

Table of Contents

- 1. How do I set up SMS Alerts (TEXTME!)? 2
- 2. The Beyond Bank application form is asking me to provide a Verification Passcode. What is this? And why do I have to provide one? 2
- 3. The Beyond Bank application form is asking me to provide an Internet Banking passcode. What is this? And why do I have to provide one? 2
- 4. When contacting Beyond Banks Customer Relationship Centre what will I need to provide?..... 3
- 5. What identification do I need to take to a Beyond Bank branch? 3
- 6. My card does not have the correct name or title on it, can I have this corrected? 3
- 7. When will my payroll be credited to the new Beyond Bank card? 3
- 8. I do not have a computer, and do not live near a branch, how can I complete the identification requirements on my form? 3
- 9. I do not want the Paywave facility on my card, can I have a card without this? 3
- 10. I have not received my Salary Packaging and/or Meal Entertainment card? 4
- 11. I have just signed up for Salary Pakaging, what will I need to do to get a Beyond Bank Salary Packaging/Meal entertainment card? 4
- 12. The application form asks me to fill in my employment details but I do not wish to disclose this information. What do I do? 4
- 13. My driver's licence is correct but not verifying? 4
- 14. Do I have to quote my TFN? 4
- 15. I need to change my Salary Sacrificing amounts, where can I do this? 5
- 16. Can I transfer funds from my meal entertainment account to my salary packaging card account? 5
- 17. I wish to close my salary packaging and meal entertainment account and draw/cash the balance left on the accounts. 5
- 18. What happens to the balance on my salary packaging and meal entertainment account if I do not use the money by 31st March? 5
- 19. My address has no Street Number, how can I complete the form when that is a compulsory field? 5
- 20. I was unable to identify myself using Primary ID when completing the application form. What should I do? 5
- 21. I have tried to identify myself using my Foreign Passport and it has failed. What should I do? 6
- 22. My name is incorrect on the Beyond Bank email I received. What should I do? 6

Beyond Bank

A U S T R A L I A

1. How do I set up SMS Alerts (TEXTME!)?

Answer:

A detailed and thorough internet banking guide with screenshots has been developed for members to refer to at their convenience and is available via the [Beyond Bank website](#). You can access the "Internet Banking User Guide" on our [Website](#).

Please note that you will be charged a fee for SMS Alerts. Please refer to the [Fees & Charges](#) Brochure for further information on these charges. You can however set up push notifications for free via the Beyond Bank mobile app.

2. The Beyond Bank application form is asking me to provide a Verification Passcode. What is this? And why do I have to provide one?

Answer:

The verification passcode is something you create. A 4-8 digit non sequential or repetitive numeric passcode is required to perform transactions, or make enquiries over the telephone, on any account of which you are the owner. It is also referred to as 'telephone banking passcode'. It may also be required when performing transactions/queries in a branch where insufficient identification is available.

We recommend you choose a numeric passcode that would be difficult for anyone else to guess.

3. The Beyond Bank application form is asking me to provide an Internet Banking passcode. What is this? And why do I have to provide one?

Answer:

A password 6-16 characters long is required to access your Internet Banking. You can use our internet banking service to review your Salary Packaging and/or Meal Entertainment card balances and transaction history. We recommend you choose a password that would be difficult for anyone else to guess. A good idea is to use a combination of uppercase and lowercase letters, symbols and numbers.

To enhance security, we have enabled certain sections of the internet banking site to require a second level of authentication. Please ensure when you first log into Internet Banking you register for secure SMS. This requires you to enter your mobile number to receive a secure text message with a unique code. The code must be entered into the space provided on the Internet Banking home page (there is no charge for the text with the unique code).

Please note for security reasons the code on the SMS will only be valid for 60 seconds, so have your mobile phone in hand prior to requesting it.

4. *When contacting Beyond Banks Customer Relationship Centre what will I need to provide?*

Answer:

A membership number and your Verification Passcode you provided on your Beyond Bank application form. Please note Beyond Bank have strict identity verification requirements to protect our members and will not be able to identify you using your Salary Packaging and/or Meal Entertainment card numbers, furthermore you cannot provide your internet banking passcode as a form of identification.

5. *What identification do I need to take to a Beyond Bank branch?*

Answer:

You can use the following forms of identification when visiting a branch:

- Salary Packaging and/or Meal Entertainment card with the back signed or;
- A valid form photo identification and;
- Quote your membership number and Verification Passcode

6. *My card does not have the correct name or title on it, can I have this corrected?*

Answer:

Yes, we can update your details and send a new card. Please call us on 13 25 85 or visit a local Branch.

7. *When will my payroll be credited to the new Beyond Bank card?*

Answer:

Depending on when your pay is processed by your employer and when your salary packaging provider processes the card payments, you may receive the funds overnight or on the following day.

8. *I do not have a computer, and do not live near a branch, how can I complete the identification requirements on my form?*

Answer:

Please contact your salary packaging provider or employer, they can assist you with completing the form.

9. *I do not want the Paywave facility on my card, can I have a card without this?*

Answer:

We can switch the Paywave facility off so that only Credit transactions are available on the card. Please call us on 13 25 85 or visit a local branch.

Beyond Bank

A U S T R A L I A

- 10. *I have not received my Salary Packaging and/or Meal Entertainment card?***

Answer:

Please call us on 13 25 85 or visit a local branch as we may need to update your personal details.

- 11. *I have just signed up for Salary Packaging, what will I need to do to get a Beyond Bank Salary Packaging/Meal entertainment card?***

Answer:

If you have requested for a salary packaging or meal entertainment card, your employer/salary packaging provider will provide you with a link to complete your card application form. If you have not received the email please contact your employer/salary packaging provider.

- 12. *The application form asks me to fill in my employment details but I do not wish to disclose this information. What do I do?***

Answer:

The Anti-Money Laundering Counter Terrorism Financing Act legally requires us to obtain employment details for all accounts created with Beyond Bank Australia. You must disclose this information on the form or you will not be verified.

- 13. *My driver's licence is correct but not verifying?***

Answer:

Choose an alternative identification document OR;

Complete as much details as you can on the application form then click on "save for later" > scroll down and click "save and close". Take note of the saved application reference number (found on top of the form).

Certified copies of your IDs together with a completed 'Certification of Original Documents' form will need to be emailed to salarypackaging@beyondbank.com.au. Please include the saved application reference number in the subject line.

For further information and a copy of this form please call us on 13 25 85 or visit a local Branch.

- 14. *Do I have to quote my Tax File Number (TFN)?***

Answer:

Yes. This can be provided at the time of application or you can contact us at a later date with it.

Beyond Bank

A U S T R A L I A

15. *I need to change my Salary Sacrificing amounts, where can I do this?*

Answer:

All enquiries regarding Salary Packaging arrangements need to be addressed to your employer/salary packaging provider.

16. *Can I transfer funds from my meal entertainment card account to my salary packaging card account?*

Answer:

No. Transactions using Internet Banking or Phone Banking are not allowed on this account, even if the transfer is between your own accounts.

17. *I wish to close my salary packaging and meal entertainment account and draw/cash the balance left on the accounts.*

Answer:

Funds cannot be drawn out. All enquiries regarding card closures need to be addressed to your employer/salary packaging provider.

18. *What happens to the balance on my salary packaging and meal entertainment account if I do not use the money by 31st March?*

Answer:

All enquiries regarding unused balances need to be addressed to your employer/salary packaging provider.

19. *My address has no Street Number, how can I complete the form when that is a compulsory field?*

Answer:

The form will give you the opportunity to manually enter your address. Please enter the street number as 00 and it will be manually verified by us.

20. *I was unable to identify myself using Primary ID when completing the application form. What should I do?*

Answer:

If you were unable to verify yourself using the Primary ID options then you should complete the Supplementary Identification option and upload the required documents.

Beyond Bank

AUSTRALIA

- 21. *I have tried to identify myself using my Foreign Passport and it has failed. What should I do?***

Answer:

Only an Australian Passport is accepted as Primary ID. If you are an Australian Citizen or Permanent Resident and would like to use your foreign passport, you must complete the Supplementary Identification option and upload the required documents.

- 22. *My name is incorrect on the Beyond Bank email I received. What should I do?***

Answer:

Please contact the Beyond Bank Customer Relationship Centre on 13 25 85, or by visiting a Beyond Bank branch to update your personal details. You will be required to provide evidence of the name change for this request to be actioned as per standard procedures.

The documentation required as evidence will vary depending on the reason for the change of name.