ANZ TRANSACTIVE – MOBILE
FREQUENTLY ASKED QUESTIONS

OCTOBER 2015

Please refer to the Frequently Asked Questions below for further information relating to ANZ Transactive - Mobile.

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ANSWERS

ABOUT ANZ TRANSACTIVE - MOBILE

1. **What is the Mobile App?**

   ANZ has developed a Mobile App that seamlessly integrates with your ANZ Transactive web-based solution. Offering a fast, simple and convenient mobile banking experience to:

   > Check real time account balances,

   > View account transactions,

   > View recent payment and trade transaction history*,

   > Approve/Reject payments and trade finance transactions,

   > Securely release payments and trade finance transactions using a Pin Pad Security Token, and

   > Obtain a dynamic FX rate for cross currency payments using a Pin Pad Security Token**.

   *Available for Trade and APEA transactions only

   **Available for AU & NZ domiciled accounts only

2. **Which devices will the ANZ Transactive – Mobile App work on?**

   The Mobile App is compatible with:

   > iPhone[1], iPad[1] and iPod touch[1] mobile digital devices running iOS version 6 or later.

   > Android[TM] mobile devices running version 4.0 (Ice Cream Sandwich) or later of the Android operating system.

   [1] iPhone, iPad and iPod touch are trademarks of Apple Inc.

   [TM] Android is a trademark of Google Inc.

3. **How much does the Mobile App cost?**

   The Mobile App is free and is made available to download from the both the App Store[2] and Google Play[TM].

   In downloading and using the Mobile App, you may be subject to charges as stipulated by your mobile telecommunications provider. In turn, you are responsible for charges incurred for data usage in relation to the Mobile App.

   [2] App Store is a service mark of Apple Inc.

   [TM] Google Play is a trademark of Google Inc.

4. **Does the Mobile App require an internet connection?**

   Yes, you will require an active internet connection to access and use ANZ Transactive - Mobile. Please note that in downloading and using the Mobile App, you may be subject to charges as stipulated by your mobile telecommunications provider. In turn, you are responsible for charges incurred for data usage in relation to the Mobile App.

GETTING STARTED

5. **How do I get the Mobile App?**

   Before downloading the Mobile App, please ensure your ANZ Transactive and/or ANZ Transactive Trade Administrator has enabled your User ID to access mobile functionality via the web-based solution.

   The Mobile App is available for download from both the App Store and Google Play in supported countries. For a list of supported countries, please contact your ANZ representative.

   Simply search for 'ANZ Transactive' and follow the steps to download it onto your mobile device.

   Once the download is complete, you will then be able to log on with your ANZ Transactive credentials.

   For further information, please refer to the ANZ Transactive - Mobile User Guide.

6. **Why can't I find the Mobile App in the App Store or Google Play?**

   The Mobile App is only available from the App Store and Google Play in supported countries. For a list of supported countries, please contact your ANZ representative. You will require an Apple ID or Google Account in the respective country to be able to

find and download ANZ Transactive - Mobile.

7. **What do I do if I can't access the App Store or Google Play via my company issued mobile device?**

    You will need to speak with your I.T. department/representative who should be able to provision the ANZ Transactive – Mobile App to your mobile device.

8. **How do I log on?**

    To use ANZ Transactive – Mobile on your mobile device, please ensure that:

    > Your ANZ Transactive and/or ANZ Transactive Trade Administrator has enabled your User ID to access mobile functionality
    > You know your ANZ Transactive:
    >> User Group (if applicable)
    >> User ID
    >> Password
    > You have your Pin Pad Security Token (Trade or APEA users only)

    If you are unaware of your log on details, please check with your ANZ Transactive and/or ANZ Transactive Trade Administrator or contact the ANZ Transactive Helpdesk. For more information on how to log on and the features available for each log on type, please refer to the ANZ Transactive - Mobile User Guide.

9. **Do I need my token to log on to the Mobile App?**

    To view and approve your APEA payments, APEA account balances or trade finance transactions, you will need to login with your token. For AU or NZ domiciled payments your token will only be required to complete a 'Release' or 'Get Rate' function.

10. **What happens if I enter the wrong password?**

    The Mobile App will lock your password out if you enter an incorrect password 3 times in a row. If this occurs, please contact your ANZ Transactive Administrator to assist in resetting your password.

    Note: If you are a Token User, please contact the ANZ Helpdesk in order to reset your password.

11. **Can I change my password via the Mobile App?**

    If your password has expired, you will be prompted to change it as soon as you log on to the Mobile App.

FEATURES

12. **What can I do using the Mobile App?**

    Within the Mobile App, you will be able to:

    > check real time account balances,
    > view account transactions,
    > view recent payment and trade transaction history*,
    > approve/reject payments and trade finance transactions,
    > securely release payments and trade finance transactions using a Pin Pad Security Token,
    > obtain a dynamic FX rate for cross currency payments using a Pin Pad Security Token**, and
    > personalise your account display

    * Available for Trade and APEA transactions only
    ** Available for AU/NZ domiciled accounts only

13. **Can I personalise which accounts appear on the Accounts screen?**

    To personalise your account list, tap the 'Settings' menu, and select 'Configure Accounts List'. Here you can select the check box next to each account you would like to appear in the Accounts screen. Tap the 'Save' button to ensure your changes are updated. You can modify your account list at any time.

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SECURITY

14.   Is the Mobile App safe?

Yes, ANZ employs a range of security measures including data and transport encryption, time-out safeguards, the ability to log out by simply tapping your home button and password lock-out (after 3 incorrect attempts).

15.   How do my entitlements work on ANZ Transactive - Mobile?

Your ANZ Transactive mobile entitlements directly reflect your web-based permissions.

Note: Only users that hold a Pin Pad Security Token will be able to access the Release and Get Rate features for payments from their AU or NZ domiciled accounts.

To apply for a Token, and access these features from the Mobile App, please contact your ANZ representative.

16.   What do I do if I need to reset my password?

Please contact your ANZ Transactive Administrator who will be able to assist in resetting your password.

If you hold a Pin Pad Security Token, please contact the ANZ Helpdesk to reset your password.

17.   What can I do to protect my mobile device?

ANZ recommends that you apply a screen lock (e.g. Passcode Lock) to access your device and to not use devices that have been jail broken. Please note that you should not disclose your Passcode to anyone. While the Mobile App will remember your User group and User ID for subsequent logins, it will not store the information on your mobile device.

We also recommend you take precautions against malware and viruses on your device. There are a number of security apps available to keep your device and details secure.

18.   Is my banking information stored on my mobile device?

No, the Mobile App is session based meaning that as soon as you close the app, all of your payment related information is no longer available on your mobile device.

19.   If someone gets hold of my mobile device, can they access my banking details?

No, as long as you have not disclosed your log on details (e.g. password) to anyone.

If you are concerned that someone knows this information, you are able to change your password via the web-based solution.

For assistance, please contact your ANZ Transactive and/or ANZ Transactive Trade Administrator or the ANZ Helpdesk.

20.   How do I securely log out of the Mobile App?

To securely exit the Mobile App, simply tap the Home button on your device, or alternatively, you can select the 'Log out' button from the Settings menu within the Mobile App.

GENERAL

21.   What do I do if the Mobile App crashes?

In the unlikely event that the Mobile App crashes, try one of the following:

> Close down any suspended apps running in the background (multitasking) to free up memory and resources, then restart the Mobile App.
> Try switching your mobile device off and then back on.

If the Mobile App crashes while actioning a payment for processing to ANZ, you can always check the status of the payment via the web-based solution.

22.   What happens if I change mobile devices?

Using your new mobile device, you will simply need to download the Mobile App from the App Store or Google Play.

Refer to question '5 How do I get the Mobile App?' for more further details.

23. **Why can't I see all my accounts on the Accounts screen?**

The Mobile App allows you to personalise your account list with the accounts you want to see.

To ensure the account has been enabled correctly, select the 'Settings' menu and tap the 'Configure my account list' button. If the account appears in the list, ensure it has been ticked and tap the 'Save' button to update the changes.

If the account does not appear in the list, check that it is available when you log on to the web-based solution.

Should your account not appear in the web-based solution, please check with your ANZ Transactive Administrator to verify your entitlements to the account have been setup correctly.

24. **Why are there accounts listed with no associated balances?**

Some account balances may appear blank if the current balance is not yet available or the account is not eligible to receive real time balances.

25. **Can I change the names of my accounts?**

Yes, the account names can be changed via the Admin module of the ANZ Transactive web-based solution by an administrator.

Once the change has been made, the new name will be reflected in both the ANZ Transactive web interface as well as the Mobile App for all users.

26. **My log on details are correct, but I still can't log on?**

In order to log on to ANZ Transactive - Mobile, your User ID must first be enabled to mobile functionality by your ANZ Transactive and/or ANZ Transactive Trade Administrator. Please check with them to ensure you have been setup with the correct permissions.

Please also ensure that you can successfully access the web-based solution before accessing the Mobile App.

If you are unable to log on via the web-based solution, your ANZ Transactive Administrator will be able to reset your password.

27. **Can other ANZ Transactive users log on using my mobile device?**

Yes, from the log on screen, select the 'Switch User' button. This will return to the initial registration wizard which will allow another user to log on to the Mobile App.

28. **Can I log on to the Mobile App from multiple devices?**

Yes, the Mobile App allows you to log on from multiple devices, while also allowing multiple users to log on to a single mobile device.

The 'Switch User' functionality will return you to the initial registration wizard which will allow another user to log on to the Mobile App.

29. **Does ANZ store or have access to my Address Book details?**

No, while the Mobile App provides the ability to integrate with your Contacts stored on your mobile device, ANZ will not in any way access or store your Address Book information.

ANZ provides the Address Book integration to enable you to initiate a call to other Users from within the Mobile App.

30. **Which payments and trade transactions can I approve/release on ANZ Transactive - Mobile?**

You will be able to approve/release all payments and trade transactions that you are eligible to action via the web interface. Please note that the Approvals/Releases screen will only display the latest 100 payments and trade transactions that you are entitled to approve/release.

31. **Can I reject or unapprove a payment or trade transaction in the Mobile App?**

You are able to reject an AU/NZ domiciled payment that is in an 'Awaiting Approval' status and is visible from the Approvals screen. Once a payment passes this status and is in the 'Releases' or 'Rates' screens, it cannot be unapproved from the Mobile App. Please log on to the web-based solution to unapprove the payment.

Trade transactions and APEA payments cannot be unapproved/rejected once transactions have been fully approved.

32. **Can I reject multiple payments or trade transactions at once?**

No, rejecting a payment or trade transaction can only be performed when viewing a particular item from within the 'Approvals' screen.

33.   Can I get a rate for multiple payments?

No, you are only able to get a rate for a single cross currency payment at a time. The get rate feature applies to payments from your AU or NZ domiciled account only.

34.   Can I cancel or reject a rate once it has been traded?

Once you have accepted and traded a rate, you will be unable to make any further changes.

35.   How long do I have to enter my OTP/Token Signature into the Mobile App?

Once you have generated an OTP/Token Signature, you have 60 seconds to enter the value into the Mobile App.

36.   Can I view an audit history for payments and trade transactions?

Yes, the audit history can be accessed when viewing the detail of any transaction within the Mobile App.

37.   Can I create or edit a payment or trade transaction?

No, at this stage you are unable to create or edit a payment or trade transaction via the Mobile App.

38.   Can I view payments and trade transactions that I have already actioned?

Trade transactions and APEA payments can be viewed via the History feature once they have been processed by the bank.

For your AU or NZ domiciled payments, once you have completed all your eligible actions (e.g. approved/released/get rate), the payment will no longer be visible from the Mobile App.

You will be required to log on via the web-based solution to view its details.

39.   How can I get an account added to the Mobile App?

As the Mobile App is integrated with the web-based solution, you will need to have the account registered to your User Profile in ANZ Transactive, as per usual. Once this is completed, you will need to ensure the account has been enabled correctly by selecting the 'Settings' menu and then 'Configure Account List'. You will need to make sure the account has a tick next to it and 'Save' changes.

40.   Why can't I see or access all the features within the app?

You may not have the appropriate permission to access these features.

Please note that in order to access the Rates or Release features for your AU or NZ domiciled payments on the Mobile App, you need to have been issued with a Pin Pad Security Token.

Please verify that you are correctly entitled to these features by accessing the web-based solution or by verifying with your ANZ Transactive and/or ANZ Transactive Trade Administrator.

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If you have questions not answered above, please refer to the User Guide on ANZ Transactive Resource Central or please contact the helpdesk:

> **Australia:**
> 133 199 (Mon to Fri, 6.00am – 12.00am Melbourne Time)

> **New Zealand:**
> 0800 800 760 (Mon to Fri, 8.00am - 2.00am NZT)

> **International:**
> +61 3 9601 1200 (Mon to Fri, 6.00am - 12.00am Melbourne Time)
> or +64 4 473 0358 (Mon to Fri, 8.00am - 2.00am NZT)

> **Cambodia**
> Phone: +855 23 999 255
> Hours 8:00 am to 5:00 pm Monday to Friday
>
> *Please dial + if on mobile or country access code as a prefix, toll free still applies

> **China**
> Phone Toll Free from China:
> China Unicom: 400 821 8030
> China Telecom: 400 651 9920
> International access (Toll): +65 6637 7677
> Hours 6:00am Monday through to 6:00am Saturday inclusive

> **Fiji**
> Phone: Toll Free from Fiji: 008 002 150
> International access (Toll): +65 6637 7680
> Hours 6:00am Monday through to 6:00am Saturday inclusive

> **Hong Kong**
> Phone Toll Free from Hong Kong: 8009 08916 or 3013 4527
> International access (Toll): +65 6637 7677
> Hours 6:00am Monday through to 6:00am Saturday inclusive

> **India**
> Toll Free from India: 0008 006 103283 or 0008 006 101008
> International access (Toll): +65 6637 7671
> Hours 6:00am Monday through to 6:00am Saturday inclusive

> **Japan**
> Phone Toll free*: 0120-870-289 from Japan or Ph: 81-3-6212-7604
>
> *Please dial + if on mobile or country access code as a prefix, toll free still applies

> **Laos**
> Phone: +65 6637 7676 or +65 6637 7678
> Hours 6:00am Monday through to 6:00am Saturday inclusive

> **Papua New Guinea**
> Phone: Toll Free from PNG: 1801 444 or 000861174
> International access (Toll): +65 6637 7679
> Hours 6:30am Monday through to 8.00am Saturday inclusive

> **Philippines**
> Phone: Toll Free from Philippines: 1800 165 10778
> International access (Toll): +65 6637 7678
> Hours 6:00am Monday through to 6:00am Saturday inclusive

> **Singapore**
> Phone: 1800 622 7230(Toll free)
> International access (Toll)
> +65 6637 7674 or
> +65 6637 7939
> Hours 6:00am Monday through to 6:00am Saturday inclusive

> **Taiwan**
> Phone: +88 62 8722 5090
> Hours: 8.30am - 7pm, Monday - Friday, (excludes public holidays).

> **Thailand**
> Phone: 001 800 441 2533 (Toll free) or +66 2787 3371 (Toll)
> International access: + 65 6637 7670 (Toll)
> Hours: 6:00am Monday through to 6:00am Saturday inclusive

> **United Kingdom**
> Phone: 08009178390
> International Access (Toll): + 65 6637 7682
> Hours: 6am Monday to 6pm Friday inclusive

> **United States**
> Phone (New York): 8444609517
> International access (Toll): +65 6637 7681
> Hours: 6am Monday to 6pm Friday inclusive

> **Vietnam**
> Phone Toll Free from Vietnam: 120 65239
> International access (Toll): +65 6637 7672
> Hours 6:00am Monday through to 6:00am Saturday inclusive

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