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.

| Menu | ← livez money | | | Sign Of | ıt | |
|--------|---|--|--------------------------------|---|--|---|
| | Make a Payment | | Shortcuts | | | |
| Junts | From : Select account | > | 8 | ÷ | Make a Payment | Sign Out |
| → y | To : Select account | > | Make a Schedi Payment payme | nts | Select account | > |
| ine | Amount : \$0.00 | | | To : | Select account | > |
| 9° | Description: Optional | | | Amount : Change transfer limit | \$0.00 | |
| | When: 24/Jan/2023 | • | | Description : | Optional | |
| | How often : Once Off | > | | When: | 24/Jan/2023 | C |
| | | | | How often : | Once Off | > |
| | Continue | | | | | |
| | IMPORTANT MESSAGE | | | | | |
| | As a security measure prior to transferring any funds to an extern strongly recommend that you telephone the third party account h details and the amount you are transferring are correct. | al third party account, we older to confirm the account | | | Continue | |
| | Please do not rely on email communication to update or verify th funds are transferred to an incorrect account, it may not be possi | ird party account details. If ble to recall the funds. | | | Continue | |
| | | | | | IMPORTANT MESSAGE | |
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Manage

The Manage menu provides access to the following:

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

| ≡ Menu | ← livez money | | | | | |
|--------------------------------|----------------------|---|---|----------------------|------------|----------|
| | Manage | | Shortcuts | ÷ | Manage | Sign Out |
| Accounts ← Pay Manage | Accounts | > | A iii iii iii iii iii iii iii iii iii i | Accounts Documents | | > |
| | Documents | > | | Statements & Notices | | > |
| | Statements & Notices | > | | Contact us | | > |
| | Tips & help | > | | Profile | | > |
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| | Security | > | | | | |
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| | | | | Accounts | é—⇒ Pay | Manage |

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.

| ≡ Menu | ← livez money | | | Sian Out |
|--------------------|-----------------------------|---|--|--|
| | Accounts | | Shortcuts | |
| Accounts | Account details | > | 8 📼 | ← Manage Sign Out |
| ←→ Pay | Account nicknames | > | Make a Scheduled P Payment payments | MyHomeCard |
| O Manage | Cards | > | Į | **** ***00 0000 |
| | Change access code | > | 1 | VISA |
| | Change daily transfer limit | > | | To use this service make sure you |
| | Print deposit slip | | have your card handy and the mobile phone you have registered | |
| | | | 9. | for this account, as we will SMS you a security code. |
| | | | | |
| | | | | |
| | | | | Activate this card |
| | | | | • |
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| | | | | Accounts Pay Manage |

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

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.

Cannot include Date of Birth

Cannot include consecutive numbers

Print deposit slip

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

| ≡ Menu | + livez money | | | | <u> </u> | | | |
|----------------------|-----------------------------|---|-------------|-------------|---|--------------------------------------|--------------------|--|
| | Accounts | | Shortcuts | | | Change Access Code | | |
| Accounts | Account details | > | A Make a | Scheduled P | Current code: | Change Access Code | oign out | |
| ←→ Pay | Account nicknames | > | Payment | payments | New code: | | | |
| O Manage | Cards | > | | • | Verify new cod | <i>e</i> . | | |
| | Change access code | > | | 1 | Versee | d awat he at local 10 above two or | d include at least | |
| | Change daily transfer limit | > | | 4 | Your password must be at least 12 characters and in a lower case character, upper case character, and a must not consist of consecutive number (e.g. 12345 repeated numbers (e.g. 2222222), and must not re date of birth or client number. Password must be between 12 and 98 character | | | |
| | Print deposit slip | > | | 4 | | | | |
| | | | | | Password | d must contain at least one symbol. | 0 | |
| | | | | | Password | d must contain at least one number. | | |
| | | | | | Password | d must contain at least one upper ca | use letter. | |
| | | | | | Password | d must contain at least one lower ca | ise letter. | |
| | | | | | | Save | | |
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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.

| Menu | ← livez money | | | Sign |
|---------|---------------------------|---|------------------------------------|-------------------|
| | Tips & Help | | Shortcuts | |
| unts | Terms and Conditions | | 8 | B |
| » V | Visa Terms and Conditions | > | Make a Schedule Payment payment | d Pay a bill s |
| ; ge | Privacy Policy | > | | |
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Manage - Contact Us

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

| ≡ Menu | ~ | livez money | | | | Cine Out | | |
|----------------------|---------------------|-------------|---|-----------|--------------|---------------------|------------|----------|
| | Contact Us | | | Shortcuts | | + | Contact Us | Sign Out |
| Accounts | Lost or Stolen Card | | > | R | Scheduled Pa | Lost or Stolen Card | | > |
| ←` Pay | | | | Payment | payments | | | |
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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.

| Security Security questions Securi | ≡ Menu | ← livez money | | | Circ O.4 |
|---|---------------------------|--------------------------------|---|--|---|
| | Accounts Pay Manage | Security Security questions | > | A Image: Constraint of the second of the secon | Security Questions Sign Our Security questions and provide your answers in the Indeb provided. This will allow us to verify your identity and ensure the and you account. Answers are not case security questions are not case security. Notacters endy use between 3 and 34 Hears commbers. No special dick in the field below to enter your answer. What is the middle name of your oldest child? Answer: Where did you travel on your first plane ride? Answer: In what city or town did your parents meet? Answer: Update |

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



