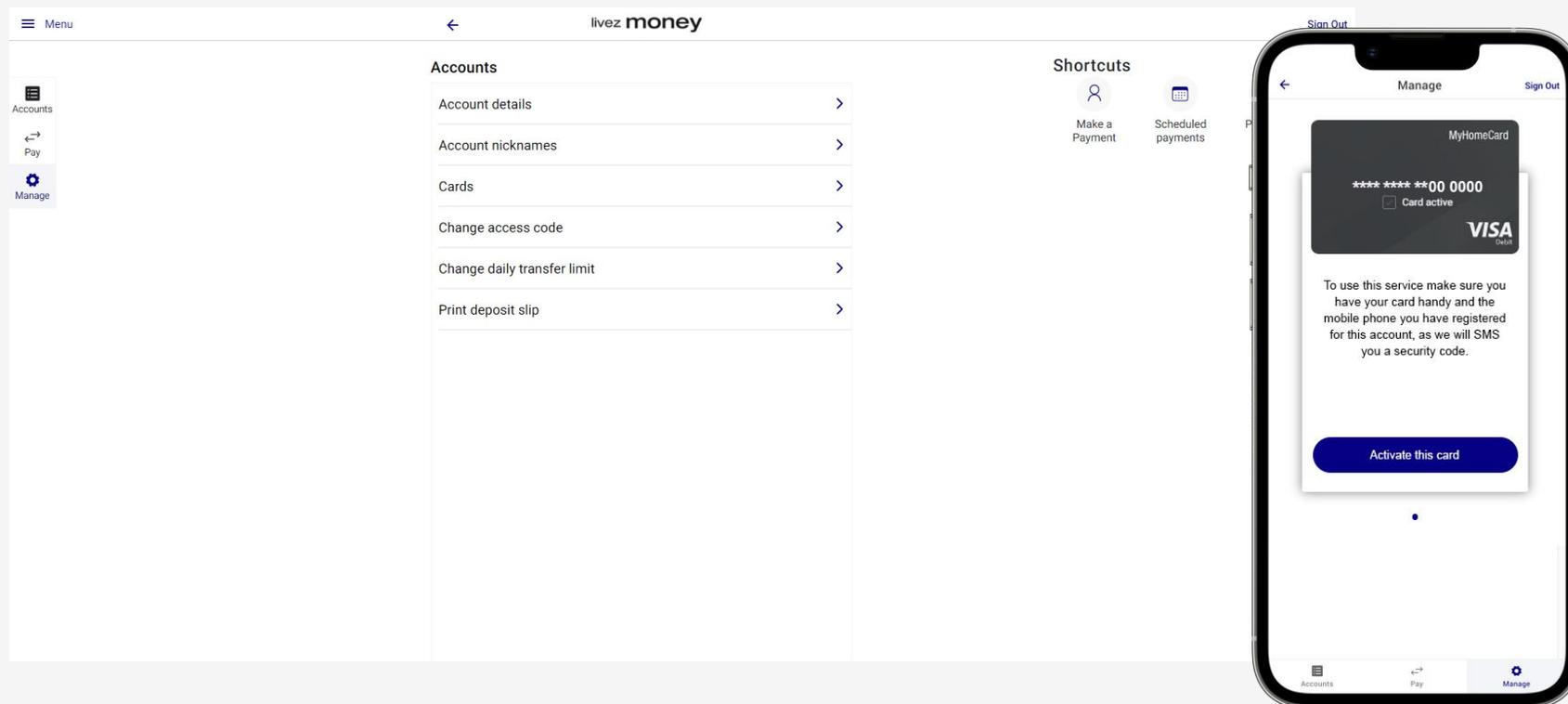
View the current rate, repayment amount and due date plus much more.

Account nicknames

Update the account display name to be more suitable to your needs.

Cards

Activate your new card or change your card PIN number here.



Manage - Accounts

Change Access Code

Your new password will need to meet the following requirements:

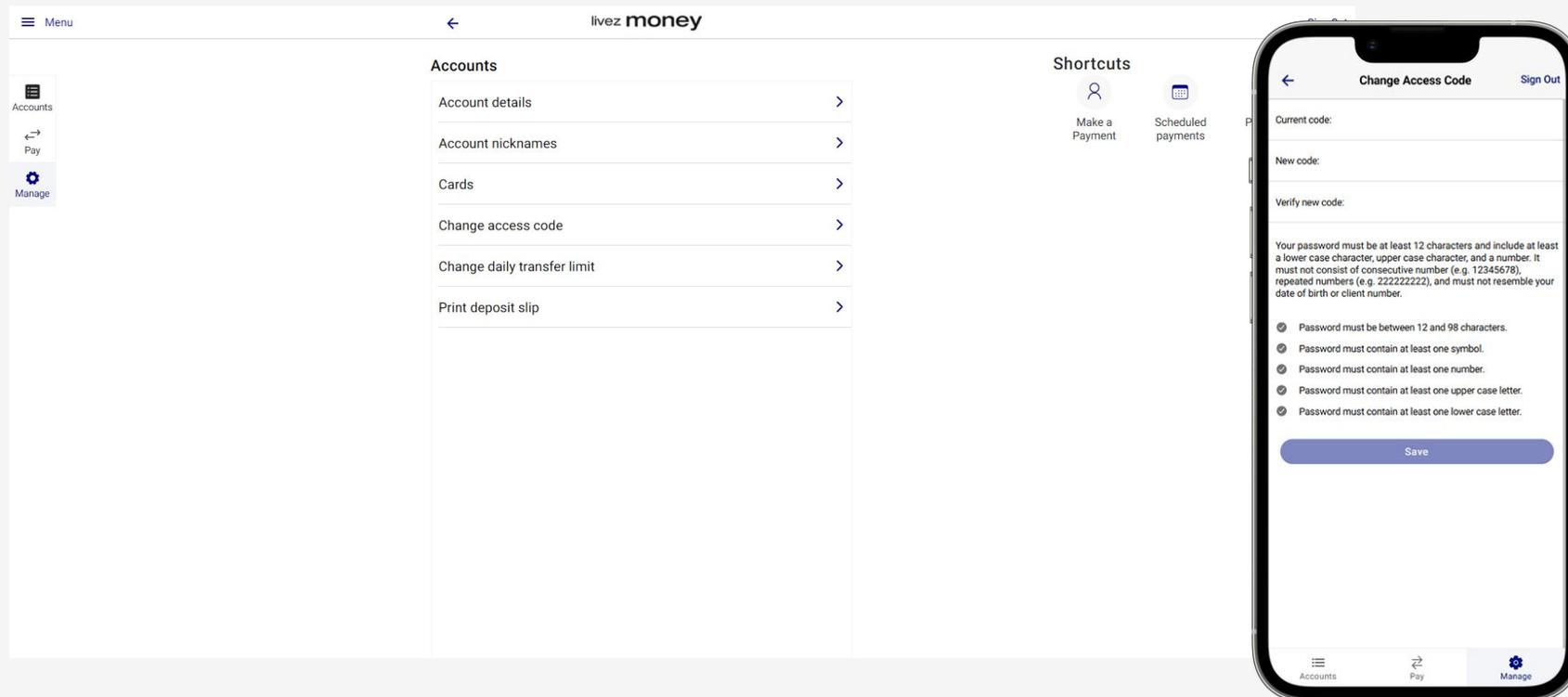
- Minimum 12 characters
- Must include a number
- Must include a special character
- Cannot include Date of Birth
- Cannot include consecutive numbers

Change daily transfer limit

Increase or decrease your daily transfer limit. The maximum online transfer limit is \$20,000. Contact your customer care team for assistance for higher amounts.

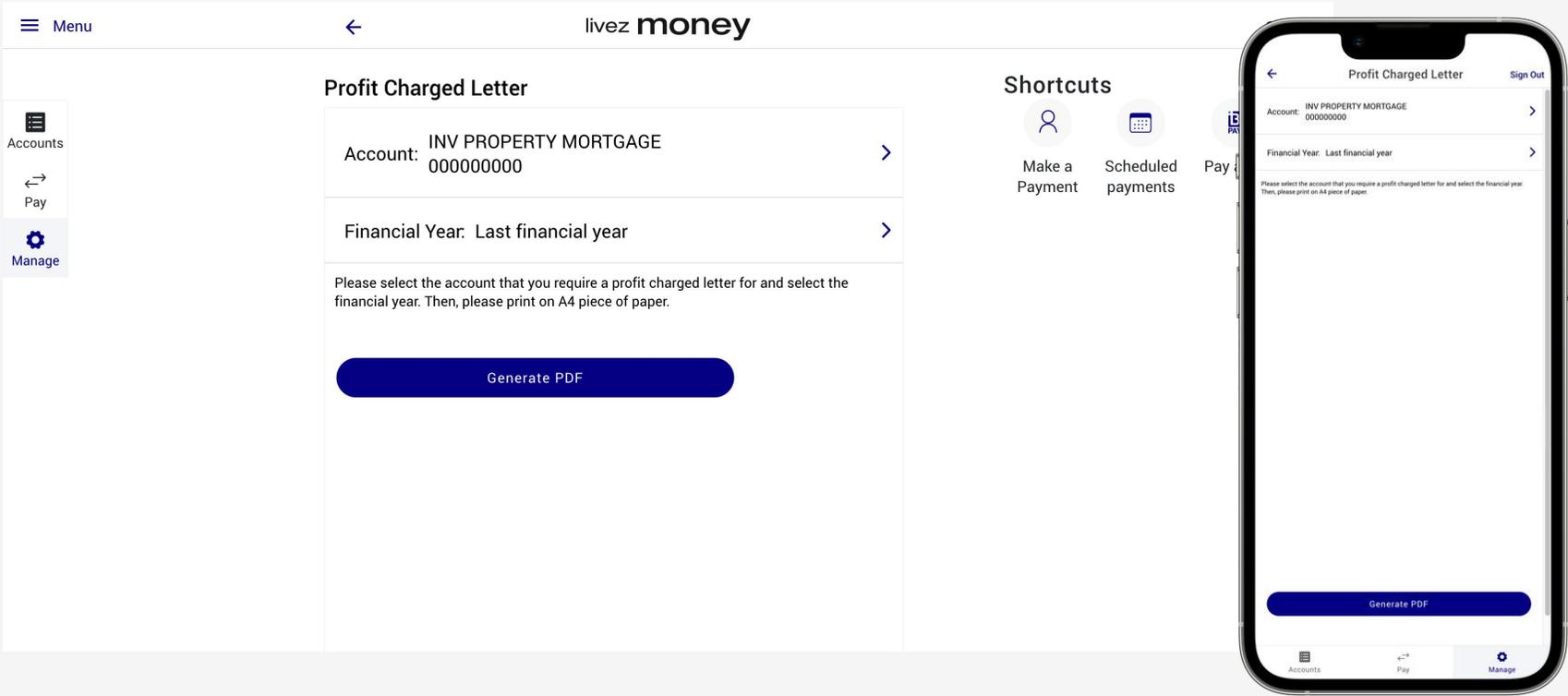
Print deposit slip

Generate a deposit slip for over the counter deposits at Australia post.



Manage - Documents

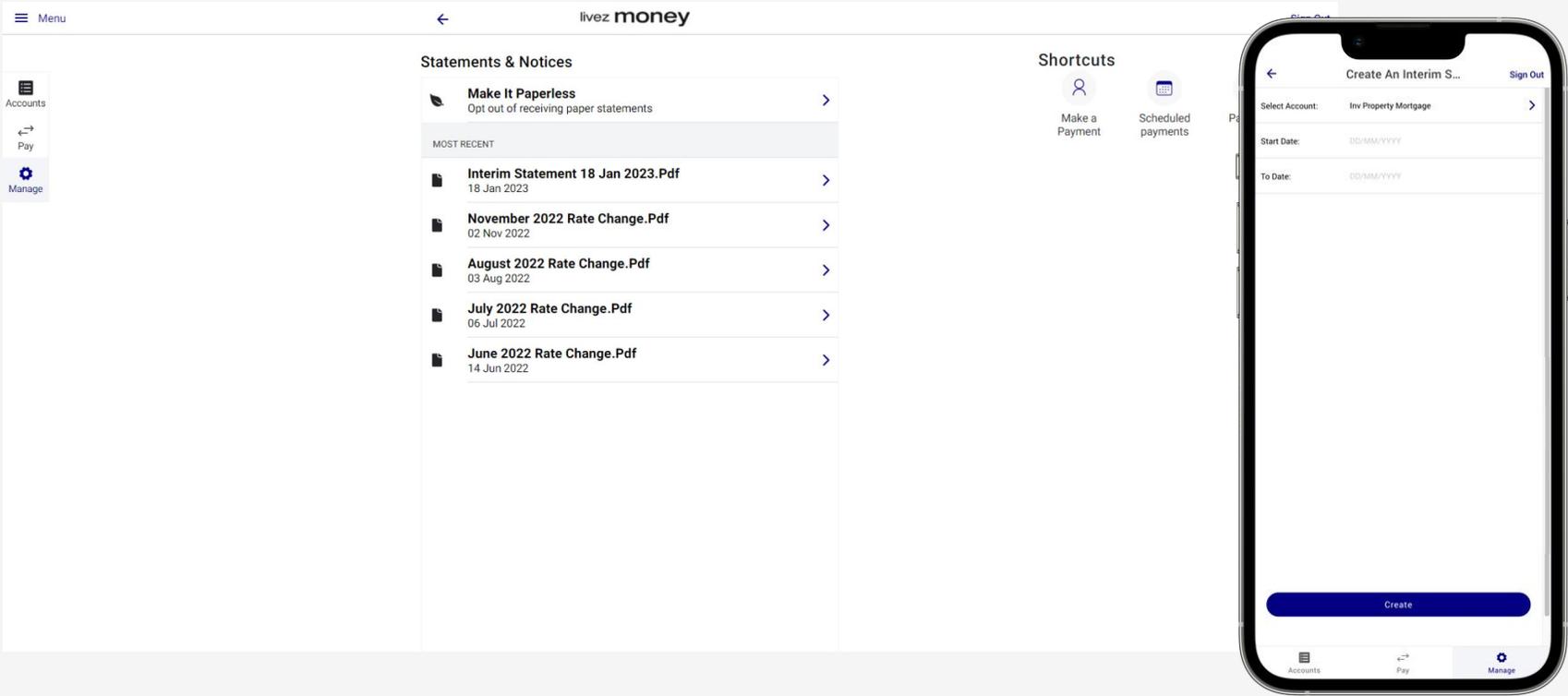
You can generate a letter confirming the profit charged on your facility for the previous or current financial year, for tax purposes



Manage - Statements & Notices

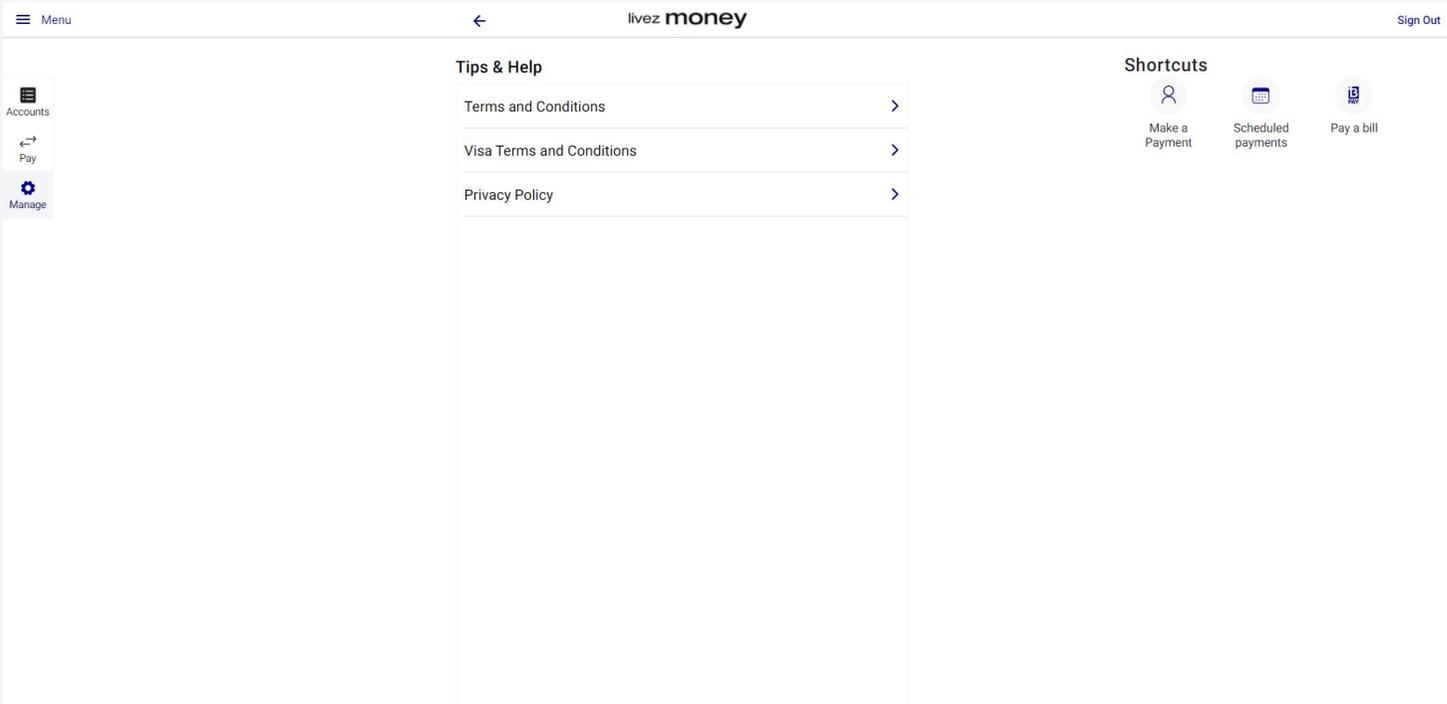
View your most recent **Statements** and correspondence regarding your Account.

You can also go green and opt **out of receiving paper statements**.



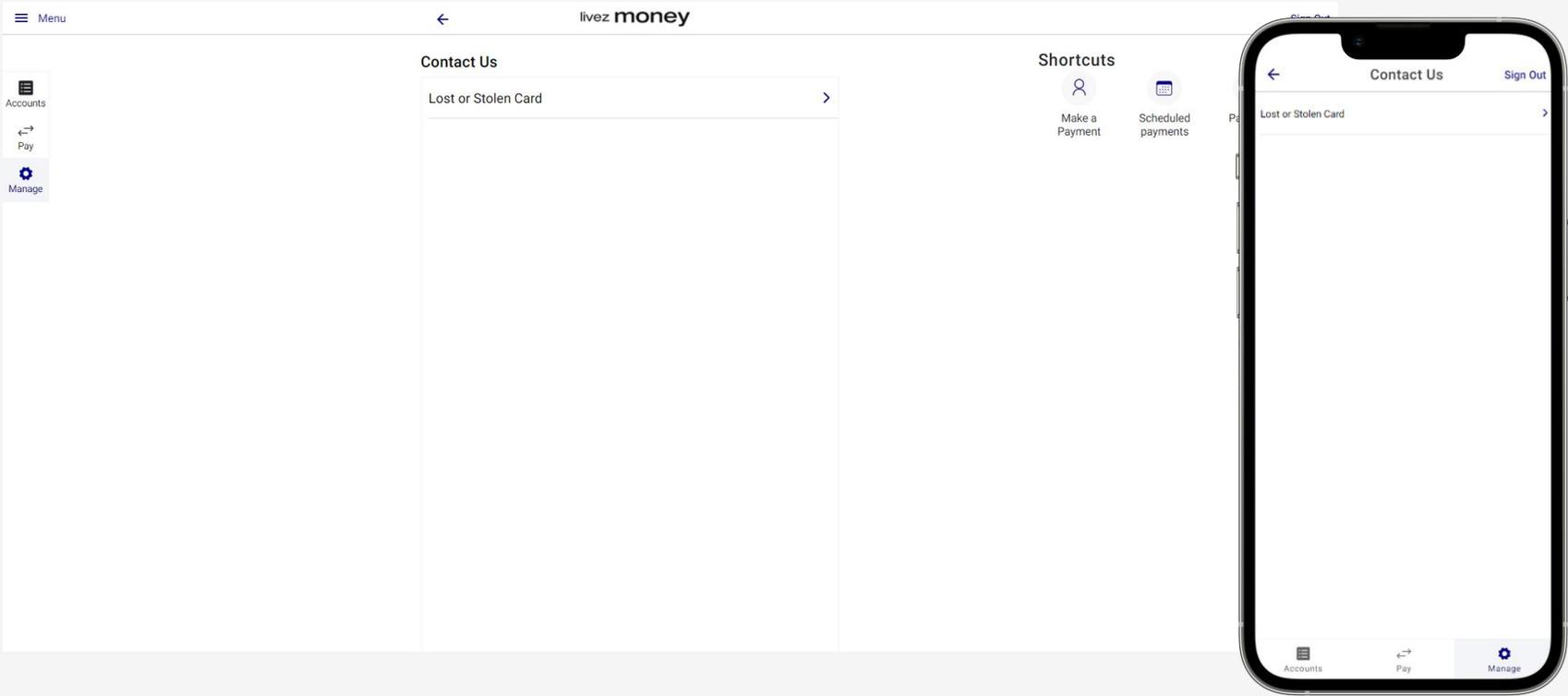
Manage - Tips & Help

View the Livez Money Terms and Conditions, Visa Terms and Conditions and our Privacy Policy.



Manage - Contact Us

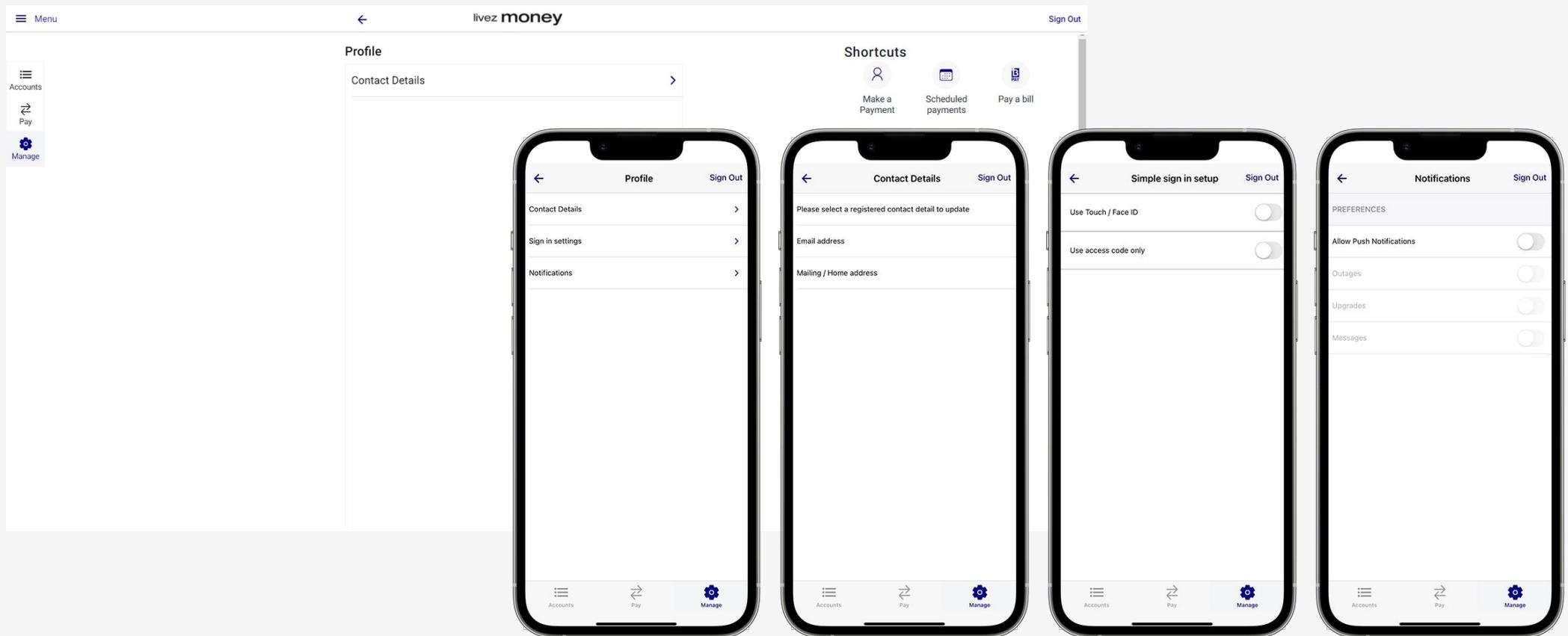
If your card is lost or stolen call us using the phone numbers in **Contact Us**.



Manage - Profile

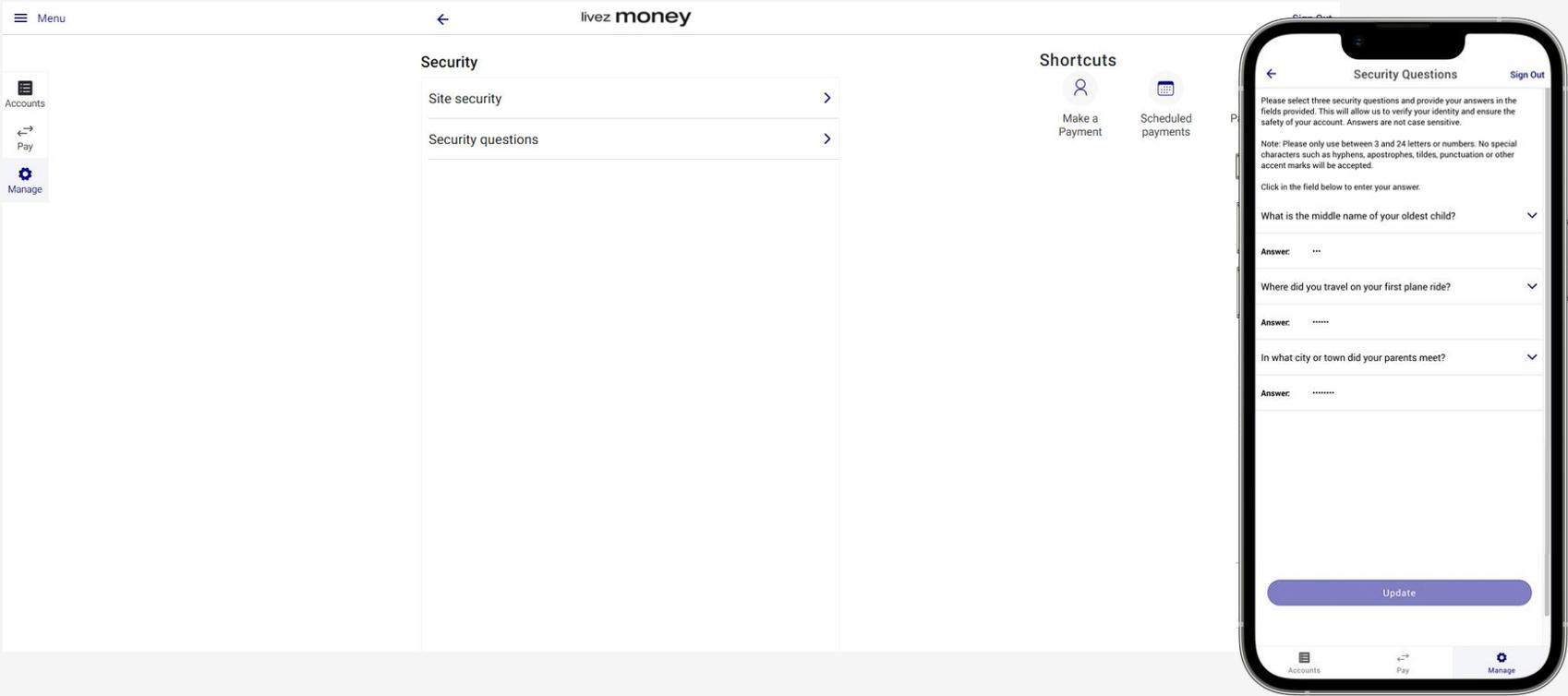
Choose your preferred **sign in settings** for Touch and Face ID and manage notifications from Livez Money in the **notification settings**. These features are available in the iOS and Android mobile app versions only.

You can also update your personal information under **Contact Details**.



Manage - Security

View information on our **site security** or provide additional **security questions** to be answered for inquiries to the online services team.



For assistance with **Livez Money** log in requests, customers should call our dedicated team on **1800 651 898**.

