

# ways to bank with us



At Qudos Bank we focus on a more rewarding way of banking, giving you a better deal and better service. It's at the heart of everything we do, and you'll experience it each time you bank with us.

So no matter if you're in Australia or when you're overseas, we give you easy options to access your money and apply for our products and services.

## Online Banking.

Our secure Online Banking service means access to your accounts 24 hours a day, seven days a week. Whether you're at home or abroad.

### Once logged in, you can:

- › View and print your current account balances and transaction history
- › Transfer money between your accounts and externally
- › Pay your bills with BPAY
- › Apply for products and services including our high interest online savings accounts, home loans, personal loans, credit cards and Super
- › Register for e-statements to receive your statements electronically
- › Update your personal details

### Keeping you secure within Online Banking

Our QSafe SMS authentication provides extra security, so you'll feel safer banking or shopping online.

This free service works by providing you a 6 digit code via text message to your Australian mobile or landline number. You'll use it when making new transfers or BPAY payments within Online Banking.

For our Members living overseas, we have an alternative solution. Please contact us on 1300 747 747 to find out more.

## Mobile Banking App.

The Qudos Bank app is compatible with both iOS and Android devices, providing a streamlined and easy to use interface.

### Our Qudos Bank app makes it easy to:

- › Login in with either a PIN, your fingerprint or Face ID for some iOS devices
- › Check your account balance and recent transaction history on your account dashboard
- › Set up your own quick balance preference (quick display without logging in)
- › Create, view and edit scheduled payments
- › Manage payees and billers within the app
- › Set up alerts for payWave, ATM withdrawals, Visa and Eftpos use and control how you receive alerts (email, sms)
- › Manage your device and register or de-register your device as needed

### Download our Mobile Banking app!

To download the Qudos Bank Mobile Banking app, please visit the App Store or Google Play and search 'Qudos Bank'.

## Telephone Banking.

Our Telephone Banking service gives you 24 hour access to your accounts from any touch phone at the cost of a local call – regardless of where you are within Australia.

Once you've registered, you can:

- > Check your account balances
- > Make BPAY payments
- > Check transactions made on your accounts
- > Check your loan account balances
- > Obtain details on your interest earned in the last financial year

Our dedicated Telephone Banking line is **1300 360 865**.

Alternatively, access is available via our general enquires line on **1300 747 747**.

## Electronic Payments.

### Direct Debit

You can set up pre-arranged payments on specified dates to billers and merchant businesses from our accounts.

Direct debit arrangements could be used to pay:

- > Utility bills
- > Insurance payments
- > Credit card repayments
- > Loan repayments
- > Charitable donations

To set these up you will need to speak to your biller or merchant business, noting that you may need to quote our BSB 704 865 and your account number.

### Direct Credit

You can take full advantage of our interest rates, by having money directly credited to your interest earning Qudos Bank account. You can easily set up a direct credit for your:

- > Salary
- > Pension/allowance
- > Tax refund

To set up a direct credit, contact the provider of the funds and supply our **BSB 704 865** and your account number.

### Auto Transfers

This service enables you to make a regular payment or transfer to yourself or another person from your savings account.

Auto transfers can be set up to recur (e.g. weekly, fortnightly, monthly or quarterly) for an indefinite or fixed number of payments or transfers.

If you're already a Member and registered for Online Banking, you can set up your own auto transfers online. All you need is the BSB and account number of the recipient.

## Bank@Post.

Yet another channel to access your accounts with Qudos!

We offer our Members banking through Bank@Post because, with 3100 participating offices across the country, you're likely to have one near your home or office.

Bank@Post is a banking service available offered at participating Australia Post offices across Australia.

### Services offered at Bank@Post

- > Withdraw or deposit funds
- > Deposit cheques
- > Pay your bills
- > Access money order services

### How do you use Bank@Post?

You must have your CueCard or Visa Debit Card linked to the savings account that you want to transact on. Simply present your card and tell the Australia Post staff that you would like to make a Bank@Post transaction. Then just swipe your card and enter your PIN to begin.

Please note, cheques deposited as part of a Bank@Post deposit may take up to 10 days to be available.

### Where is my nearest Australia Post Office?

To locate your nearest Bank@Post office visit our website, [qudosbank.com.au](http://qudosbank.com.au) or [auspost.com.au](http://auspost.com.au)

## SMS Alerts.

SMS Alerts allows you to stay in touch with all your accounts via alerts sent to your mobile phone.

You can also send a request via SMS to receive the balance of your accounts or the last three transactions on an account.

### To apply!

To register for SMS Banking, simply log on to Online Banking and select the 'Services' tab, then click on 'SMS Alerts'. Enter your details and the alerts you'd like to receive.

Alerts and requests available	
Direct credit	Get notified instantly when your pay, or any other direct credit gets paid to your account.
Direct debit	Get notified instantly when a direct debit has been made.
Low account balance	Get an instant alert when your balance hits a low amount you've specified.
High account balance	Get an instant alert when your balance hits a high amount you've specified.
Scheduled balance	Set up a regular alert that gives you a balance of your account(s) either daily, weekly, fortnightly, monthly, quarterly, half-yearly or yearly.

Request	Text to 0428 737 737
Balance enquiry	Text *b* for account balances.
Most recent transaction	Text *t* for an instant report of your most recent transaction
Most recent credit transaction	Text *txcr* for an instant report of your most recent credit transaction
Most recent debit transaction	Text *txdr* for instant report of your most recent debit transaction
Interest earned/paid	Text *i* for an instant report of your interest earned/paid.

A fee of 25c applies for each SMS Banking message sent to your mobile phone in addition to any fee charged by your provider for sending text requests.

Please note: SMS scheduled Alerts are only available between 6am and 6pm. Qudos SMS Banking is available in countries with the GSM network and can only be registered to Australian mobile phone numbers. Please refer to the Terms and Conditions for more information.

## BPAY.

BPAY is the faster, more efficient way to pay your bills. And with over 14,000 billers available, it's also the most convenient as you can pay your bills in one go!

Plus, with our Online Banking and Telephone Banking services you can schedule payments for a later date and forget about them. BPAY also lets you choose which account you pay from – savings, QSaver or credit card. (Note: not all billers accept payment via credit card).

### How to pay with BPAY

Simply follow the below steps:

1. Log on to Online Banking or Telephone Banking
2. Select the BPAY tab on the menu bar of Online Banking and follow the simple instructions
3. Look for the distinctive BPAY logo on your bills
4. Enter in your Biller Code and Reference Number
5. Wait for and record your receipt number

## Visa Debit Card.

You can use your Visa Debit Card just like a credit card; only you're using your own savings.

### Features and benefits:

- > \$0 annual fee
- > Use it to make purchases online or over the phone, using your own savings
- > No credit application necessary
- > PayWave – no need to swipe or enter your PIN for purchases under \$100
- > Access to Visa Entertainment
- > Access to your accounts via ATM and EFTPOS terminals anywhere in the world where the Visa logo is displayed
- > ORION 24/7 card monitoring services added protection for your Visa card

A Visa Debit Card is available to cardholders over 16 years of age, and is not available on company or other non-personal accounts. Please contact us for a range of other options.

Please ensure your contact details are up to date – such as your mobile number and email address, so we can contact you in the event of anything suspicious on your accounts.

## CueCard.

A CueCard gives you 24 hours a day access to your saving accounts through any ATM or EFTPOS terminals located within Australia.

### Features and benefits:

- > \$0 annual fee
- > Access to your accounts via ATM and EFTPOS terminals within Australia.
- > Available for Members 12 years+
- > Access your own funds

## Visit us at a branch.

Drop into your nearest branch to do your banking, from applying for a loan; right through to booking a meeting with a Financial Planner.

### Sydney City

Mezzanine Level, 5 Hunter Street  
Sydney NSW 2000  
8.30am to 4.30pm, Mon – Fri

### Miranda, Sydney

553 The Kingsway  
Miranda NSW 2228  
8.30am to 4.30pm, Mon – Fri  
8.30am to 12.30pm, Sat

### Sydney Qantas Jet Base

Ground Floor, Administration Building 2  
Kingsford-Smith Airport Mascot NSW 2020  
8.30am to 4.30pm, Mon – Wed  
(Secure access only by Qantas Staff)

### Sydney Qantas Campus

Retail 5, Wing C, Qantas Campus  
10 Bourke Road  
Mascot NSW 2020  
8.30am to 4.30pm, Mon - Fri

### Sydney Domestic Terminal

Shop 85, Qantas Sydney Domestic  
Terminal (T3)  
Mascot NSW 2020  
7.30am to 5.30pm, Mon - Fri

### Sydney Qantas Freight Terminal

Ground Floor, Qantas Freight Terminal  
Link Road  
Mascot NSW 2020  
10.30am - 2.30pm, Tue -Thur  
(Secure access only by Qantas Staff)

### Niddrie, Melbourne

397 Keilor Rd  
Niddrie VIC 3042  
8.30am to 4.30pm, Mon – Fri

### Ascot, Brisbane

160 Racecourse Rd  
Ascot QLD 4007  
9.00am to 5.00pm, Mon – Fri

### Redcliffe, Perth

Level 1, CASA Building 2  
130 Fauntleroy Avenue  
Redcliffe WA 6104  
8.30am, to 4.30pm, Mon - Fri

For more information or to apply:

 Call us on 1300 747 747

 Visit [quodosbank.com.au](https://quodosbank.com.au)

 Drop into your nearest branch

**1300 747 747 | [quodosbank.com.au](https://quodosbank.com.au)**