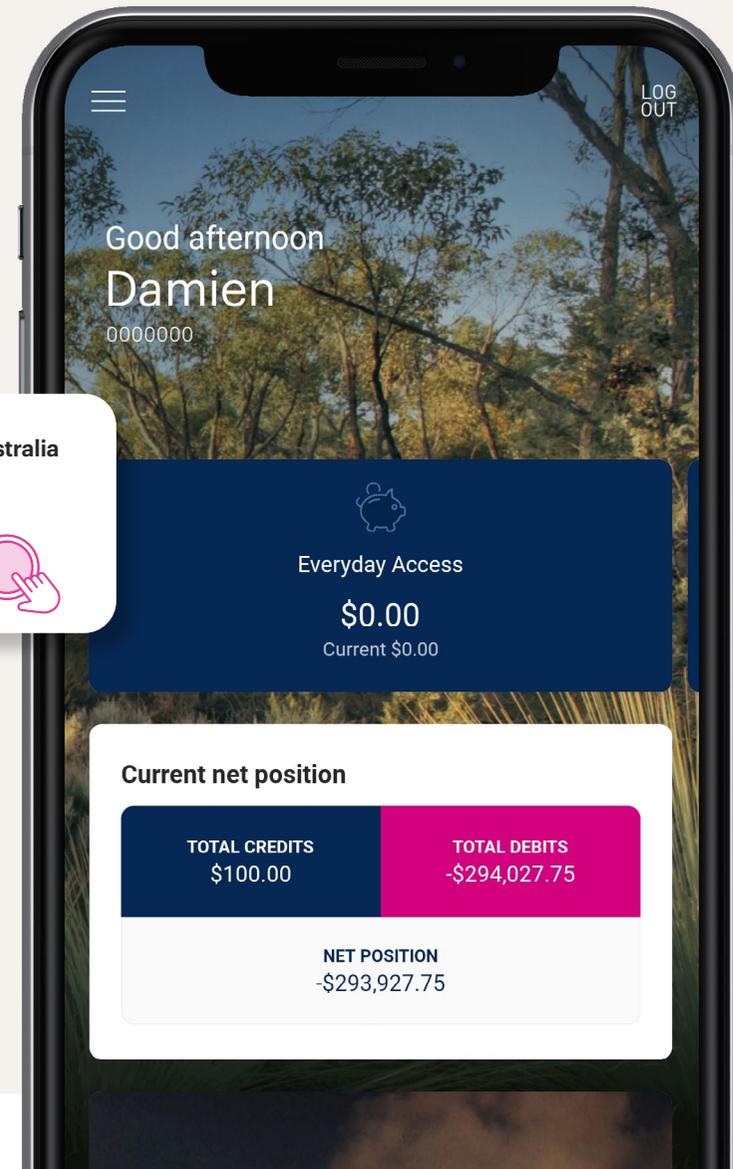
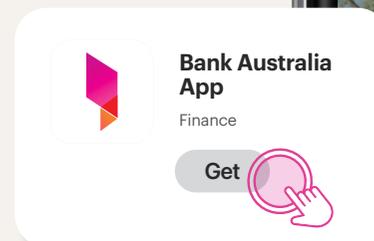
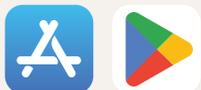


Bank Australia app guide

With our app you can perform all the essential functions for a seamless, everyday banking experience such as transferring money, paying bills, and viewing your transaction history.

This guide will walk you through setting up the Bank Australia app. Download the Bank Australia app from the App Store or Google Play Store.

1 Download the app



2 How to register

Before registering for the app, you'll need to sign up for internet banking and secure SMS. Then:

- 1 Open the app and select **'Existing customer log in'**.
- 2 Enter your customer number and your internet banking password.
- 3 Choose a name for your phone (avoid using special characters).
- 4 Create your 4-digit PIN.
- 5 Depending on your phone, you can choose to enable TouchID or FaceID to open the app.
- 6 We will then send you an SMS code to ensure it's really you logging in.
- 7 Enter the code and tap **'Register'**.
- 8 Read and accept the Terms and Conditions, and you're done.

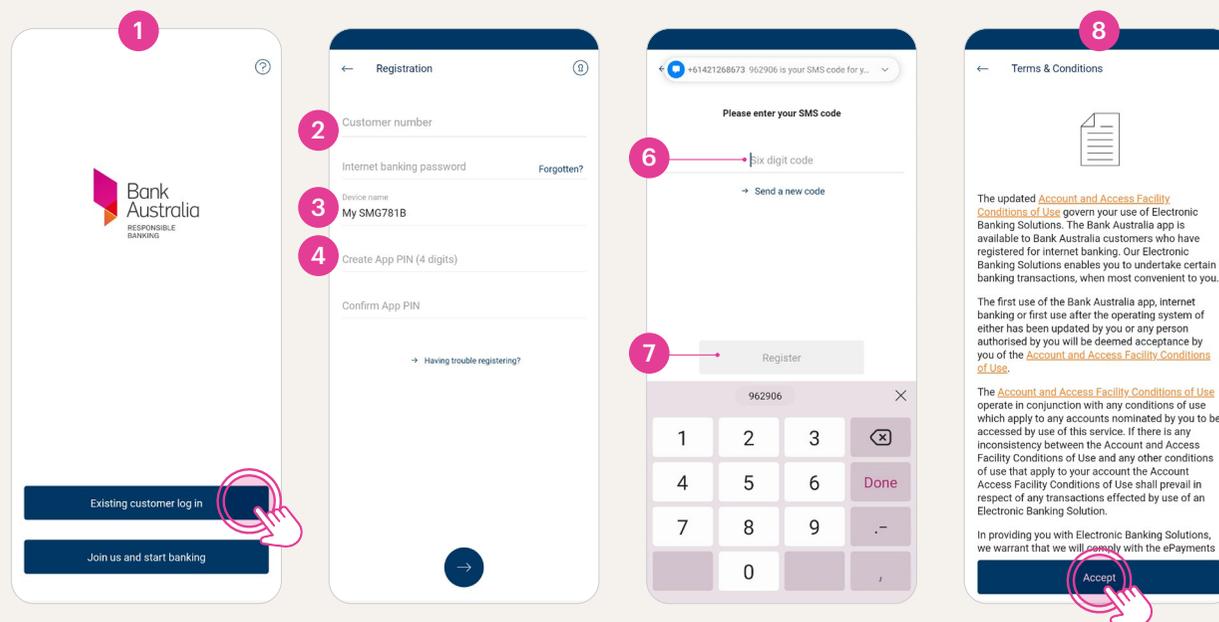
3 Check your account balance

- 1 Swipe through your accounts on the home screen dashboard or tap the **'Accounts'** icon at the bottom of the screen.
- 2 View balances of all your accounts on one screen.

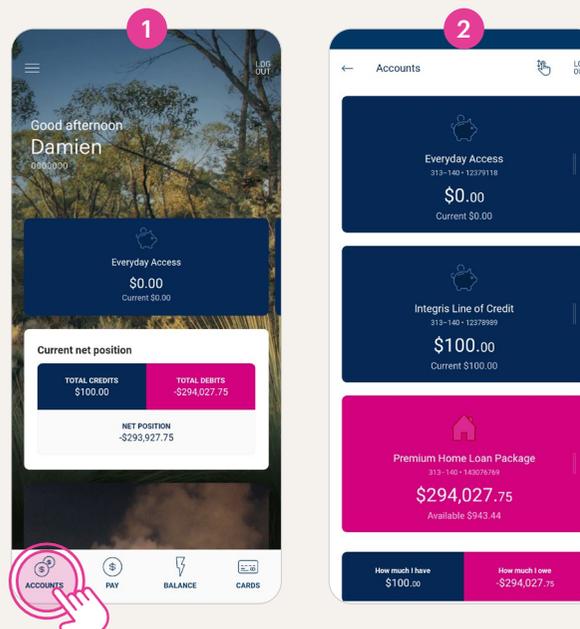
You can also set up 'quick balance view', allowing you to check your account balances with a single tap.

[Watch video to set up.](#)

2 How to register

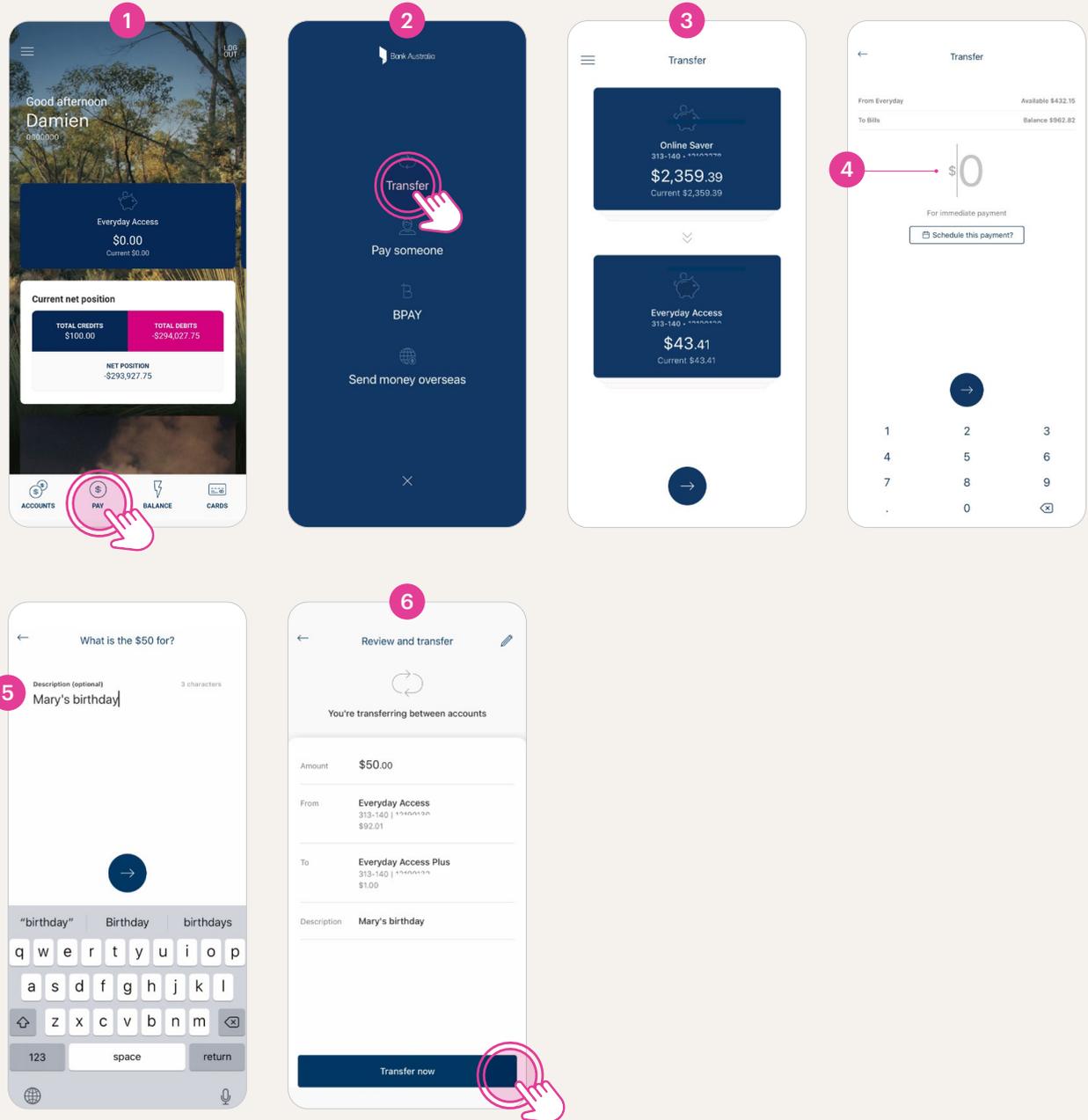


3 Check your balance



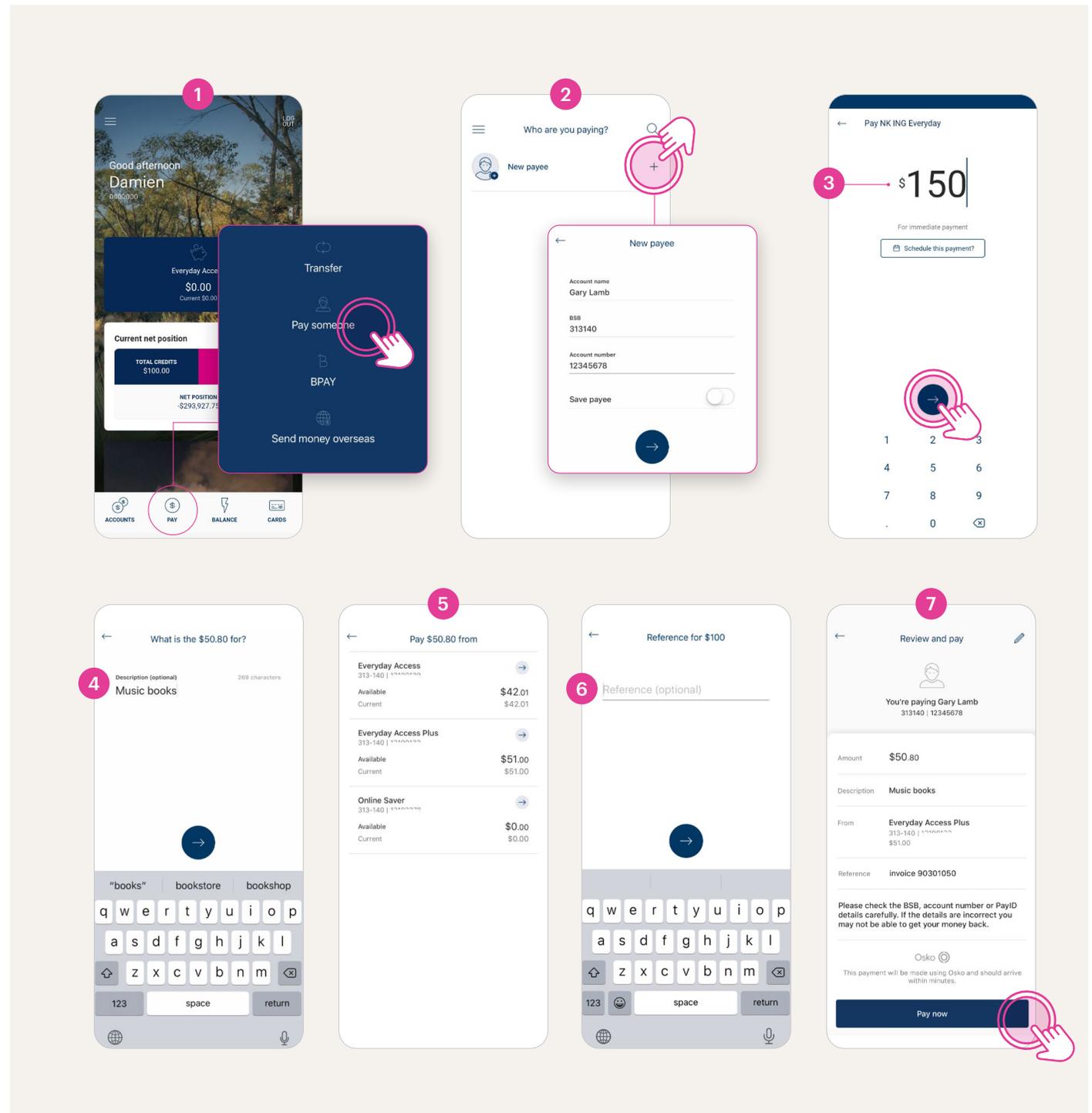
4 How to transfer money between accounts

- 1 Tap the **'Pay'** icon at the bottom of the screen.
- 2 Tap the **'Transfer'** icon.
- 3 Select the account you'd like to transfer from and to.
- 4 Type the amount you'd like to transfer.
- 5 Give the transfer a name so you can identify it.
- 6 Check the details are correct and tap **'Transfer now'**.



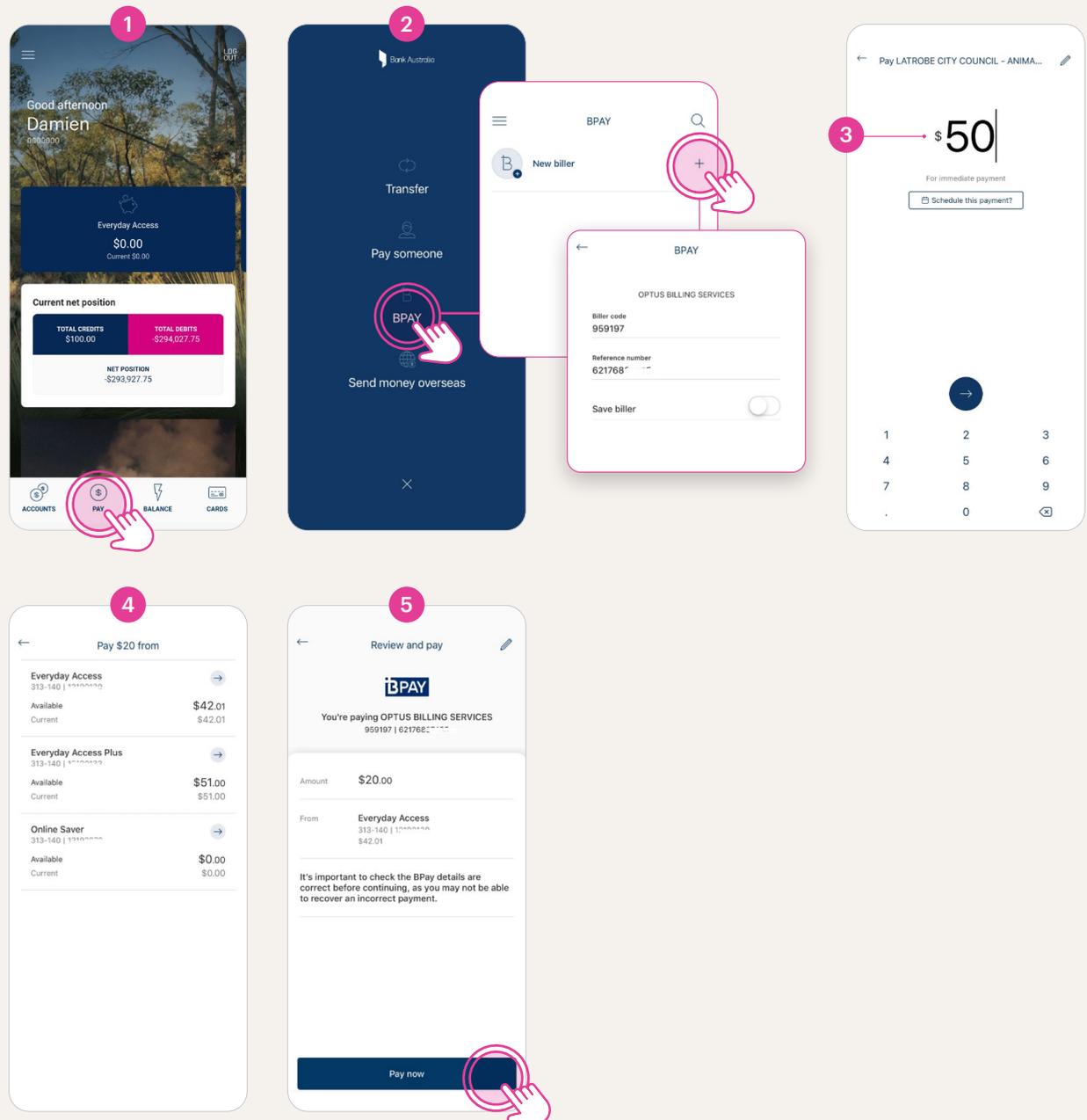
5 How to pay someone

- 1 Tap the **'Pay'** icon at the bottom of the screen and tap **'Pay someone'**.
- 2 Choose the person you'd like to transfer to. If they're not already in your list of contacts, you can add them by tapping the **'+'** icon in the top right of the screen.
 - Enter their BSB and account number or PayID (phone number, email, ABN, or Organisation ID).
 - Save them to your contacts, and give them a nickname if you'd like to.
- 3 Type the amount you'd like to transfer and tap the blue arrow to continue.
- 4 Give the transfer a description, if you'd like to. This is a digital reference that you and the other person can see in the app or via internet banking (it won't be shown on your statements).
- 5 Select which account you'd like the money to come out of.
- 6 Give the transfer a reference name if you'd like to. This will show up on yours and the other person's end-of-month statement.
- 7 Confirm details are correct and tap **'Pay now'**.



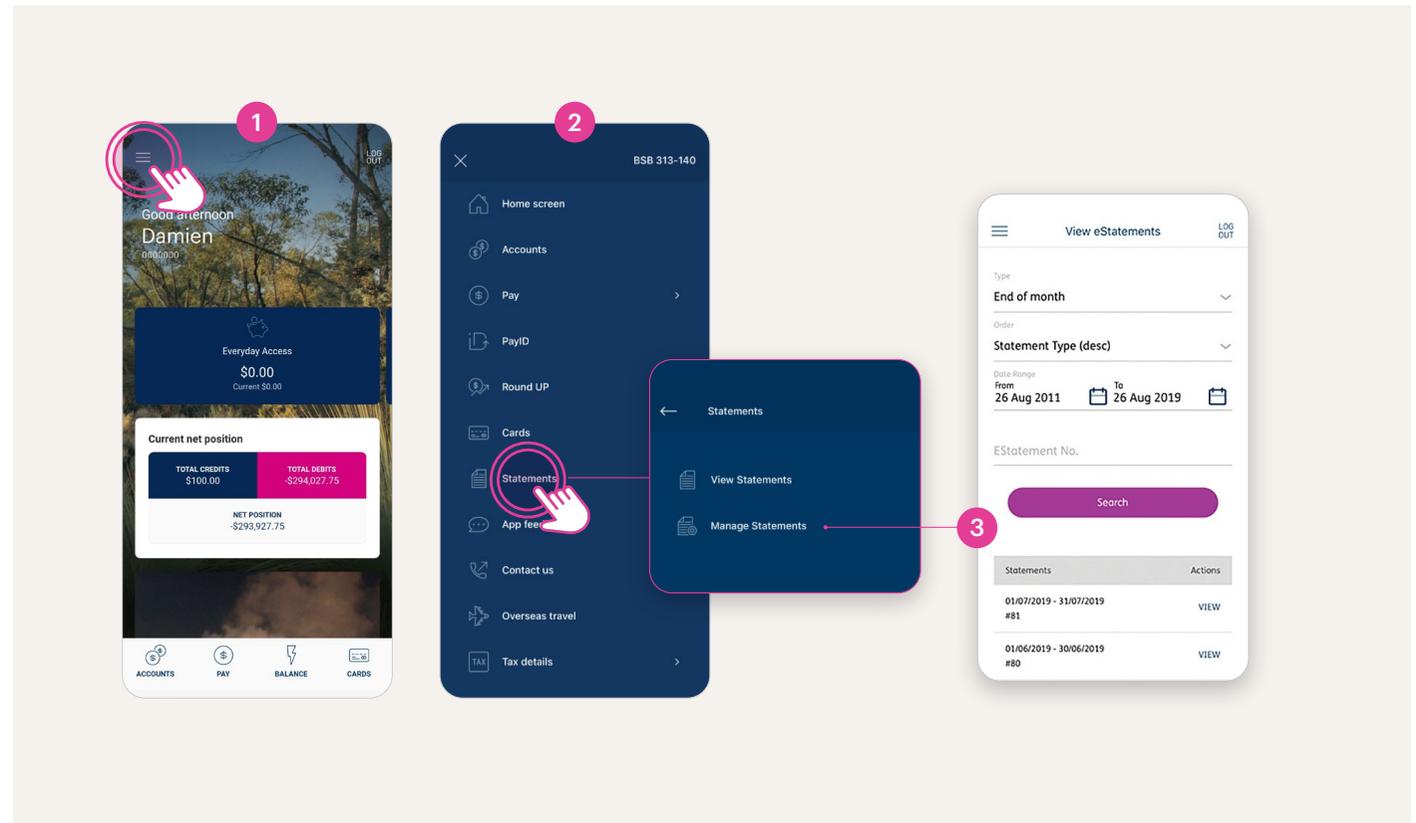
6 How to make a BPAY® payment

- 1 Tap the 'Pay' icon at the bottom of the screen.
- 2 Tap 'BPAY®' and choose the biller you'd like to transfer to. If they're not already in your list of billers, you can add them by tapping the '+' icon in the top right of the screen.
 - Enter the biller code and reference number.
 - Save the biller to your contacts if you'd like to, and give them a nickname (optional).
- 3 Enter the amount you'd like to pay.
- 4 Select which account you'd like the money to come out of.
- 5 Check that the details of the payment are correct and tap 'Pay now'.



6 View your statements

- 1 Click the menu icon in the top left corner of the homescreen.
- 2 Select 'Statements' then 'View Statements'.
- 3 Or to update how you receive your eStatements, select 'Manage Statements'.



Keeping your accounts secure

We are committed to protecting our customers' accounts, and that's why we have a range of security services that help keep your banking secure.

For more information, visit

bankaust.com.au/scams-security-and-fraud

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