#### THE ANZ PACIFIC **APP GUIDE**

#### **HOW TO LOG IN**





If you ever get stuck or need extra help, we're only a phone call away on 132411 (local) or +679 3316 644 (overseas), 24 hours, 7 days.

Eligibility criteria, terms and conditions apply to ANZ Pacific App. See our ANZ Pacific App Terms and Conditions at anz.com/fiji for more information.

Please note, the account information in this guide is for example purposes only.

### SETTING UP ANZ PACIFIC APP

- Open the ANZ Pacific App.
- 2 Tap your **Country**.
- 3 Read **Terms and Conditions** and accept by clicking the checkbox.
- 4 Log in by entering the log in credentials: User ID and Password.
- 5 Enter your new log in **PIN**.
- 6 Confirm your new log in **PIN**.
- 7 Provide answers to your security questions and click **Verify**.





# HOME



- Your primary account balance displayed.
- 3 **Transfers**. Tap here to move money between accounts, pay a person, and do international transfers.
- 4 Pay Bills. Tap here to pay a bill.
- 5 **Pay Now.** Your upcoming scheduled payments are showing here. Tap Pay Now to make immediate payment.
- 6 **Recent Transactions.** Last 5 transactions on your primary account are displayed here.
- 7 Accounts. Tap here to view transactions, statements, and account details.
- 8 **Bank Mail.** Send and receive confidential account information about your banking needs by sending us a Bank Mail message.
- 9 **Settings.** Click here to change your pin, passwords or security questions and update your contact details.
- 10 Scheduled Payments. Tap here to see all your scheduled payments and to skip or delete a payment.
- **Manage Recipients.** Tap here to see all your Recipients for payments. You can edit or delete any of your Recipients.
- 12 Online Activity History. List your recent activities done via Internet Banking and Pacific App.
- 13 Add New Profile. Tap here to add a business log in on the Pacific App.
- 14 Log out when you are finished. Don't worry if you forget, you'll automatically be logged out after 5 minutes of inactivity.





#### ACCOUNTS

**Your Accounts.** Tap on an account to view transactions, statements and account details.

2 Swipe right on an account to change your account display name and photo. Tap on the pencil icon to bring up the option.



### TRANSFER BETWEEN MY ACCOUNTS

This function is to transfer between your own accounts.

Tap Between My Accounts.

Select which **Account** you want to pay from.

3 Select which **Account** you want to pay to.

- 4 Enter the **Amount** to transfer.
- 5 Check the details are correct. Tap **Confirm** to complete the payment. If you need to make a change, tap the back arrow. If you want to cancel the payment, tap **Cancel**.
- 6 A Transaction Number is given for your reference.





## TRANSFER TO OTHER ANZ ACCOUNTS



- Tap Existing Recipient.
- Tap on the **Recipient** you want to pay.
- <sup>4</sup> Select which **Account** you want to pay from.
- 5 Enter the **Details** that will show on your recipient's statement, i.e. reference and particulars.
- 6 Enter the **Amount** you want to pay.
- 7 Enter the **Details** that will show on your statement, i.e. reference and particulars.
- 8 If you want to set up a scheduled payment, turn on **Schedule this payment**. Select the frequency and date range.
- 9 Check the details are correct. Tap Confirm to complete the payment. If you need to make a change, tap the back arrow. If you want to cancel the payment, tap Cancel.
- 10 A **Transaction Number** is given for your reference.





## ANZ TO OTHER BANK TRANSFER

Tap Other Local Banks.

- Tap Existing Recipient.
- Tap on the **Recipient** you want to pay.
- 4 Select which **Account** you want to pay from.
- 5 Enter the **Details** that will show on your recipient's statement, i.e. reference and particulars.
- 6 Enter the **Amount** you want to pay.
- 7 Enter the **Details** that will show on your statement, i.e. reference and particulars.
- 8 If you want to set up a scheduled payment, turn on **Schedule this payment**. Select the frequency and date range.
- 9 Check the details are correct. Tap Confirm to complete the payment. If you need to make a change, tap the back arrow. If you want to cancel the payment, tap Cancel.
- 10 A **Transaction Number** is given for your reference.

	Transfers Transfer Pay Bill		← Other Local Banks			← Other Local Banks		Other Local Banks From	
	Make a new Transfer	0 <sup>2</sup> Other ANZ Account	2-	Existing Recipient	<b>P</b> New Recipient	3-	Mere Brown (Aunty)	4	Everyday Access - Spending 12303615 Available Balance p.p. 8,889,64 Other Bank Transfer Details Becipient Name
1	Other Local Banks	International Transfer						5-	Account Number 123456 Westpac Banking Corporation  Reference to Recipient grocery
	fu 문 Home Accounts	€ Transfers Bank Mall							Next



### INTERNATIONAL TRANSFER

Tap International Transfer.

- Tap Existing Recipient.
- 3 Tap on the **Recipient** you want to pay.
- 4 Select which **Account** you want to pay from.
- 5 Your saved payment details will automatically load.
- 6 Select the **Currency** in which you want to transfer.
- 7 Select the **Purpose of Transfer**.
- 8 Upload the **Document Required** for the purpose of the transfer, if required.
- 9 Select from Bank Charge Options.

Continue to next page for additional instructions.



Next

Next

ANZ

Next

## **INTERNATIONAL** TRANSFER

(10) Enter the **Amount** you want to pay.

11 The estimated transfer amount is display in your local currency amount.

12 Check the details are correct. Tap **Confirm** to complete the payment. If you need to make a change, tap the back arrow. If you want to cancel the payment, tap Cancel.

A Transaction Number is given for your reference.

Please tell us the amour	nt you want to pay			
	100	From Everyday Access - Spen 12303615	nding	
AUD	100	То		Transaction Requested
· · · · · · · · · · · · · · · · · · ·		Bank : ANZ		$\frown$
Available Balance	FJD 8,789.64	SWIFT CODE : ANZ	BAU3M	(~)
Available Daily Limit	FJD 10,000.00	IBAN : 12345678		$\smile$
🔵 AUD 💿 FJD				You have requested a payment of AUD 10
Indicative Exchange Rate		Amount		Dannelle Movic
1 FJD = 0.61490 AUD 1 AUD =	1.62628 FJD			
Estimated Transfer Amount - A	UD 100 = FJD 162.63	AUD	100.00	
				Reference Number
				ACX37743
		International Transf	fer Request	
		Transfer Amount: Al Transfer From Amou Indicative Exchange AUD = 1.62628 FJD	UD 100.00 unt: FJD 162.63 e Rate: 1 FJD = 0.61490 AUD 1	
		Purpose of Transfer: Donations	r: 32 - Gifts & Charitable	
		Bank Charge Option	n: SHA	

#### **PAY BILL**

#### Tap Pay Bill.

- 2 Select the **Biller Name** you want to pay to.
- 3 Enter the **Details** that will show on your statement and theirs, i.e. reference and particulars.
- 4 Select which **Account** you want to pay from.
- 5 Enter the **Amount** you want to pay.
- 6 If you want to set up a scheduled payment, turn on **Schedule** this payment. Select the frequency and date range.
- Check the details are correct. Tap Confirm to complete the payment. If you need to make a change, tap the back arrow. If you want to cancel the payment, tap Cancel.
- 8 A **Transaction Number** is given for your reference.
- 9 Next time you want to pay the same bill, just tap on the Bills under Your Recent Bills and your saved payment details will load automatically.





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## SENDING A MESSAGE VIA BANK MAIL

#### Select Bank Mail.

- 2 Select **New Mail** to send a message.
- 3 Select your query type from the options provided.
- 4 Select the **Account Number** the query refers to (this field is not mandatory).
- 5 Type your message here.
- 6 Click **Send** to send message.
- 7 Message sent window to appear.



### **CREATING A NEW** RECIPIENT

You will need to set-up a Recipient before you can pay anyone. It will save your payees details, like name and account number, each time you make a payment to them.

- Tap New Recipients in the Transfer type you want to pay.
- Tap here to add a photo of your **Recipient**.
- Select which **Account** you want to pay from. This account will automatically be chosen the next time you make a payment to this Recipient.
- Enter all recipient's payment details such as name, message to recipient, bank account number, etc.
- Enter a meaningful Name for the recipient if you like to.
- Tap **Pay Now** if you want to pay the recipient right away.



•	
	Recipient Details
1230361	5
First Name	
Mere	
Last Name	
Brown	
Recipient Na	ame
Mere Bro	wn
Westpac	Banking Corporation
Reference to	o Recipient
grocery	
Account Nu	mber
123456	
Nickname	
Aunty	



### UPDATING YOUR RECIPIENTS

#### Tap Manage Recipients.

- Tap on the recipient you want to update.
- 3 Enter the changes you want to make on the field.
- 4 Tap on **Update** to make the change.
- 5 Confirmation window will appear.
- If you want to delete the recipient, swipe right on the recipient and tap on the bin icon.









### VIEW AND AMEND SCHEDULED PAYMENTS

#### 1 Tap Scheduled Payments.

- 2 Tap the scheduled payment to view or amend.
- 3 Select what amendment you want to do.
  - A Skip means you can skip the next payment.
  - B Delete means you can delete a scheduled payment.
- Confirmation window will appear.



	25	To 12304449 - FJD- Pacific Savings	15/08/2021
		App ANZ to ANZ Transfer	FJD 10.00
2	• ><	To 12303739	29/08/2021
		App ANZ to ANZ Transfer	FJD 12.00
	24	To 12304381 - FJD-Access Everyday	13/11/2021
		App ANZ to ANZ Transfer	FJD 1,200.00





## **STATEMENTS**

Tap the account you want.

#### Tap on Statements.

- Select the statements you want.
- Tap **Download**.
- Tap on the share icon to save or send out your statements.





FJD 8,589.64

FJD 8,589.64

Manage

Download

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Bank Mail

Clear

### CHANGE YOUR PERSONAL DETAILS

- Tap on the **Settings** icon.
- Tap Personal Details.
- 3 Tap the pencil for the details you want to update.
- 4 Enter the changes you want to make.
- 5 Answer the security questions asked.
- 6 Confirmation will appear.







	Verify Security Question	Change Postal Address
Address Line 1	To provide you with an extra level of security, you must	
P.O. BOX 104	now answer the security questions below.	
Address Line 2	Who's your favorite childhood friend?	
<u>TO</u>		
City/State/Province		
507	In which province were you born?	
FIII		
		Postal Address Changed Successfu
		Back to Personal Details