

# THE ANZ PACIFIC APP GUIDE

## HOW TO LOG IN

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



If you ever get stuck or need extra help, we're only a phone call away on +678 26355, 8:00am - 6:00pm, Monday to Friday.

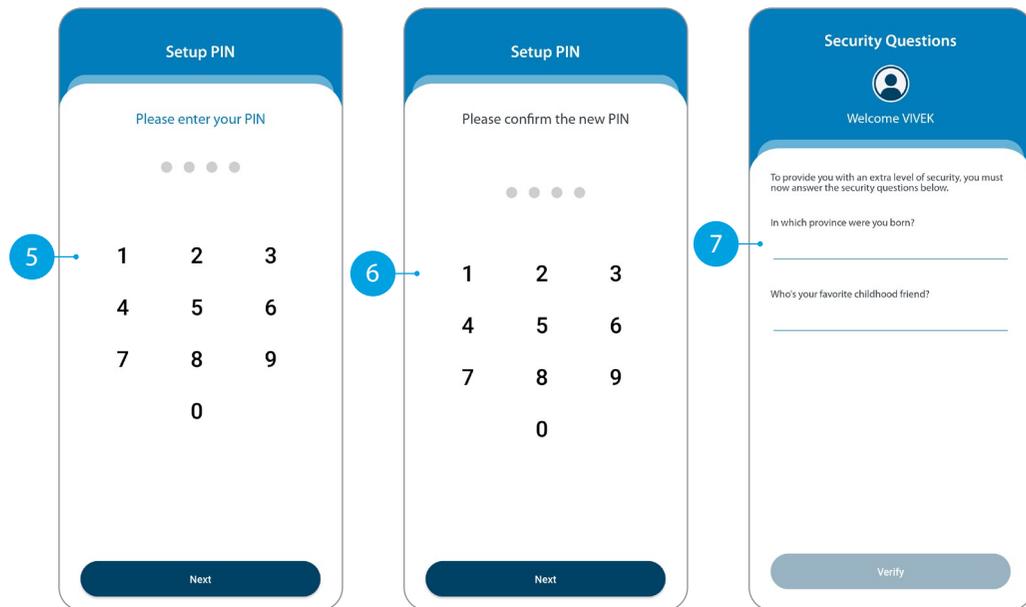
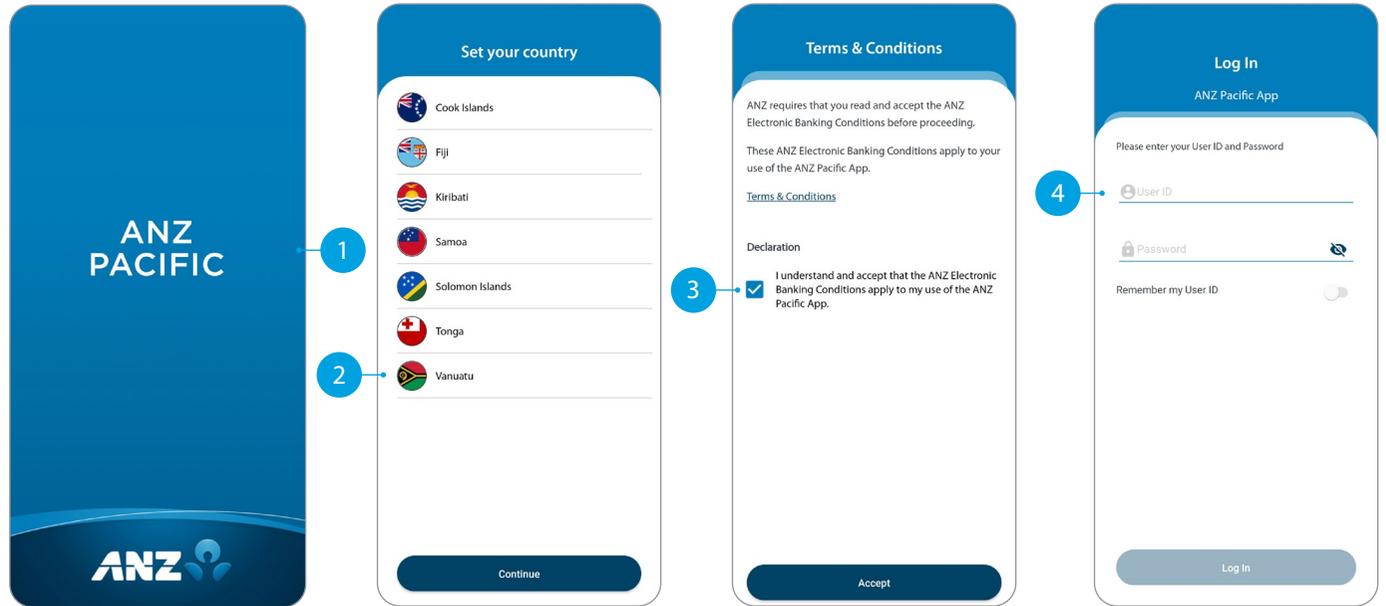
Eligibility criteria, terms and conditions apply to ANZ Pacific App. See our ANZ Pacific App Terms and Conditions at [anz.com/vanuatu](https://anz.com/vanuatu) for more information.

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



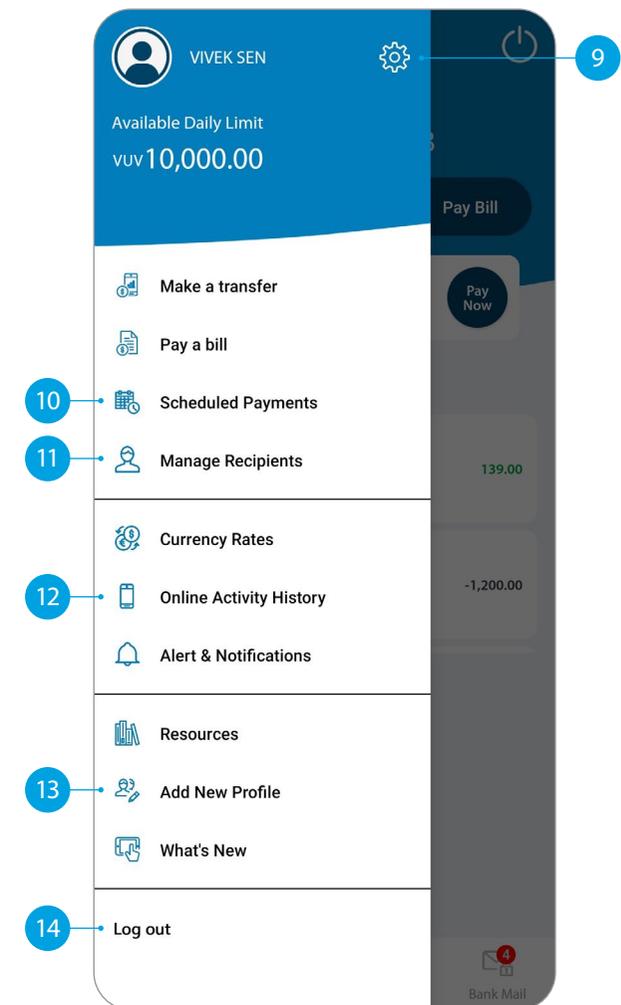
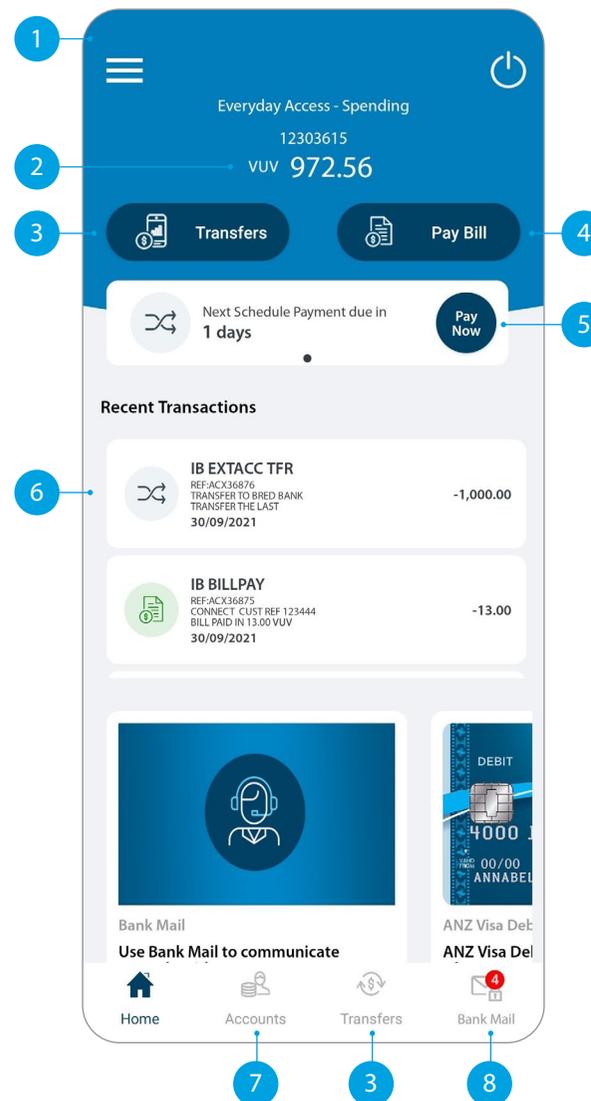
# SETTING UP ANZ PACIFIC APP

- 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**.



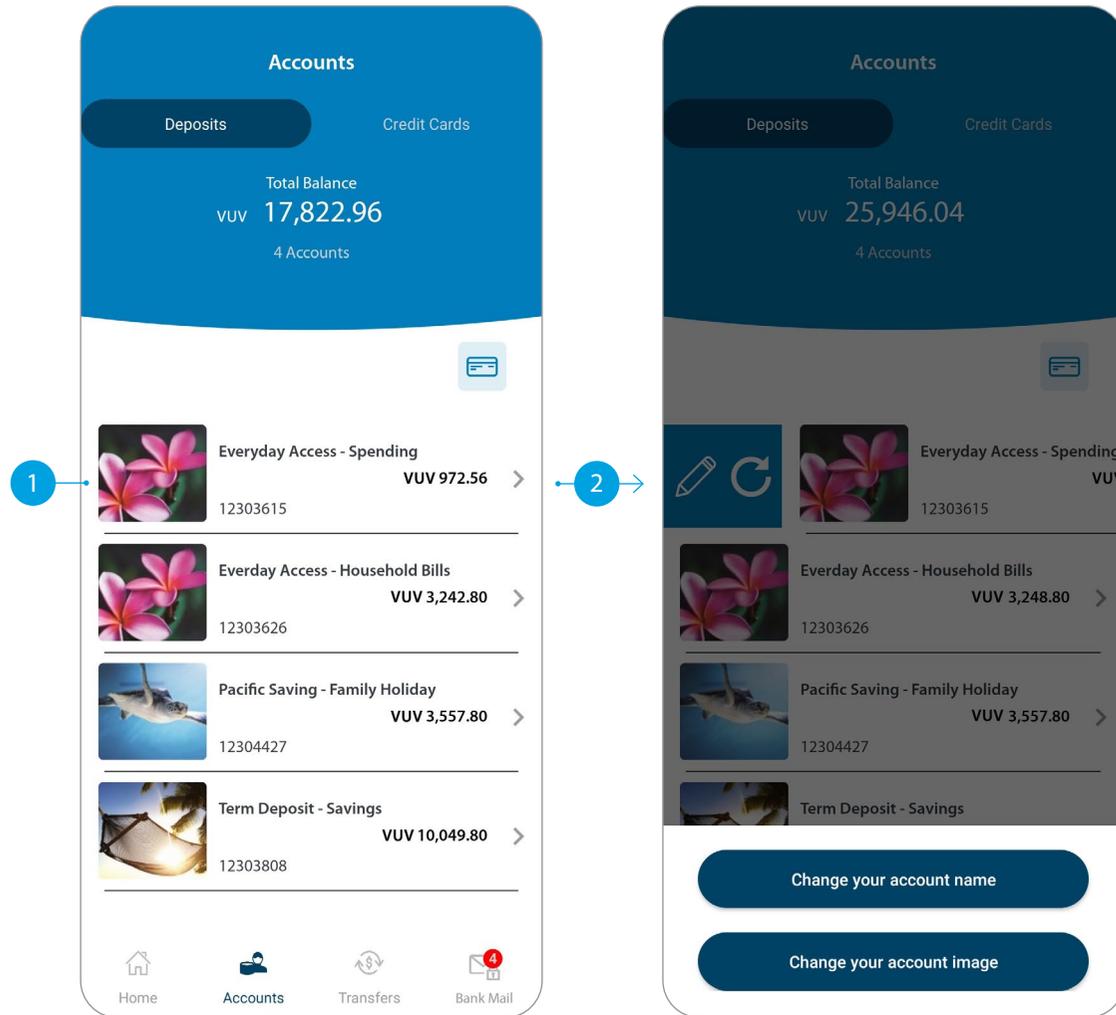
# HOME

- 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

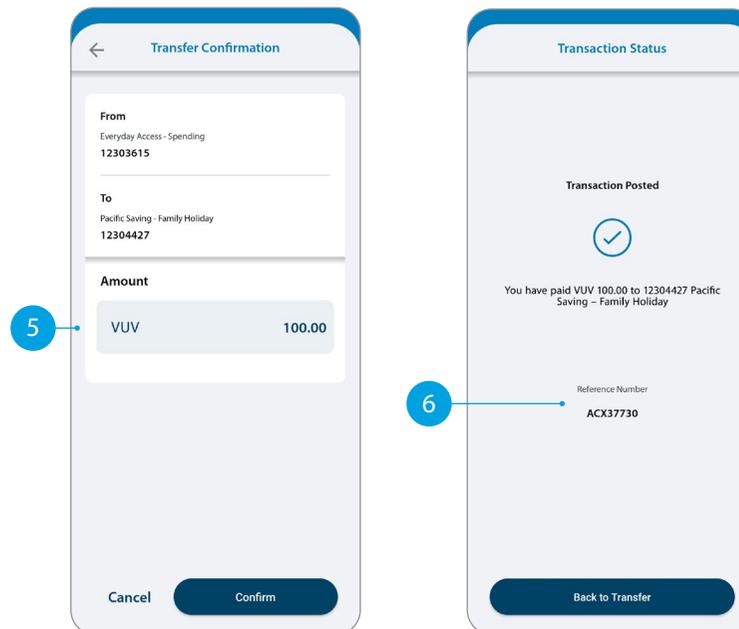
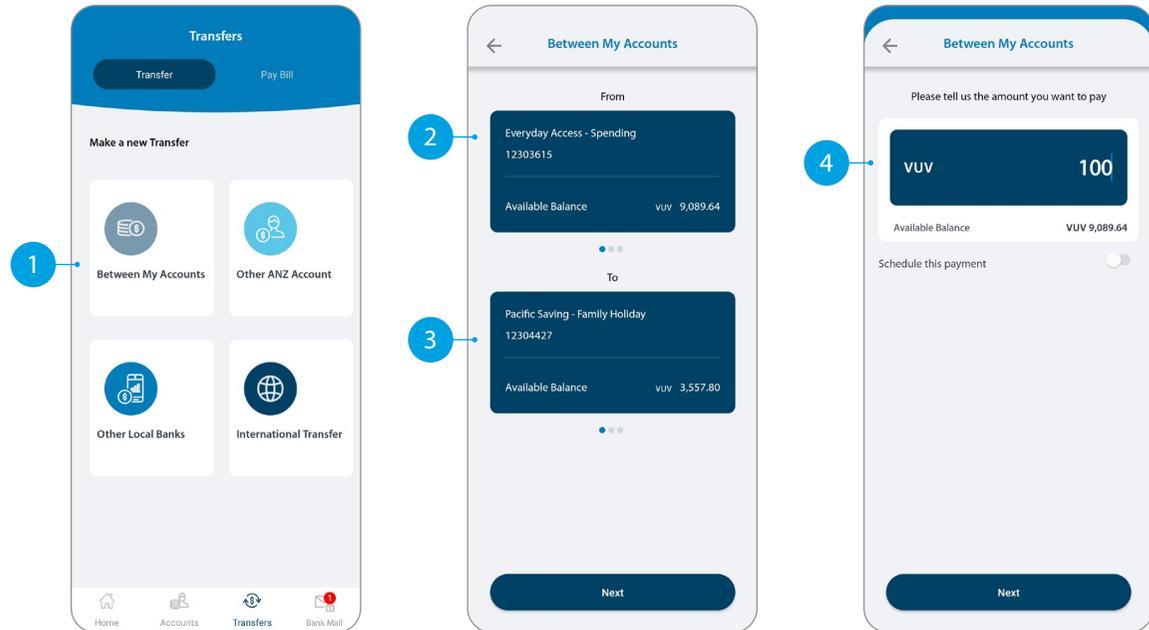
- 1 **Your Accounts.** Tap on an account to view transactions, statements and account details.
- 2 Swipe right on an account to change your account display name and photo. Tap on the pencil icon to bring up the option.



# TRANSFER BETWEEN MY ACCOUNTS

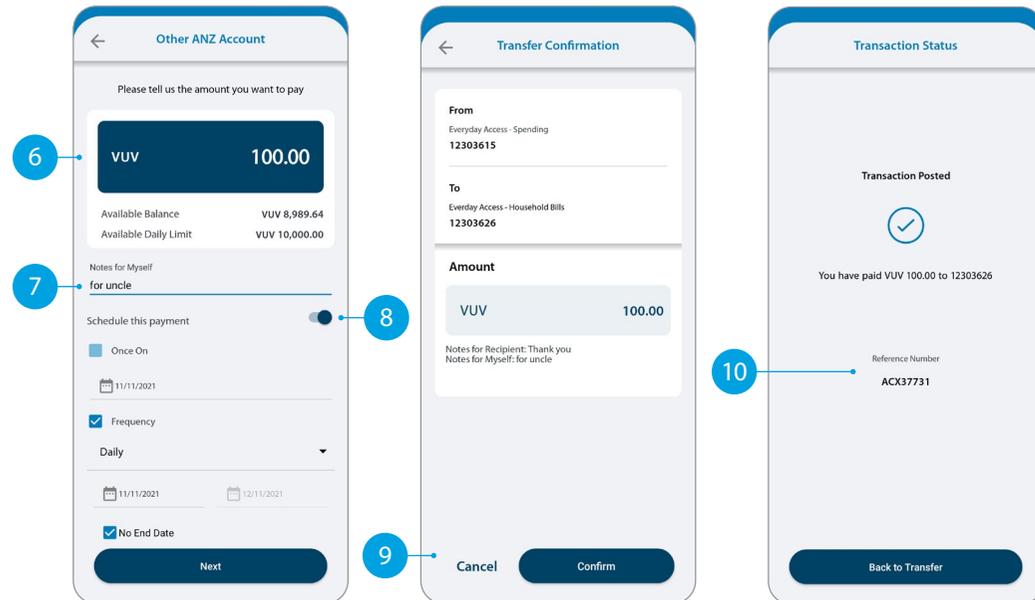
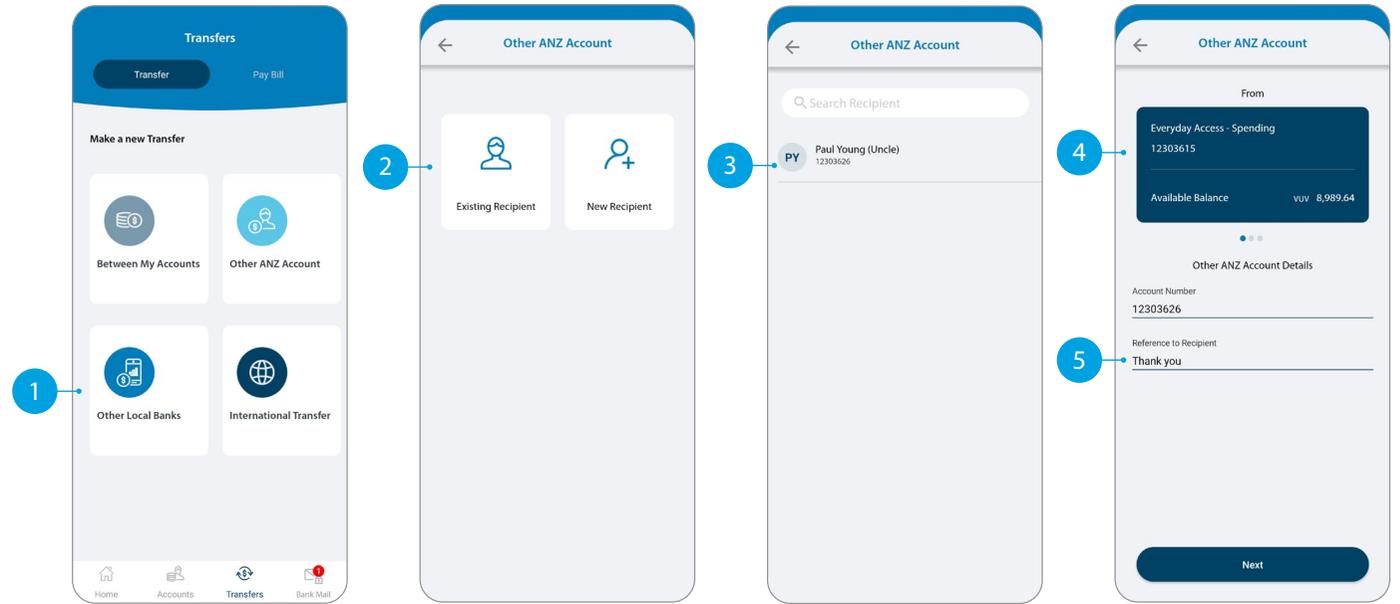
This function is to transfer between your own accounts.

- 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.



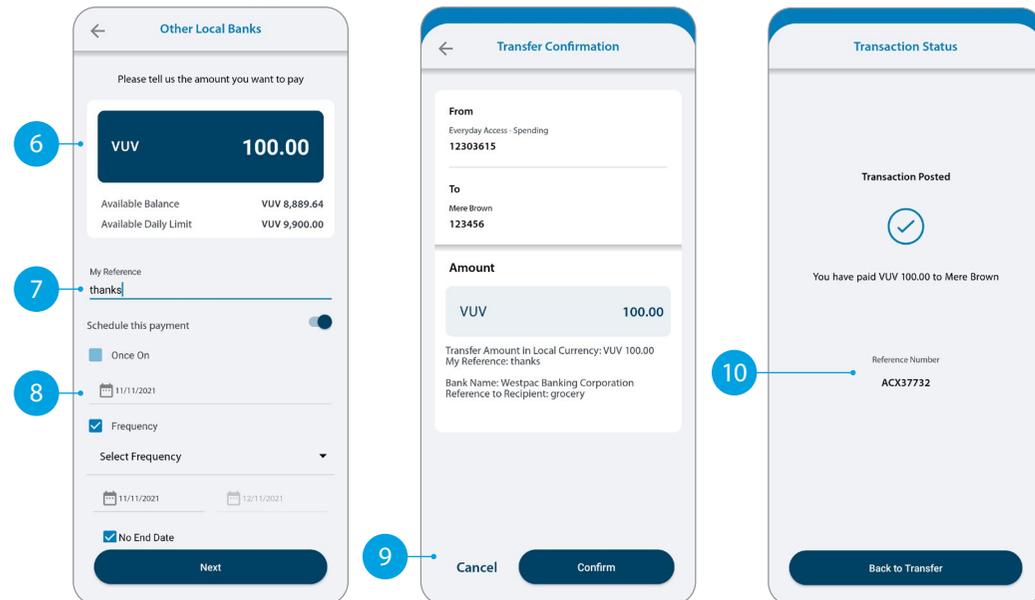
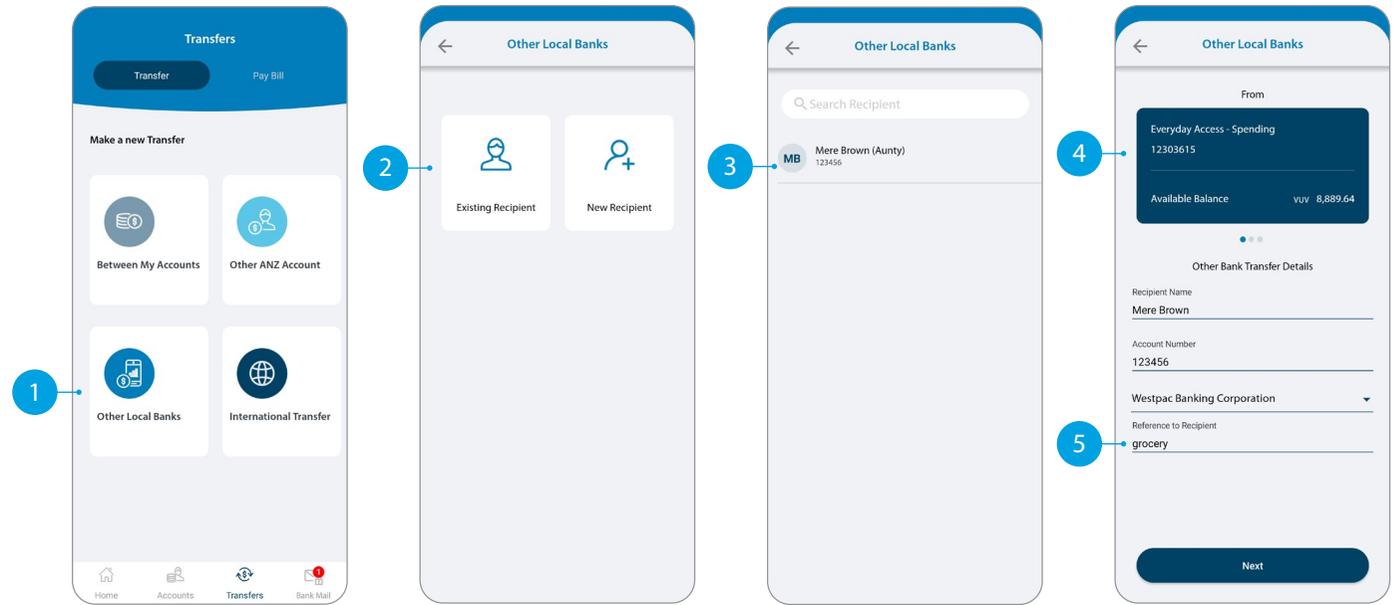
# TRANSFER TO OTHER ANZ ACCOUNTS

- 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

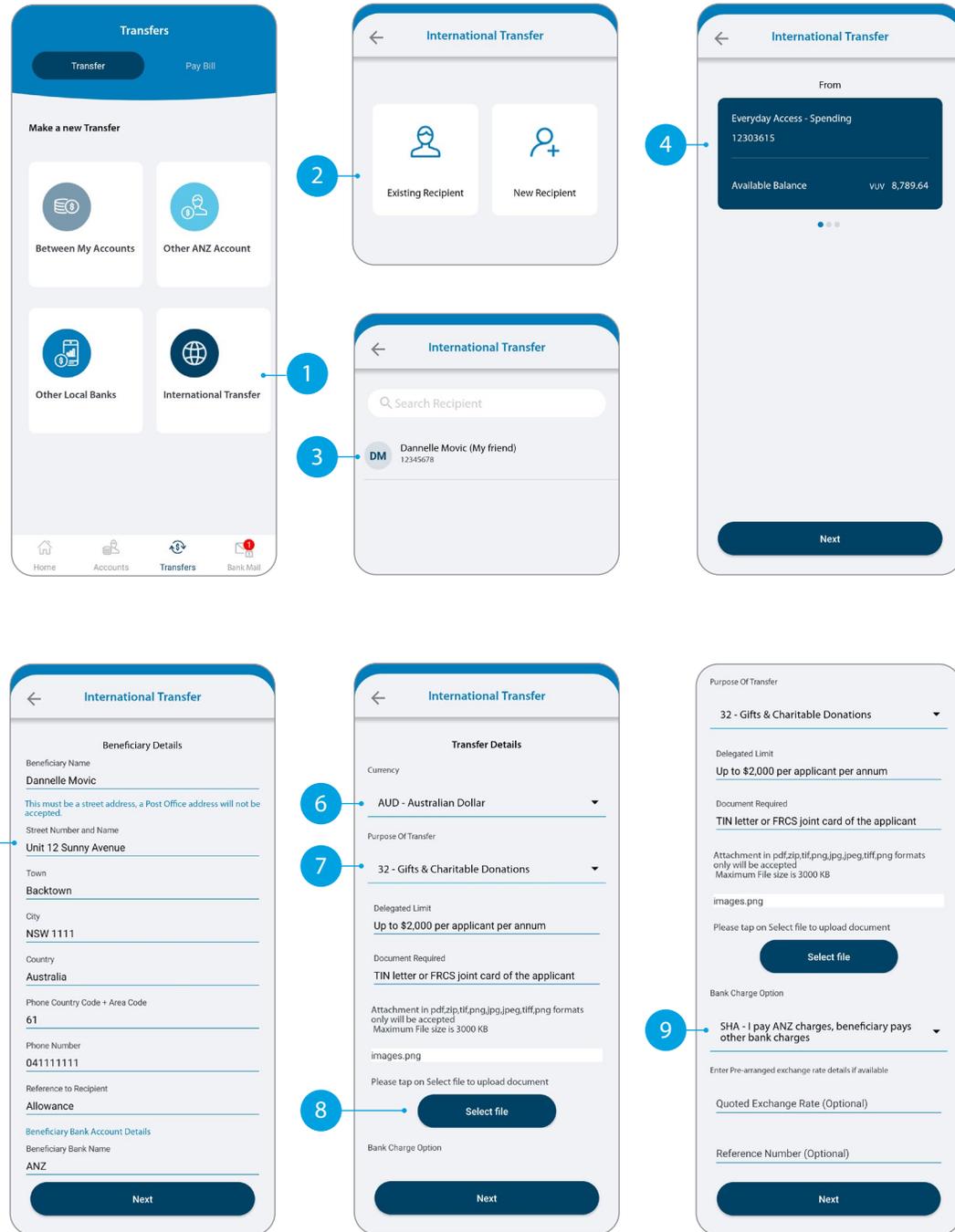
- 1 Tap **Other Local Banks**.
- 2 Tap **Existing Recipient**.
- 3 Tap on the **Recipient** you want to pay.
- 4 Select which **Account** you want to pay from.
- 5 Enter the **Details** that will show on your recipient's statement, i.e. reference and particulars.
- 6 Enter the **Amount** you want to 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

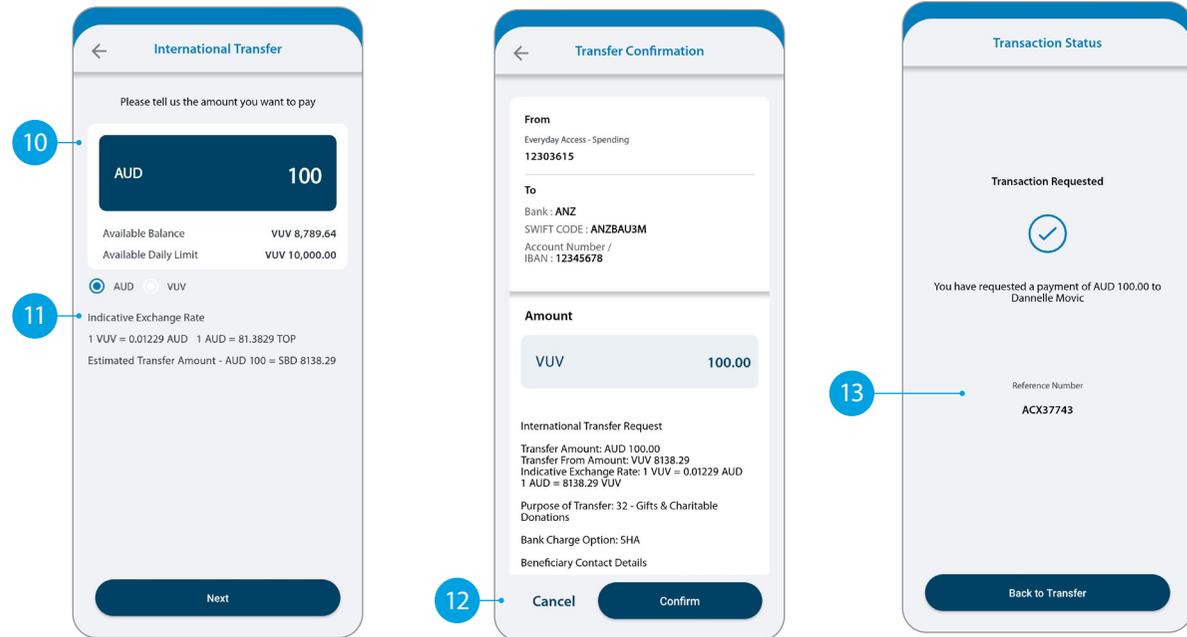
- 1 Tap **International Transfer**.
- 2 Tap **Existing Recipient**.
- 3 Tap on the **Recipient** you want to pay.
- 4 Select which **Account** you want to pay from.
- 5 Your saved payment details will automatically load.
- 6 Select the **Currency** in which you want to transfer.
- 7 Select the **Purpose 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.



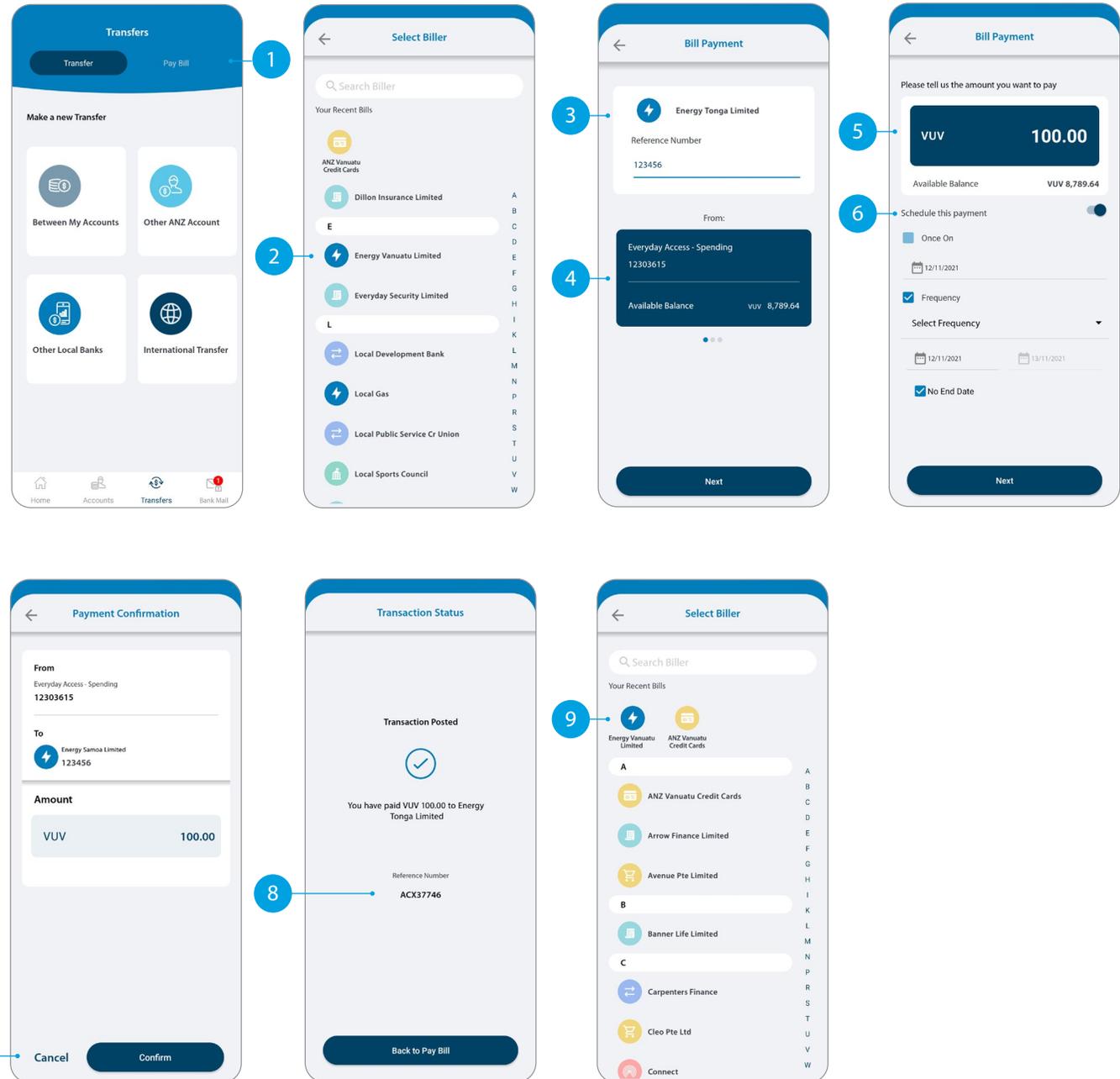
# INTERNATIONAL TRANSFER

- 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.



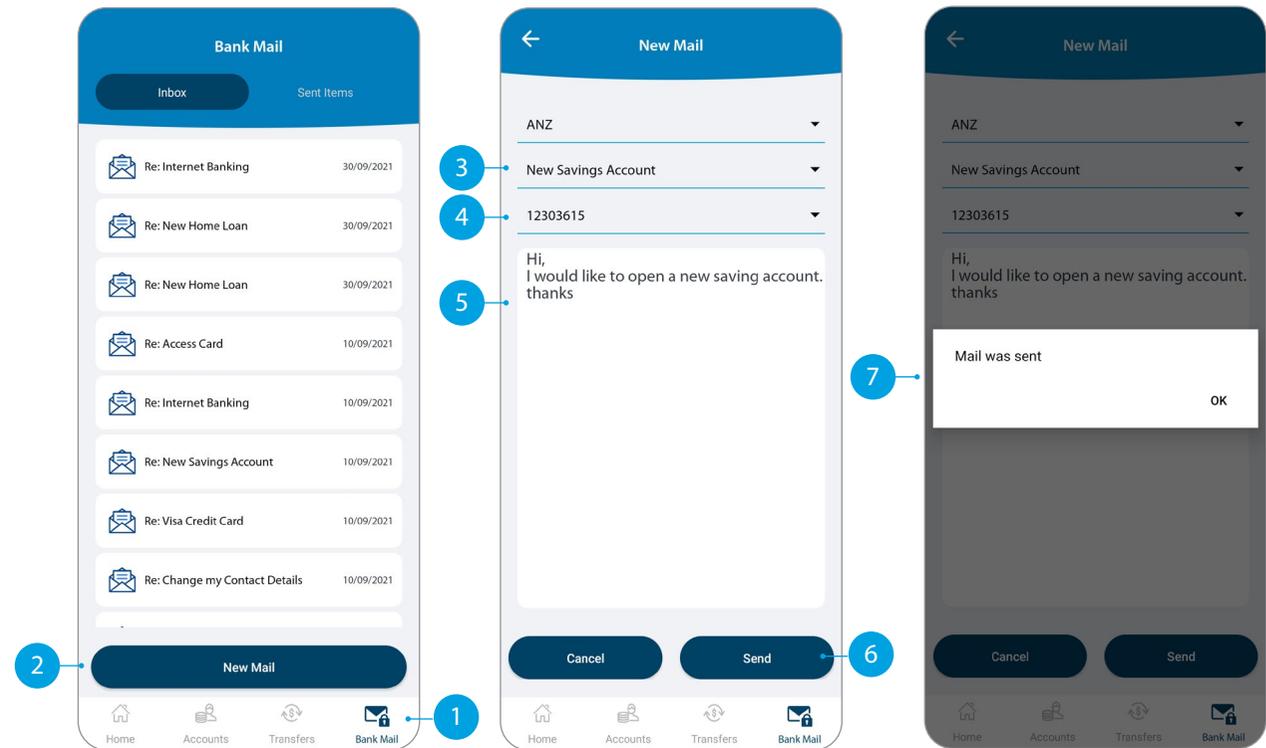
# PAY BILL

- 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

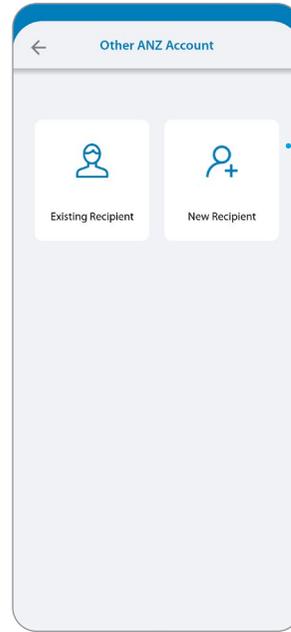
- 1 Select **Bank Mail**.
- 2 Select **New Mail** to send a message.
- 3 Select your query type from the options provided.
- 4 Select the **Account Number** the query refers to (this field is not mandatory).
- 5 Type your message here.
- 6 Click **Send** to send message.
- 7 Message sent window to appear.



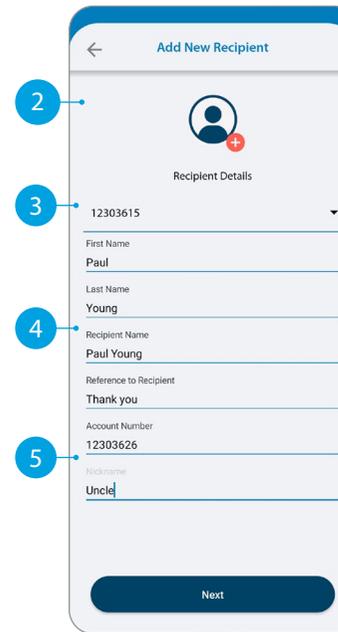
# CREATING A NEW RECIPIENT

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.

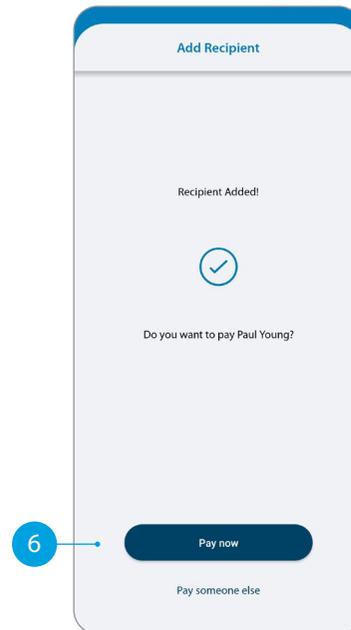
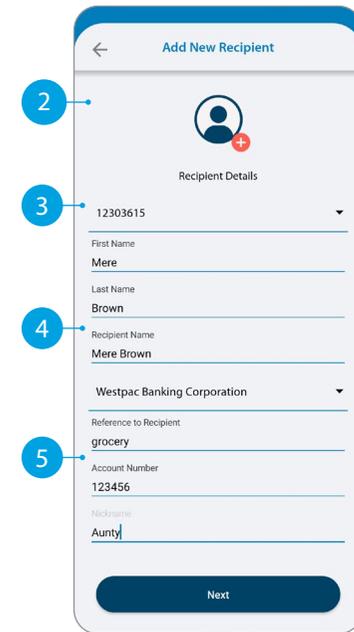
- 1 Tap **New Recipients** in the **Transfer** type you want to pay.
- 2 Tap here to add a photo of your **Recipient**.
- 3 Select which **Account** you want to pay from. This account will automatically be chosen the next time you make a payment to this Recipient.
- 4 Enter all recipient's payment details 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.



This is for ANZ to other ANZ transfers

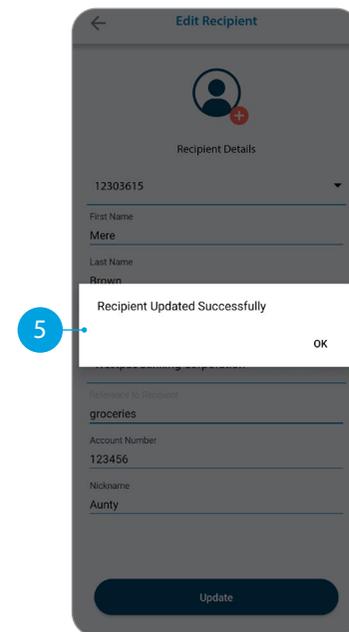
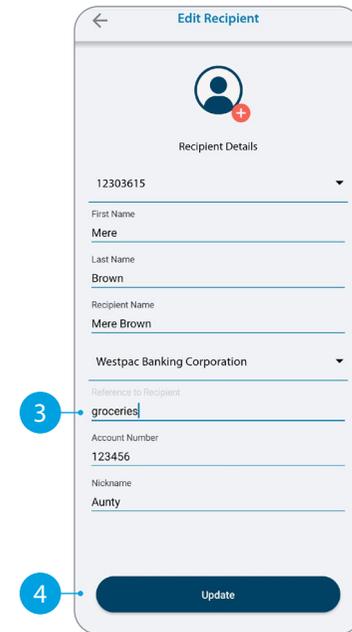
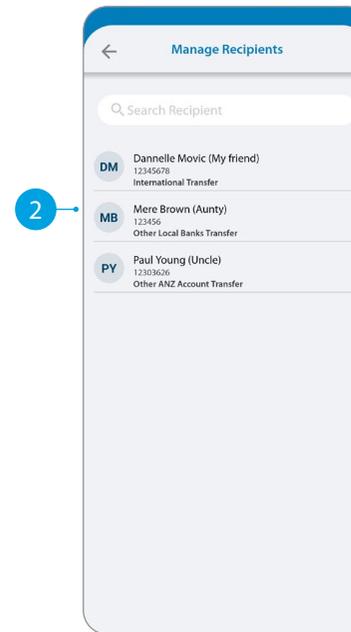
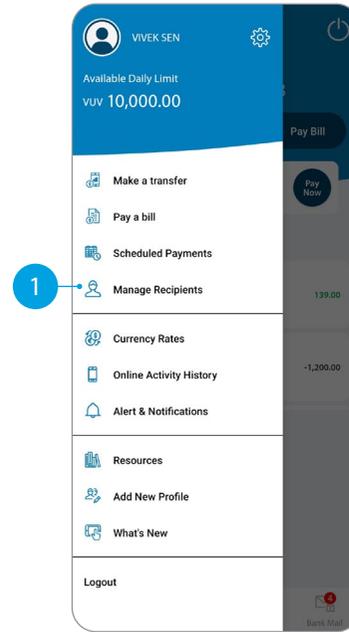


This is for other banks



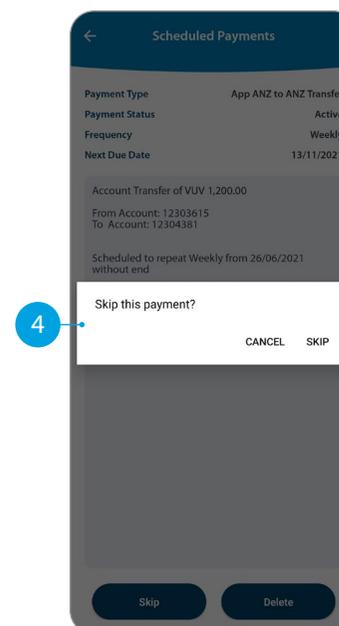
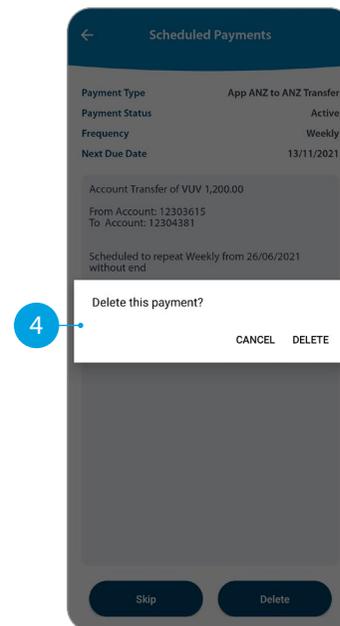
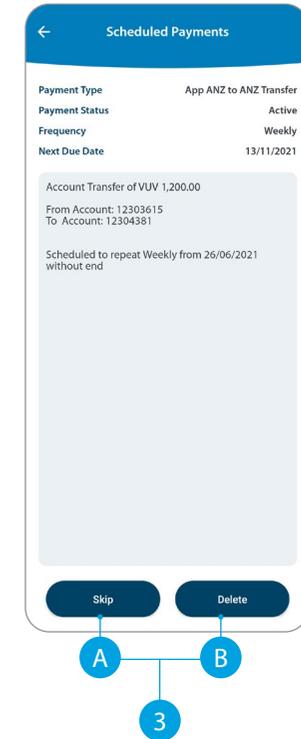
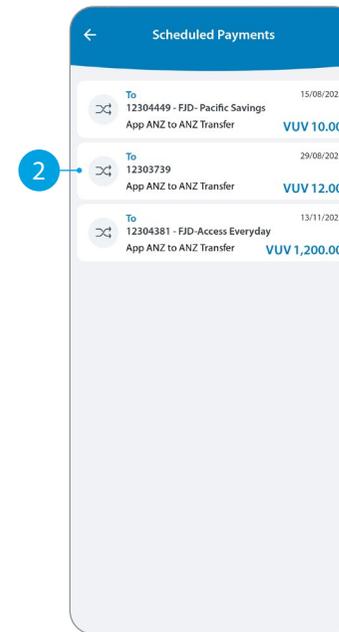
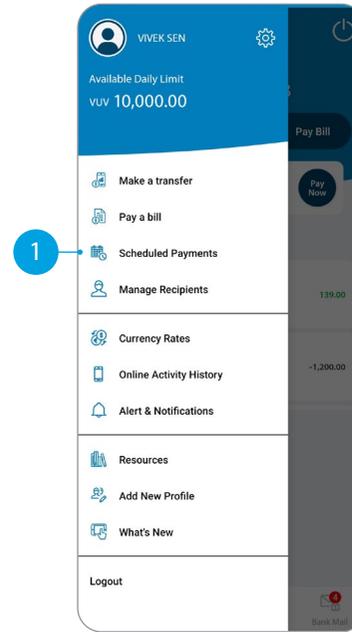
# UPDATING YOUR RECIPIENTS

- 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.



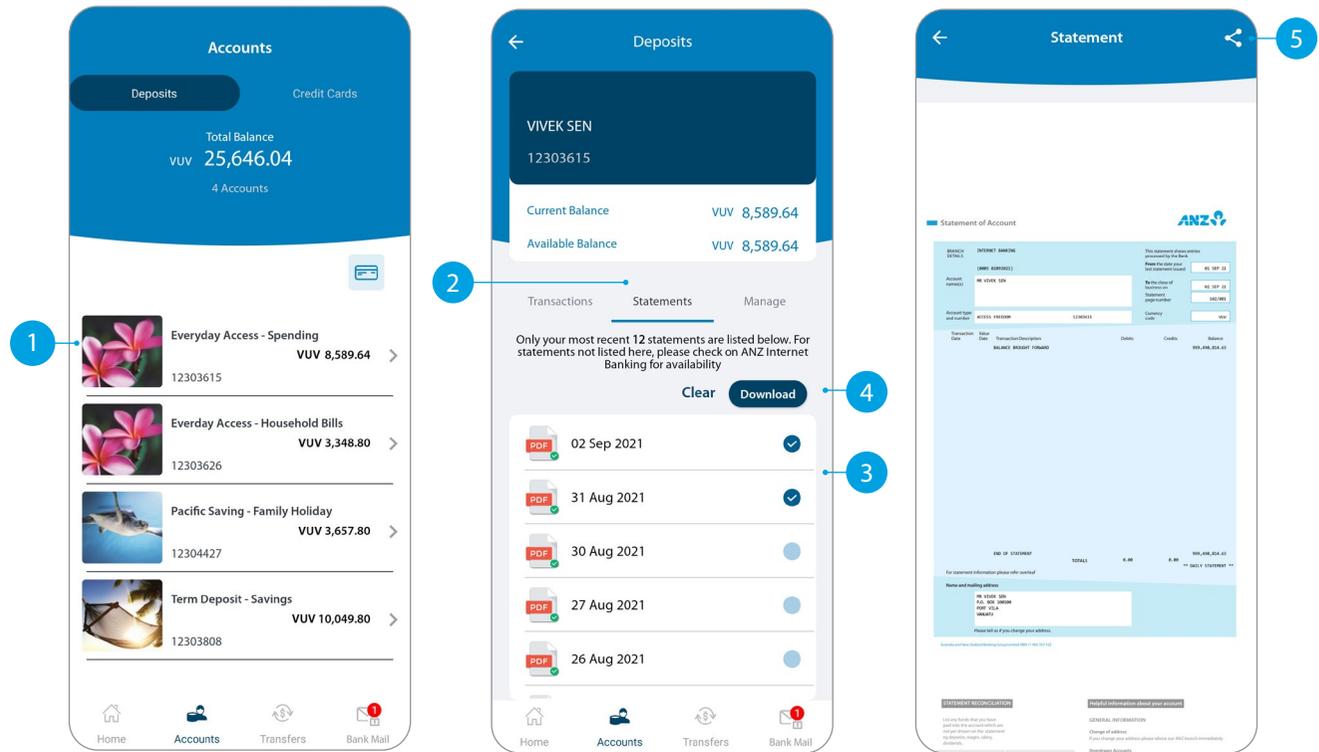
# VIEW AND AMEND SCHEDULED PAYMENTS

- 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.

