

# THE ANZ PACIFIC APP GUIDE

If you ever get stuck or need extra help, we're only a phone call away on +676 20500, 9.00am - 4.00pm, Monday to Friday.

Eligibility criteria, terms and conditions apply to ANZ Pacific App. See our ANZ Pacific App Terms and Conditions at [anz.com/tonga](https://anz.com/tonga) for more information.

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



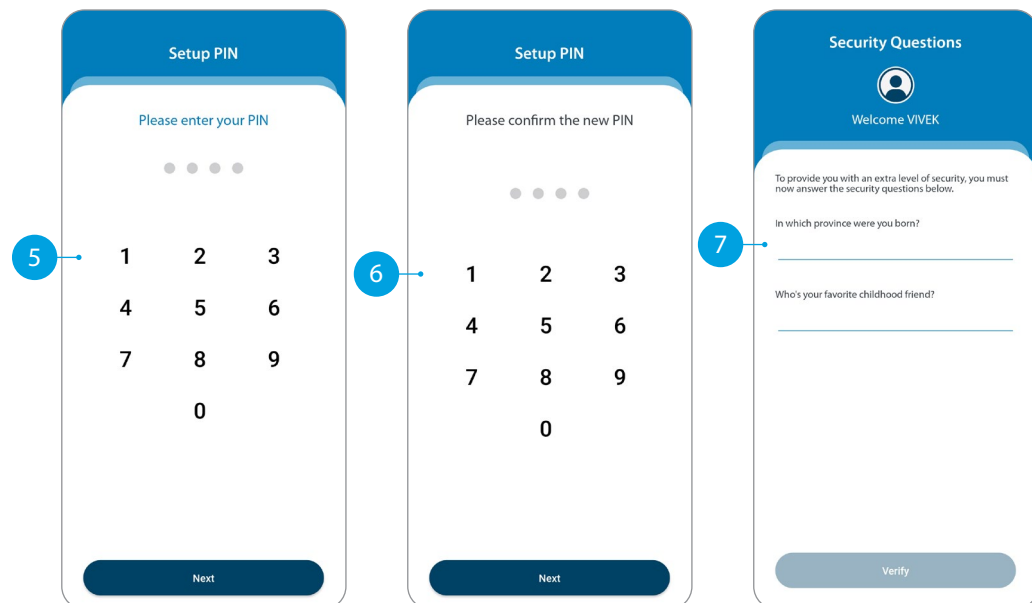
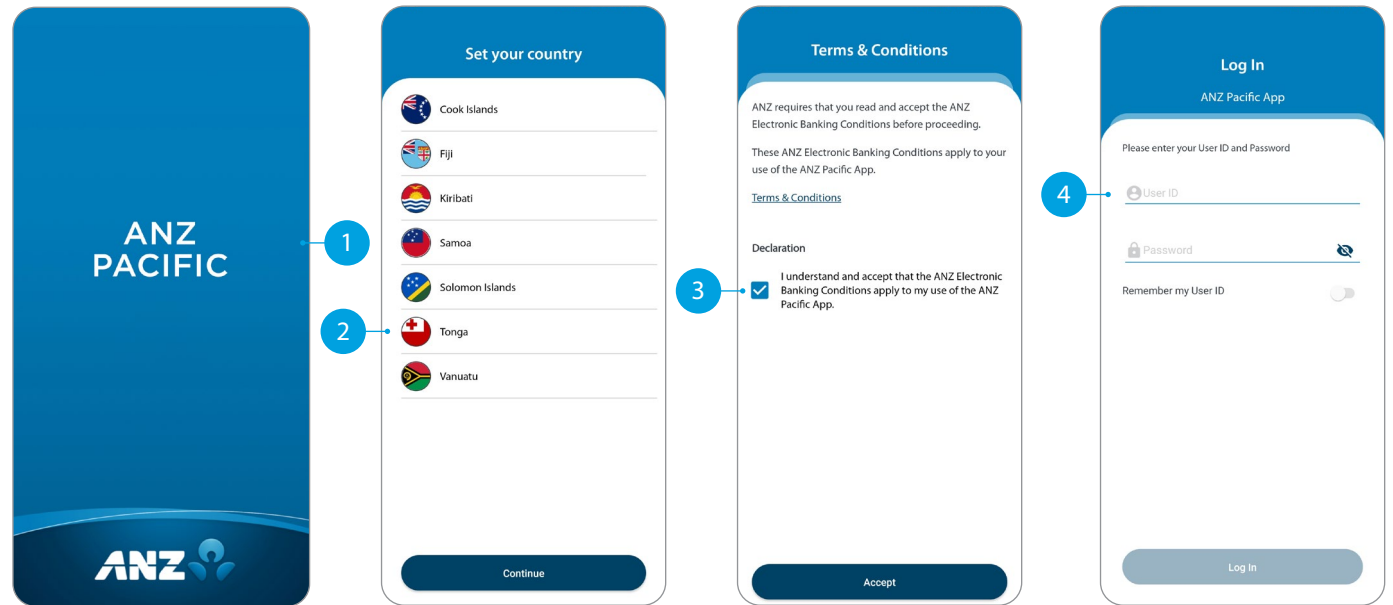
## HOW TO LOG IN

- 1 Open the **ANZ Pacific App**.
- 2 Enter your **PIN** to log in.

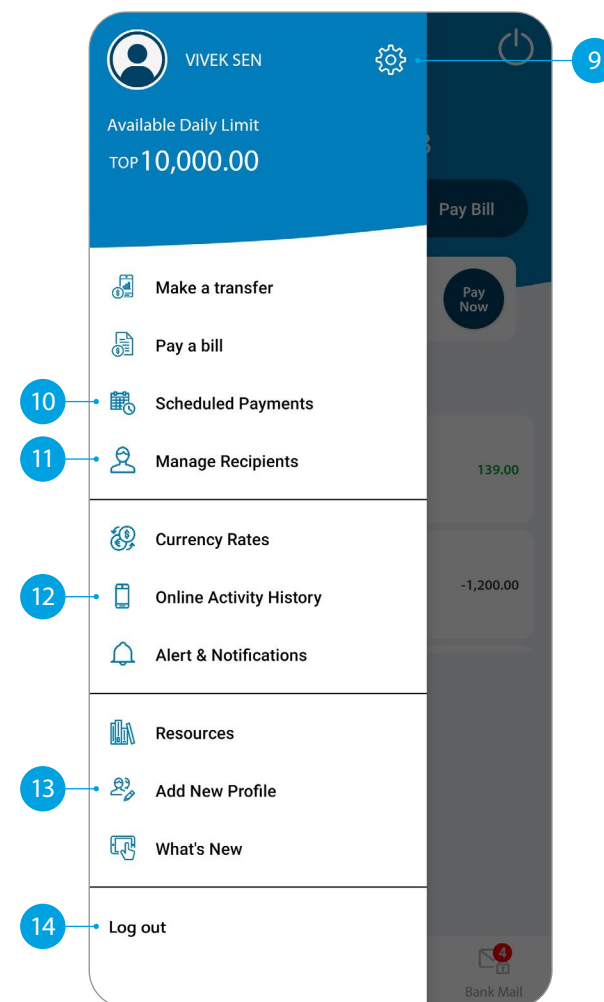


# SETTING UP ANZ PACIFIC APP

- 1 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**.

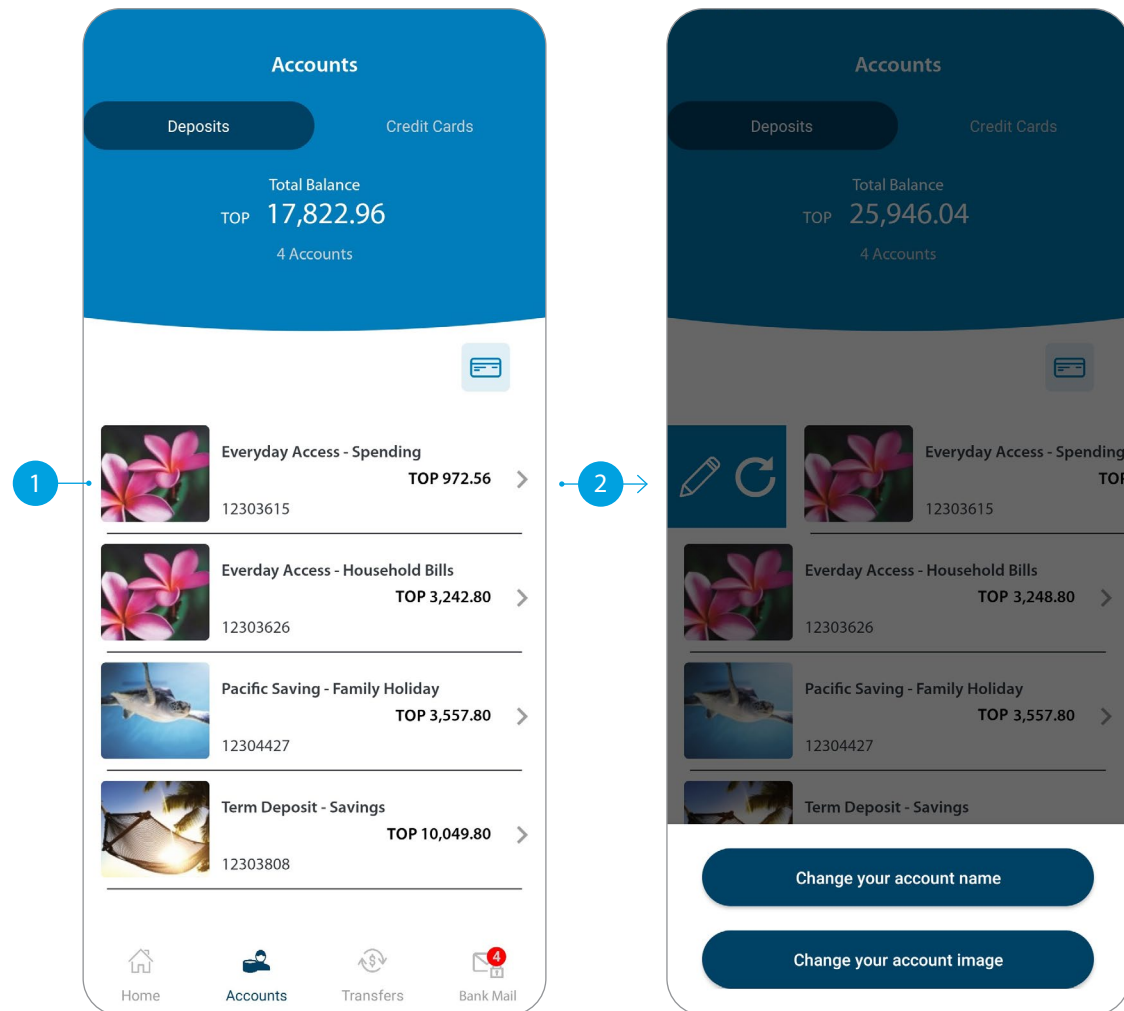


- 1 **Home Screen** will display.
- 2 Your primary account balance displayed.
- 3 **Transfers.** Tap here to move money between accounts, pay a person, and do international transfers.
- 4 **Pay Bills.** Tap here to pay a bill.
- 5 **Pay Now.** Your upcoming scheduled payments are showing here. Tap Pay 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.
- 11 **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

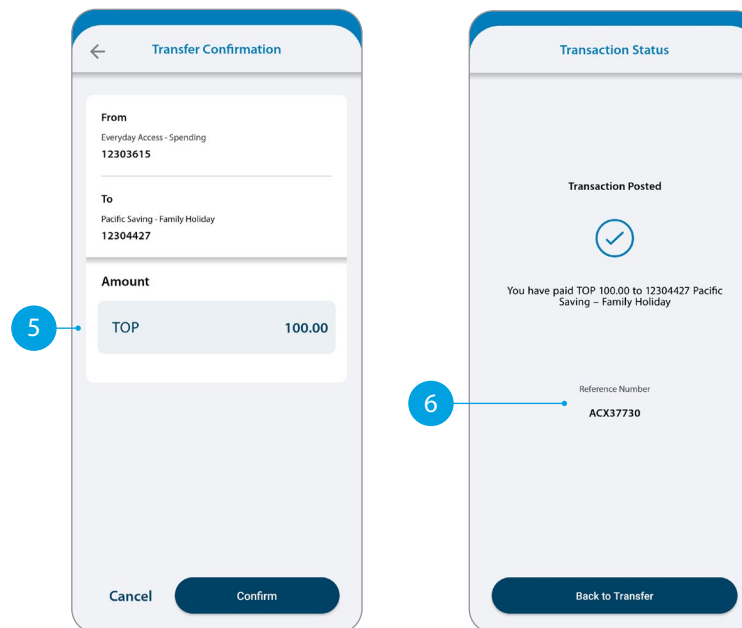
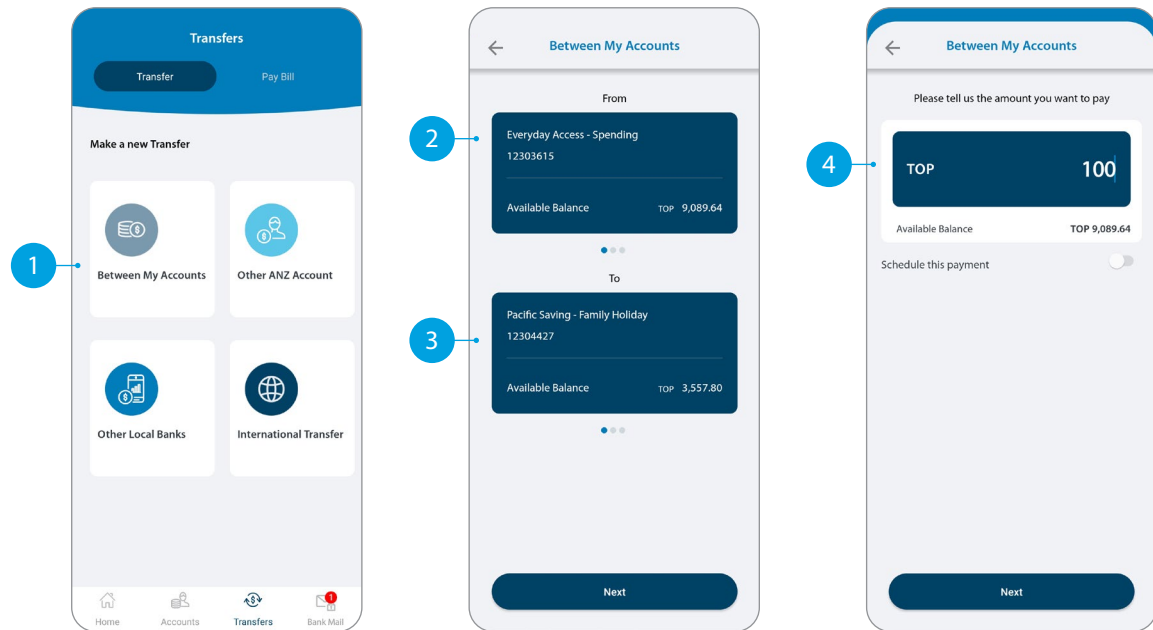
- 1 **Your Accounts.** Tap on an account to view transactions, statements and account details.
- 2 Swipe right on an account to change your account display name and photo. Tap on the pencil icon to bring up the option.



# TRANSFER BETWEEN MY ACCOUNTS

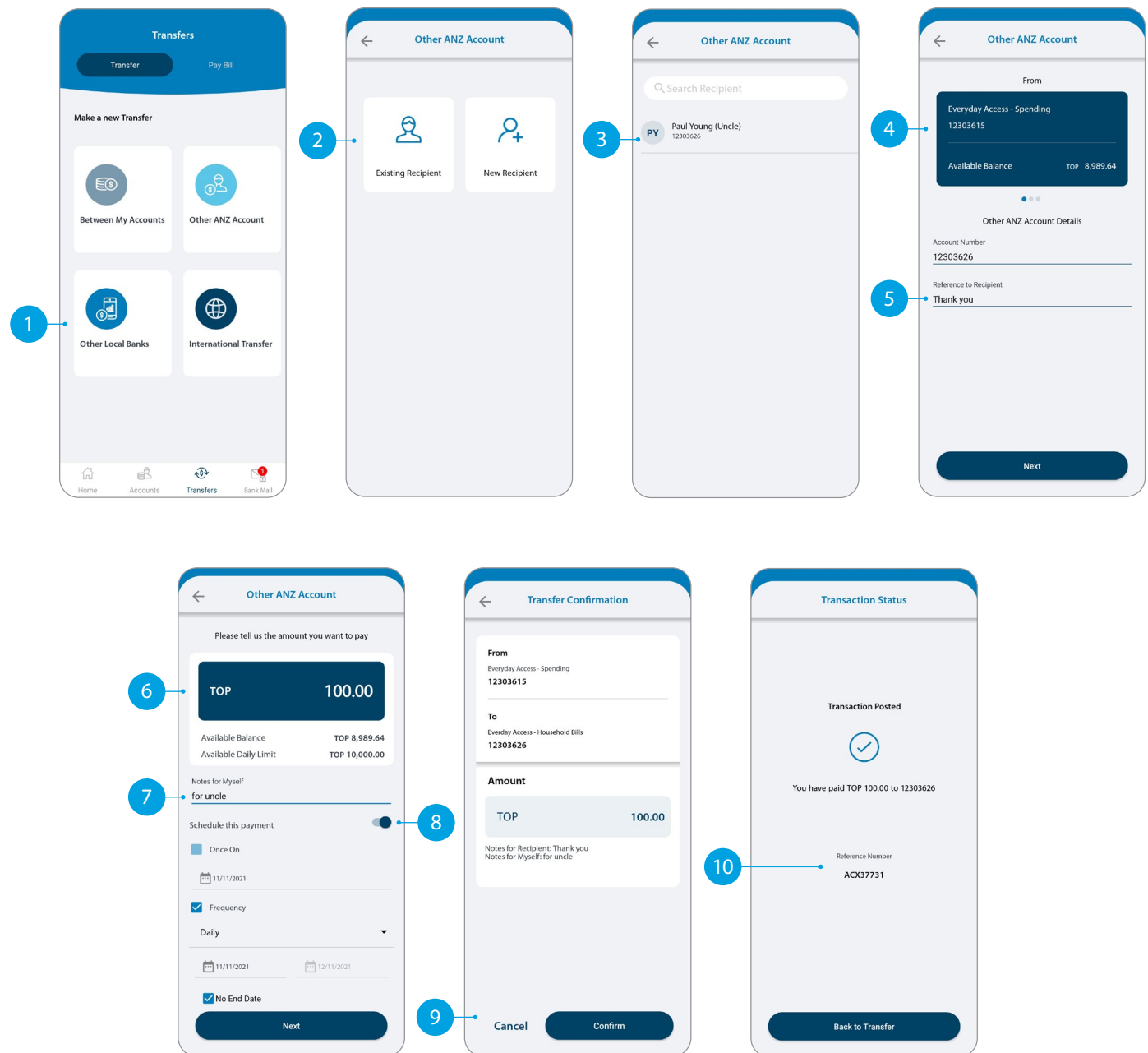
This function is to transfer between your own accounts.

- 1 Tap **Between My Accounts**.
- 2 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.



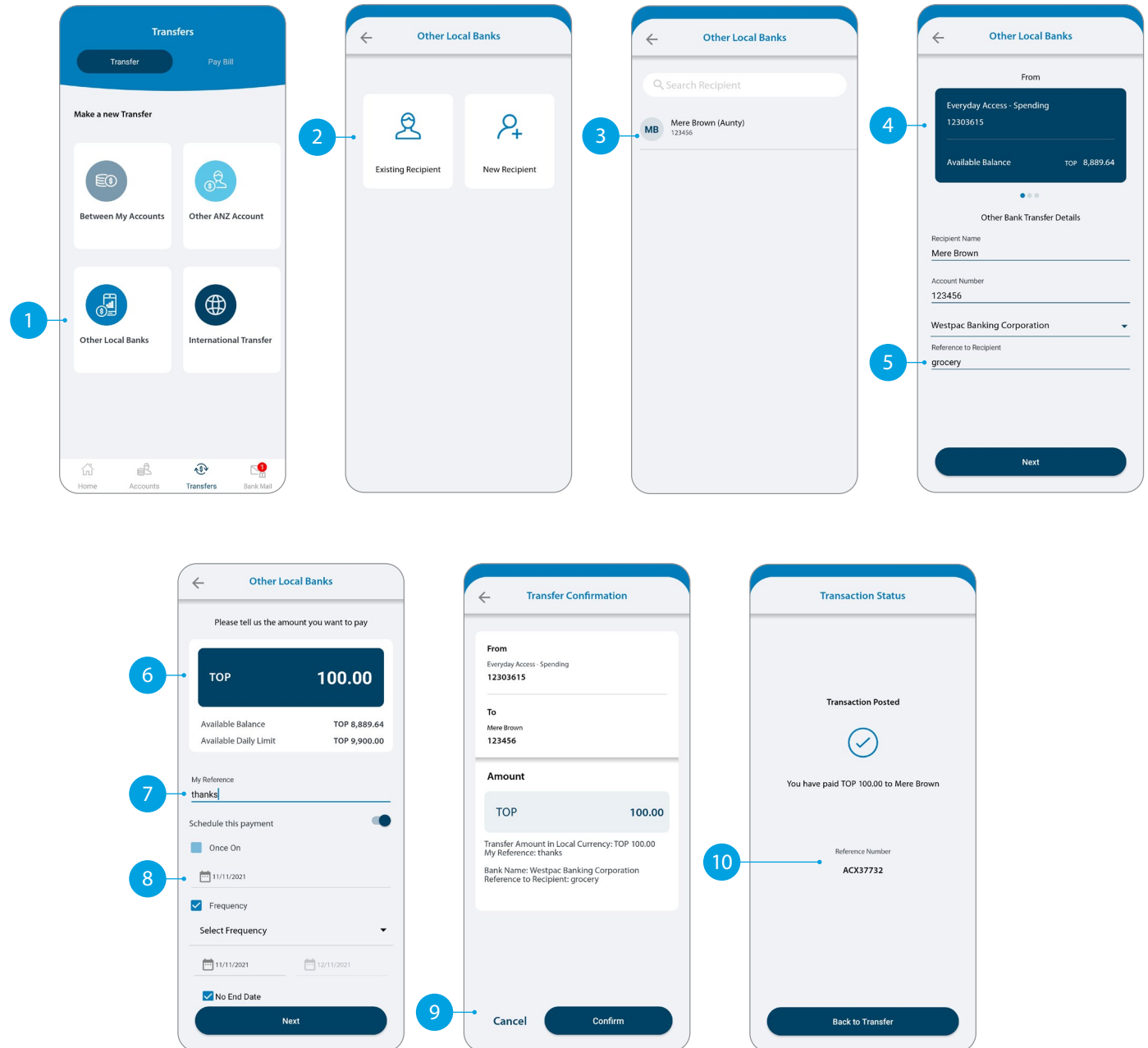
# TRANSFER TO OTHER ANZ ACCOUNTS

- 1 Tap **Other ANZ Account**.
- 2 Tap **Existing Recipient**.
- 3 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.



# ANZ TO OTHER BANK TRANSFER

- 1 Tap **Other Local Banks**.
- 2 Tap **Existing Recipient**.
- 3 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.



# INTERNATIONAL TRANSFER

- 1 Tap **International Transfer**.
- 2 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.

The screenshots illustrate the following steps:

- Transfers** screen: Tap **International Transfer**.
- International Transfer** screen: Tap **Existing Recipient**.
- International Transfer** screen: Tap on the **Recipient** you want to pay (Dannelle Movic).
- International Transfer** screen: Select which **Account** you want to pay from (Everyday Access - Spending).
- International Transfer** screen: Your saved payment details will automatically load (Beneficiary Details for Dannelle Movic).
- International Transfer** screen: Select the **Currency** in which you want to transfer (AUD - Australian Dollar).
- International Transfer** screen: Select the **Purpose of Transfer** (32 - Gifts & Charitable Donations).
- International Transfer** screen: Upload the **Document Required** for the purpose of the transfer, if required.
- International Transfer** screen: Select from **Bank Charge Options** (SHA - I pay ANZ charges, beneficiary pays other bank charges).



# 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**.
- 13 A **Transaction Number** is given for your reference.

The image displays three sequential mobile app screens for an international transfer process, with numbered callouts (10-13) indicating key steps.

**Screen 1: International Transfer**

- 10** Points to the input field where the amount is entered: AUD 100.
- 11** Points to the 'Indicative Exchange Rate' section, which shows:
  - 1 TOP = 0.61486 AUD
  - 1 AUD = 1.62637 TOP
  - Estimated Transfer Amount - AUD 100 = SBD 162.64
- Other details include: Available Balance TOP 8,789.64, Available Daily Limit TOP 10,000.00, and radio buttons for AUD (selected) and TOP.
- A 'Next' button is at the bottom.

**Screen 2: Transfer Confirmation**

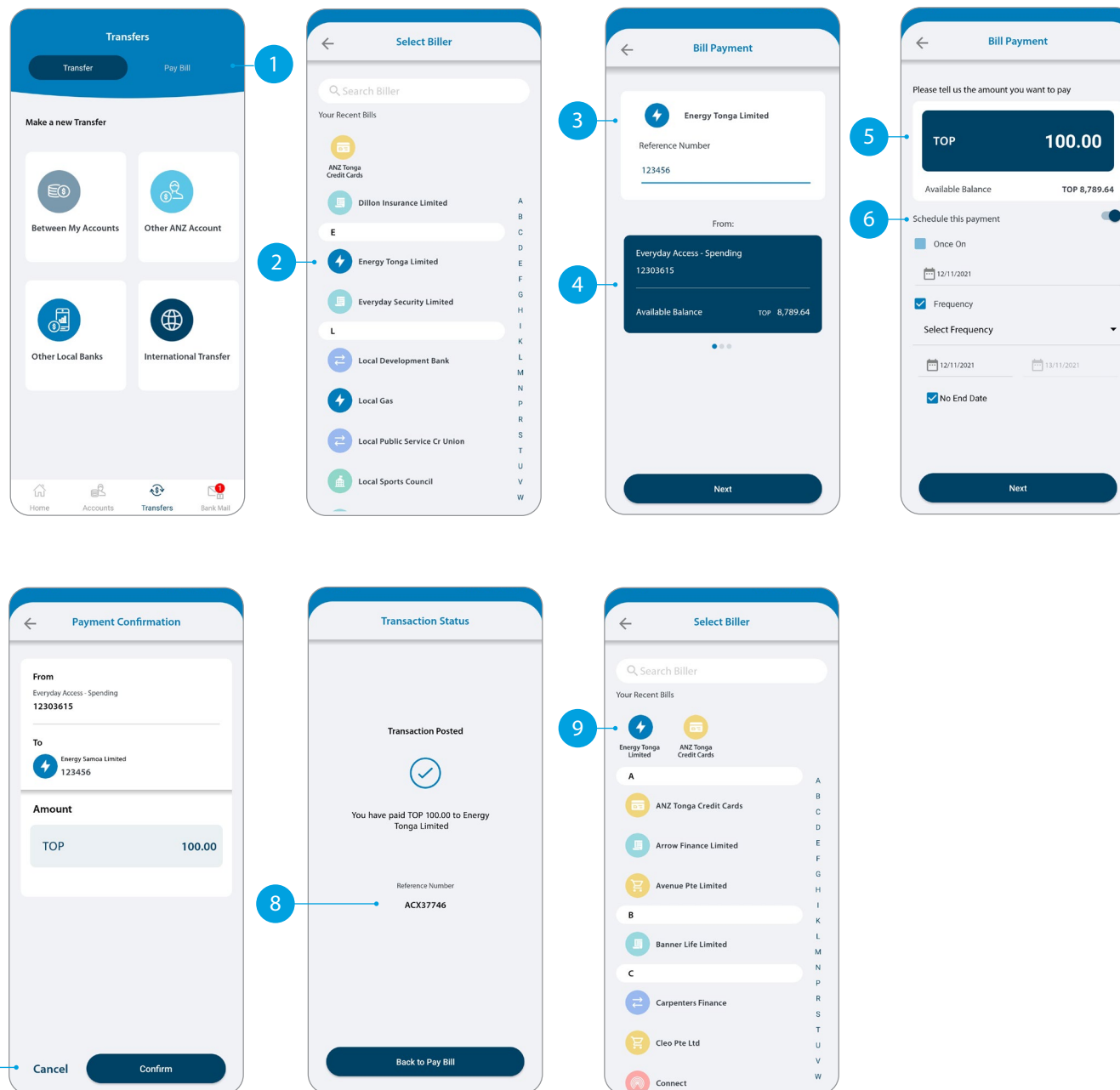
- 12** Points to the 'Confirm' button at the bottom right.
- The screen shows transfer details:
  - From:** Everyday Access - Spending, 12303615
  - To:** Bank: ANZ, SWIFT CODE: ANZBAU3M, Account Number / IBAN: 12345678
  - Amount:** TOP 100.00
  - International Transfer Request:** Transfer Amount: AUD 100.00, Transfer From Amount: TOP 162.64, Indicative Exchange Rate: 1 SBD = 0.61486 AUD, 1 AUD = 162.64 SBD
  - Purpose of Transfer:** 32 - Gifts & Charitable Donations
  - Bank Charge Option:** SHA
  - Beneficiary Contact Details**
- 'Cancel' and 'Confirm' buttons are at the bottom.

**Screen 3: Transaction Status**

- 13** Points to the 'Reference Number' field, which displays: ACX37743.
- The screen shows a confirmation message: 'Transaction Requested' with a checkmark icon and 'You have requested a payment of AUD 100.00 to Dannelle Movic'.
- A 'Back to Transfer' button is at the bottom.

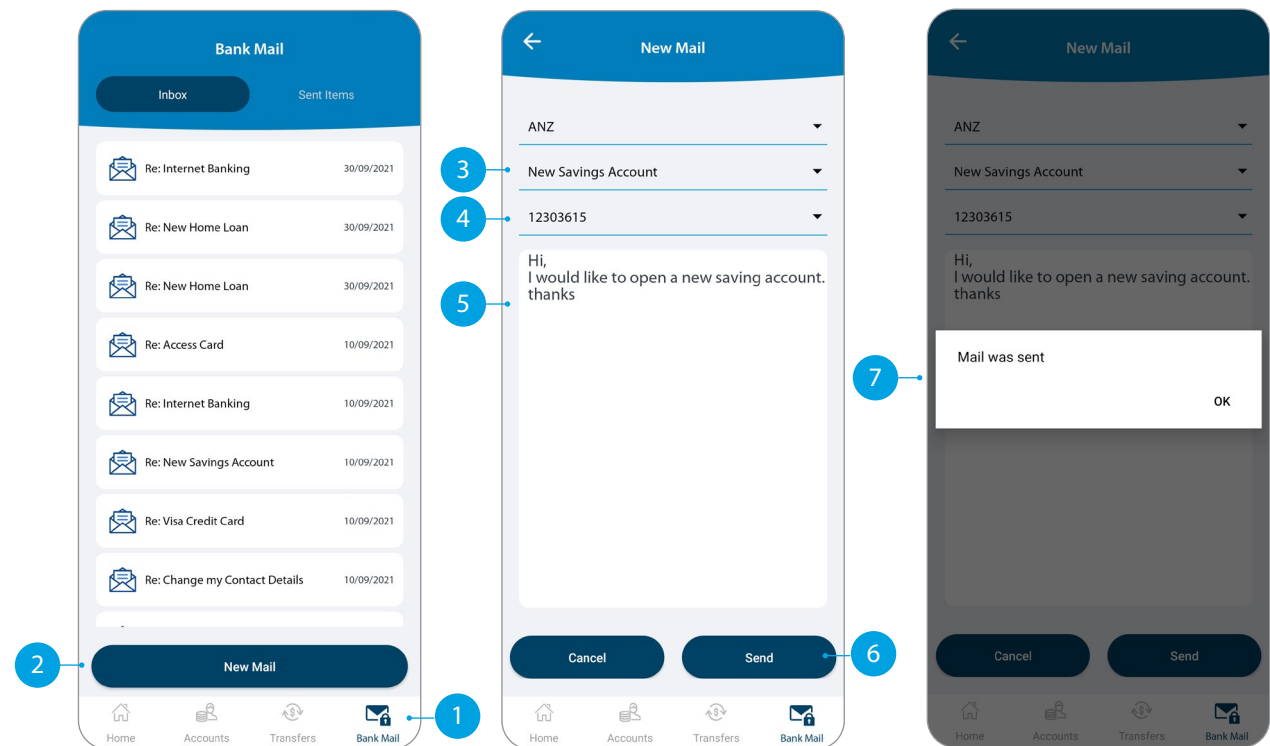
# PAY BILL

- 1 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.
- 7 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.



## SENDING A MESSAGE VIA BANK MAIL

- 1 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.

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

Other ANZ Account

Existing Recipient New Recipient

This is for ANZ to other ANZ transfers

Add New Recipient

Recipient Details

12303615

First Name  
Paul

Last Name  
Young

Recipient Name  
Paul Young

Reference to Recipient  
Thank you

Account Number  
12303626

Nickname  
Uncle

Next

This is for other banks

Add New Recipient

Recipient Details

12303615

First Name  
Mere

Last Name  
Brown

Recipient Name  
Mere Brown

Westpac Banking Corporation

Reference to Recipient  
grocery

Account Number  
123456

Nickname  
Aunty

Next

Add Recipient

Recipient Added!

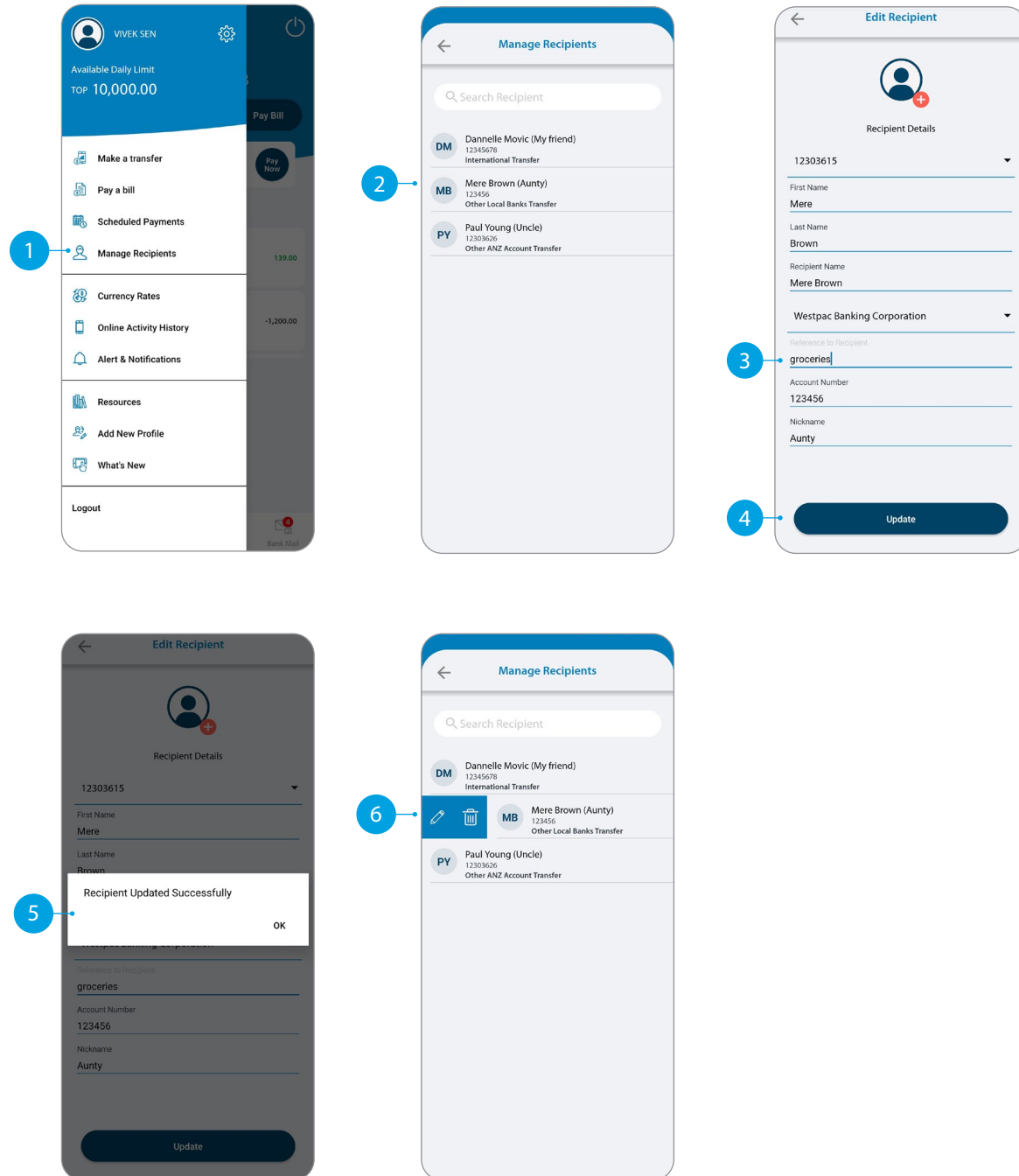
Do you want to pay Paul Young?

Pay now

Pay someone else

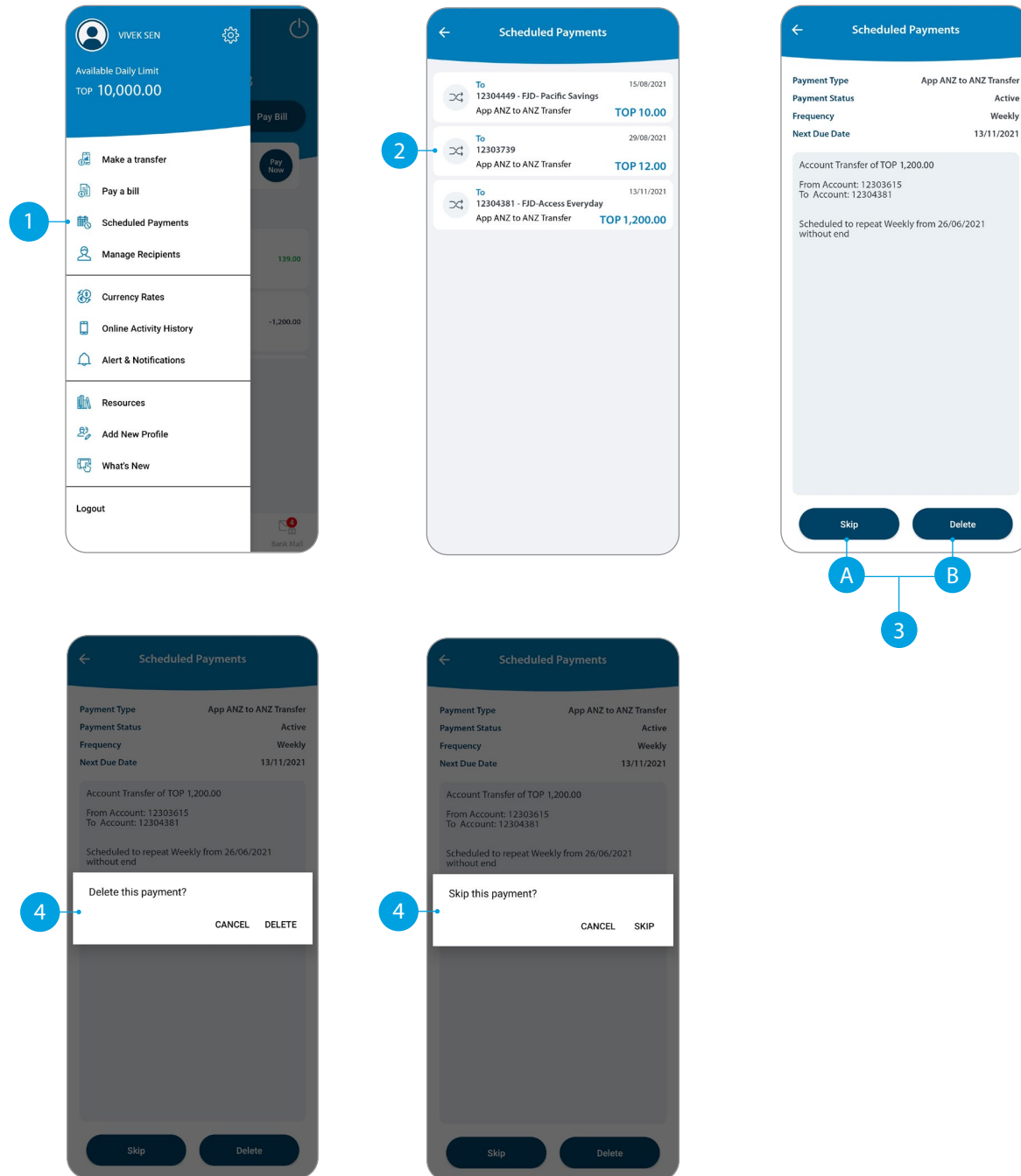
# UPDATING YOUR RECIPIENTS

- 1 Tap **Manage Recipients**.
- 2 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.
- 6 If you want to delete the recipient, swipe right on the recipient and tap on the bin icon.



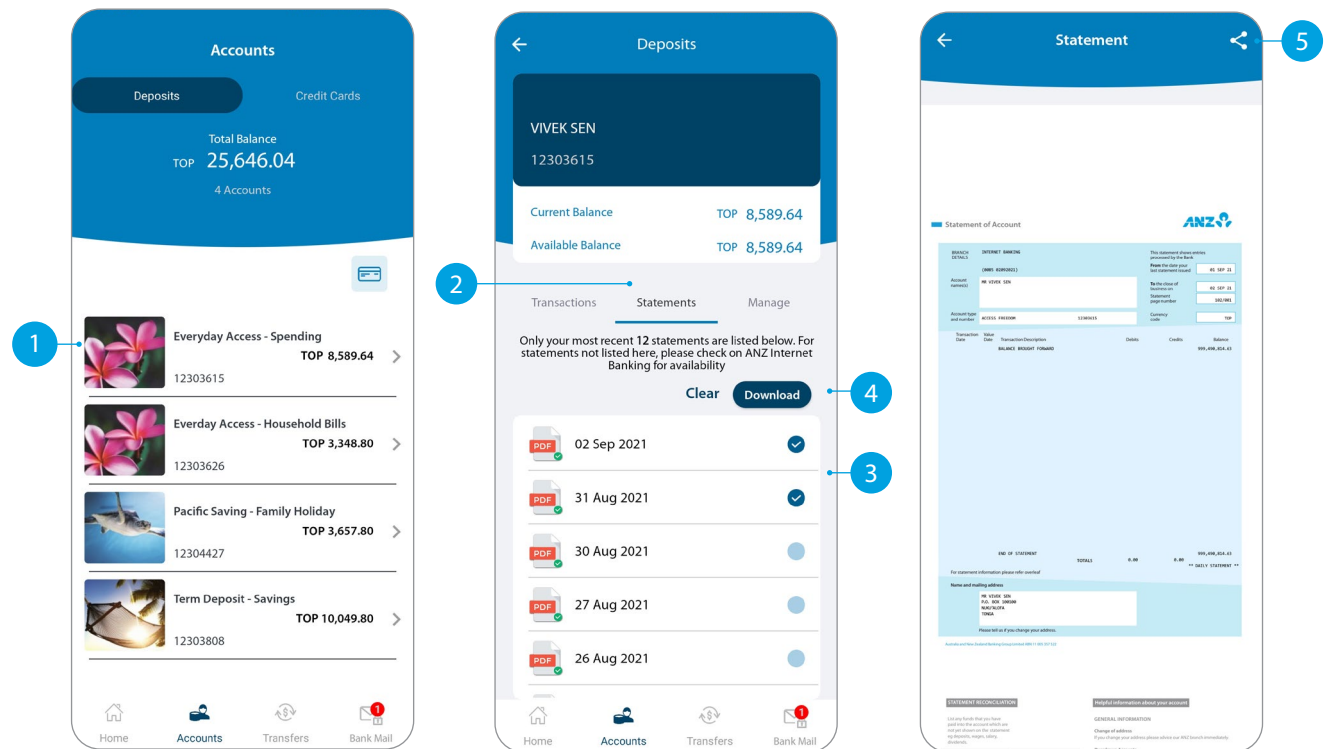
# VIEW AND AMEND SCHEDULED PAYMENTS

- 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.
- 4 Confirmation window will appear.



# STATEMENTS

- 1 Tap the account you want.
- 2 Tap on **Statements**.
- 3 Select the statements you want.
- 4 Tap **Download**.
- 5 Tap on the share icon to save or send out your statements.



# CHANGE YOUR PERSONAL DETAILS

- 1 Tap on the **Settings** icon.
- 2 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.

