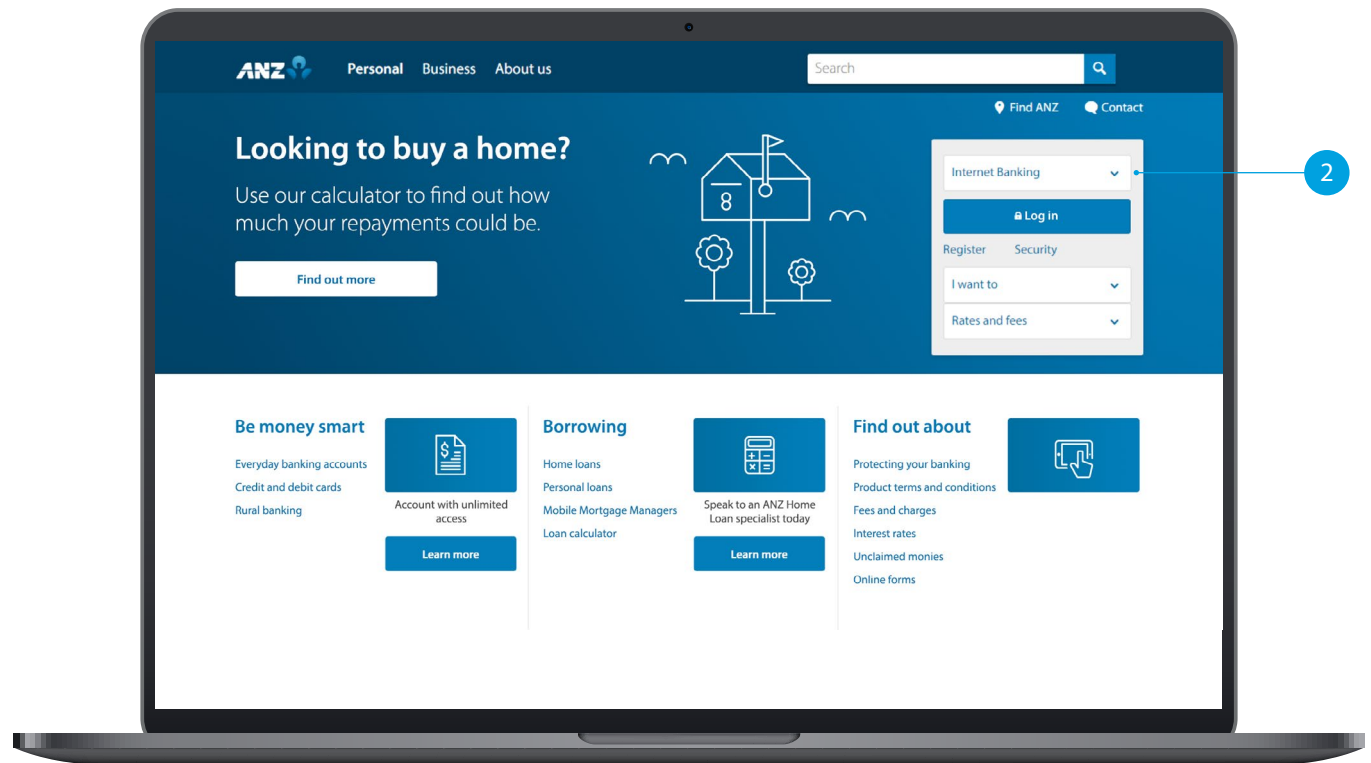


THE ANZ INTERNET BANKING GUIDE

HOW TO LOG IN

- 1 Go to anz.com/samoa
- 2 Select **Internet Banking** from right-hand side and click **Log in**.
- 3 Enter your **User ID** and **Password**, click **Log in**.



If you ever get stuck or need extra help, we're only a phone call away on +685 69999, 8.00am - 5.00pm, Monday to Friday.

Eligibility criteria, terms and conditions apply to ANZ Internet Banking. See our ANZ Internet Banking Terms and Conditions at anz.com/samoa for more information.

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

3

User ID

Password

[Not yet Registered?](#)

[Forgotten your password?](#)



SITE KEY AND SECURITY QUESTIONS

Site key

Once you have successfully logged in, your site key will be displayed.

1A Check the picture and the phrase is the **same** as how you have personalised it in your initial set up.

1B Click **Accept**.

Security questions

2A Provide the answers to your security questions.


2B Click **Accept**.

ANZ Samoa Site Key & Phrase Help | FAQ | Contact Us

If your Site Key and Your Phrase displayed below does not match what you set up, please do not proceed - press "Cancel" and close your Internet Browser. Then contact us immediately by calling the ANZ Support Centre so that we can investigate the cause. If it is a Phishing attempt, we will contact the relevant authorities.

Accept Cancel

Your Site Key



If your Site Key and Your Phrase displayed matches what you set up, please press "Accept" to continue with Security Questions.

Your Phrase

Team

ANZ Samoa Security Questions Help | FAQ | Contact Us

To provide you with an extra level of security, you'll need to choose 5 security questions and provide an answer for each question. You'll be prompted to answer one or more of these questions each time you sign on to Internet Banking.

Your answers are case sensitive and can only be a maximum length of 20 characters.

Security Question	Answer
In which province were you born?	<input type="text"/>
What is the name of the street where you grew up?	<input type="text"/>

Tick this box to show typed answer, untick to edit answer

Accept Cancel

HOMEPAGE

- 1 Enquiries.** Click here to view transactions, internet banking activities, account details, upcoming payments and foreign exchange rates.
- 2 Funds Transfer.** Click here to move money between accounts, pay a person or bill, set up automatic payments, do international transfers and view your saved templates.
- 3 Requests.** Click here to open a new term deposit or request a new cheque book.
- 4 Communication.** Send and receive confidential account information about your banking needs, by sending us a message.
- 5 My Profile.** Click here to change your password or security questions or to customise your account names.
- 6 Log Out** when you are finished. Don't worry if you forget, you'll automatically be logged out after a few minutes of inactivity.

The screenshot shows the ANZ Samoa online banking interface. At the top, there is a navigation bar with the ANZ logo and 'Samoa' on the left, and menu items: Enquiries (1), Funds Transfer (2), Requests (3), Communication (4), and My Profile (5). Below the navigation bar is a sub-header 'Account Balances' with links for Messages, Contact Us, Print, Help, and Log Out (6). The main content area is titled 'Enquiries' and includes a list of links: Account Balances, Internet Requests, Internet Activity History, Foreign Currency Rates, Scheduled Payments, and Credit Cards. Below this is a 'My Favourites' section with 'No Items'. The central part of the page displays a table of account balances with the following data:

Account Number	Account Name	Currency	Balance	WST Equivalent
▶ 12302419	WST-Access Premium	WST	3,784.00	3,784.00
12302420	WST-Access Premium	WST	5,200.00	5,200.00
Consolidated Balance			WST	8,984.00

Instructions above the table state: 'To view Transaction History and Account Details, double click on the account below, or highlight the account and select Details:'. There are 'Details' and 'Print' buttons to the right of the table.

ANZ TO ANZ TRANSFER

This function allows you to transfer money between your own accounts and pay someone within ANZ (Pay to other ANZ Accounts).

- 1 Select **Funds Transfer**.
- 2 Select **ANZ to ANZ transfer**.
- 3 Select which **Account** you want to transfer **from**.
- 4 Select **My Accounts** if you want to transfer to your linked accounts, then select the **Account** you want to transfer **to**.

OR

- 5 Select **Other ANZ Accounts** if transferring to any other ANZ accounts and enter the **Account Number**.
- 6 Enter the **Transfer Amount**.
- 7 Enter the **Details** that will show on your statement and theirs (i.e. reference and particulars).
- 8 Select **Submit**.
- 9 **Review** the payment including who you're paying and how much you're paying them.
- 10 If everything looks correct, select **Confirm**.
- 11 A **Transaction Number** is given for your reference.

The screenshot shows the 'ANZ to ANZ Transfer' form. Callout 1 points to the 'Funds Transfer' menu item. Callout 2 points to the 'ANZ to ANZ Transfer' option in the left sidebar. Callout 3 points to the 'From Account' dropdown menu. Callout 4 points to the 'To Account' radio button for 'My Accounts'. Callout 5 points to the 'Other ANZ Accounts (Enter Account Number)' radio button. Callout 6 points to the 'Transfer Amount' input field. Callout 7 points to the 'Notes for Recipient' input field. Callout 8 points to the 'Submit' button.

The screenshot shows the 'ANZ to ANZ Transfer - Review Transfer' form. Callout 9 points to the 'Review Transfer' title. Callout 10 points to the 'Confirm' button. The form displays the details entered in the previous step, including the 'From Account', 'To Account', 'Transfer Amount', and 'Notes for Recipient'.

The screenshot shows a box titled 'Your Reference' containing the text: 'Transaction Posted' and 'Transaction Number ADC00612'. Callout 11 points to the transaction number.

BILL PAYMENT

- 1 Select **Funds Transfer**.
- 2 Select **Bill Payment**.
- 3 Select which **Account** you want to pay **from**.
- 4 Select the **Biller Name** you want to pay **to**.
- 5 Enter the **Details** that will show on your statement and theirs (i.e. reference and particulars).
- 6 Enter the **Amount** you want to pay.
- 7 Select **Submit**.
- 8 **Review** the payment including who you're paying and how much you're paying them.
- 9 If everything looks correct, select **Confirm**.
- 10 A **Transaction Number** is given for your reference.

The screenshot shows the ANZ Bill Payment form. At the top, the 'Funds Transfer' tab is selected. The form includes a sidebar with navigation options like 'ANZ to ANZ Transfer', 'ANZ to Other Bank Transfer', and 'My Favourites'. The main content area has a 'Bill Payment' section with a 'From Account' dropdown set to '12302420 - WST-Access Premium' and an 'Available Balance' of 5,200.00. Below this is the 'Bill Details' section with 'Biller Name' set to 'Water Authority of Samoa' and 'Customer Reference' set to 'KN54338'. The 'Bill Amount' is 75.26. At the bottom right, there are 'Submit' and 'Cancel' buttons.

The screenshot shows the 'Bill Payment - Review' form. It displays the same details as the previous form: 'From Account' (12302420 - WST-Access Premium), 'Available Balance' (5,200.00), 'Biller Name' (Water Authority of Samoa), 'Customer Reference' (KN54338), and 'Bill Amount' (75.26). At the top, there is a message: 'Please check the details you have entered below. Once you have confirmed that all details are correct, and have read the 'Important Information' section below, select Confirm to lodge this transaction for processing.' At the bottom right, there are 'Confirm' and 'Back' buttons.

The screenshot shows a box titled 'Your Reference' containing the text: 'Transaction Posted' and 'Transaction Number ADC00612'.

ANZ TO OTHER BANK TRANSFER

- 1 Select **Funds Transfer**.
- 2 Select **ANZ to Other Bank Transfer**.
- 3 Select which **Account** you want to pay **from**.
- 4 Enter the **Amount** you want to pay.
- 5 Enter the **Details** that will show on **your statement** (i.e. reference and particulars).
- 6 Enter the **Account Name** of the person you're paying.
- 7 Enter the **Account Number** of the person you're paying.
- 8 Select the **Bank Name**.
- 9 Enter the **Details** that will show on **their statement** (i.e. reference and particulars).
- 10 Select **Submit**.
- 11 **Review** the payment including who you're paying and how much you're paying them.
- 12 If everything looks correct, select **Confirm**.
- 13 A **Transaction Number** is given for your reference.

1 Select **Funds Transfer**.

2 Select **ANZ to Other Bank Transfer**.

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

4 Enter the **Amount** you want to pay.

5 Enter the **Details** that will show on **your statement** (i.e. reference and particulars).

6 Enter the **Account Name** of the person you're paying.

7 Enter the **Account Number** of the person you're paying.

8 Select the **Bank Name**.

9 Enter the **Details** that will show on **their statement** (i.e. reference and particulars).

10 Select **Submit**.

11 **Review** the payment including who you're paying and how much you're paying them.

12 If everything looks correct, select **Confirm**.

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

INTERNATIONAL TRANSFER ON INTERNET BANKING

- 1 Select **Funds Transfer**.
- 2 Select **International Transfer Request**.
- 3 Select which **Account** you want to pay **from**.
- 4 Select the **Currency** you want to transfer.
- 5 Select the **Amount** you want to transfer.
- 6 Select the **Purpose of Transfer**.
- 7 Upload the **Document Required** for the purpose of the transfer.
- 8 Select from **Bank Charge Options**.
- 9 Enter the **details of person you want to pay**, such as name, street address, phone contact and message.

Continue to next page for additional instructions.

The screenshot shows the ANZ International Transfer Request form. The form is titled "International Transfer Request" and includes a navigation bar with "Enquiries", "Funds Transfer", "Requests", "Communication", and "My Profile". The "Funds Transfer" section is active, showing a list of options: "ANZ to ANZ Transfer", "Bill Payment", "ANZ to Other Bank Transfer", "International Transfer Request", "Cross Currency Transfer Request", and "My Templates". The "International Transfer Request" option is selected, and the form fields are as follows:

- 1** Funds Transfer: Select **Funds Transfer**.
- 2** International Transfer Request: Select **International Transfer Request**.
- 3** From Account: Select **12302419 - WST-Access Premium**.
- 4** Transfer Currency: Select **WST - Western Samoa Tala**.
- 5** Transfer Amount: Enter **560.00**.
- 6** Purpose of Transfer: Select **32 - Wedding expenses**.
- 7** Documents Required: Upload **flowchart1.pdf**.
- 8** Bank Charge Option: Select **BEN - Beneficiary pays all charges**.
- 9** Beneficiary Bank Account Details:
 - Bank: **Commonwealth Bank of Australia**
 - Swift BIC (if known): **CTBAAU2S**
 - Branch Number (if known): **320**
 - Account Number / IBAN: **7377409**
 - Branch Address: **Para Hills**

At the bottom of the form, there are two callout boxes:

- Please Select -**
 - BEN - Beneficiary pays all charges**
 - OUR - I pay all charges**
 - SHA - I pay ANZ charges, beneficiary pays other bank charges**
- Please Select -**
 - 27 - Education expenses paid direct to education institution**
 - 28 - Education expenses paid direct to Student**
 - 32 - Gifts & Charitable Donations**

INTERNATIONAL TRANSFER ON INTERNET BANKING

- 10 Enter the **Bank Account Details** of the person you want to pay.
- 11 Enter **Intermediary Bank Account Details (Optional)**.
- 12 Enter your **street address and phone contact**.
- 13 **Review** the payment including who you're paying and how much you're paying them.
- 14 If everything looks correct, select **Confirm**.
- 15 A **Transaction Number** is given for your reference.

10 Beneficiary Bank Account Details

Bank *

Swift BIC (if known)

Branch Number (if known)

Account Number / IBAN *

** For Telegraphic Transfers, please note that IBAN (International Bank Account Number) MUST BE ENTERED when transferring to Europe and United Arab Emirates.

Branch Address

Enter pre-arranged exchange rate details for this transfer below.

Quoted Exchange Rate Reference Number

11 Intermediary Bank Account Details (Optional)

Bank

Swift BIC

Branch Number

Account Number

Branch Address

12 Your Contact Details

Home Address *

Country + Area Code	<input type="text" value="679"/>	Phone Number	<input type="text" value="2458756"/>
Preferred Contact No	<input type="text" value="679"/>	Alternative Contact No	<input type="text" value="2698523"/> x

International Transfer Request – Review Request Messages | Contact Us | Print | Help | Log Out

Please check the details you have entered below. Once you have confirmed that all details are correct, and have read the 'Important Information' section below, select Confirm to lodge this request for processing.

14

13 From Account

Available Balance

Transfer Currency

Your Reference

Request Submitted
Transaction Number **ADC00616**

15

SETTING UP A SCHEDULED PAYMENT

After entering details of your payments, you can schedule a payment for the future or make regular automatic payments.

1 Enter the **Date** you want to make a future payment.

OR

2 Select the **Frequency** you want the payments made.

3 Enter the **Date** you want the first payment made.

4 Select when you want the payment made until:

- **No End Date** means this payment will be automatically paid until you change or stop it.
- **End On** means this payment will be automatically paid until the date you've chosen.

5 If everything looks correct, select **Submit**.

6 A **Transaction Number** is given for your reference.

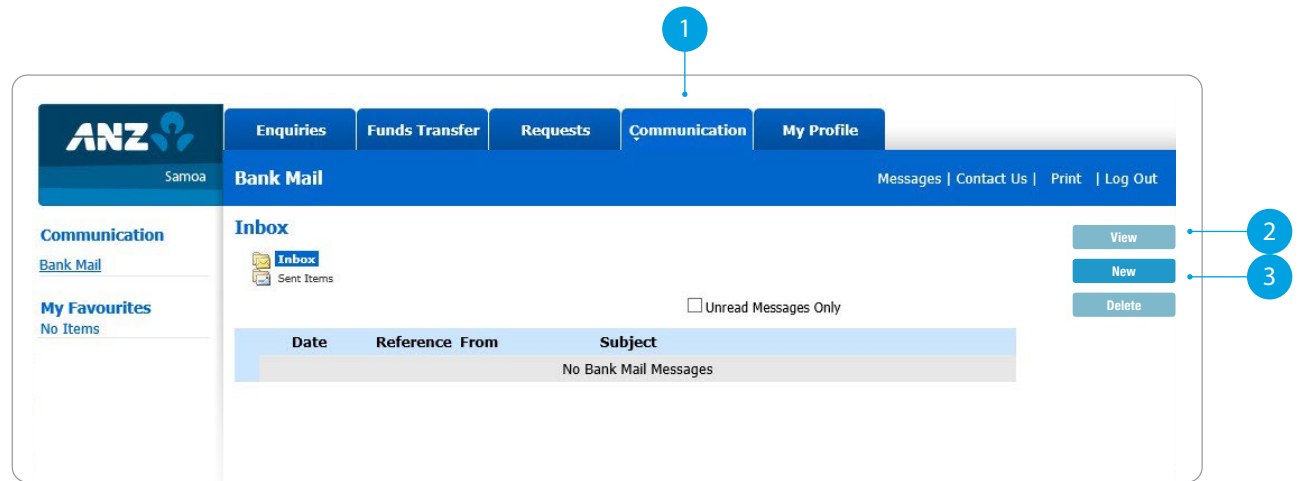
The screenshot shows the ANZ to ANZ Transfer form with the following details:

- From Account:** 12302419 - WST-Access Premium (WST) 3,608.74
- To Account:** Other ANZ Accounts (Enter Account Number) 12302420
- Transfer Amount:** WST 100.00
- Notes for Recipient:** For Mum
- Notes for Myself:** Transfer to Mum
- Transfer:**
 - Now
 - Once On
 - Frequency: Monthly (Start On: 17/09/2020, End On: 08/11/2021)
 - No End Date

Callouts 1-4 point to the From Account, Frequency, Start On, and End On fields respectively. Callout 5 points to the Submit button. Callout 6 points to the Scheduled Transaction Number ADC00615 in the Your Reference box.

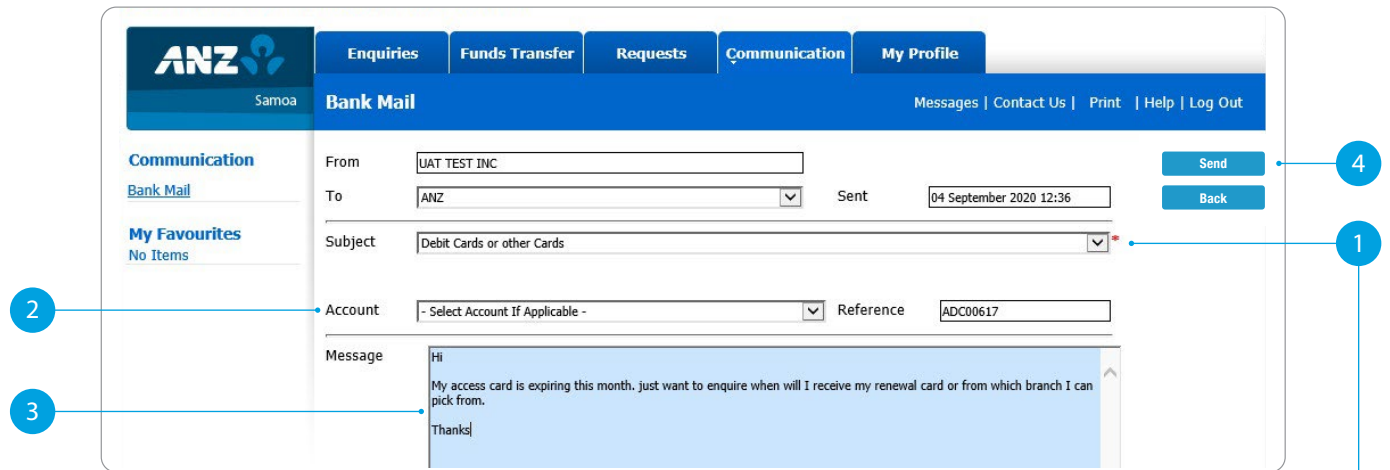
COMMUNICATING WITH ANZ VIA BANK MAIL

- 1 Select **Communication**.
- 2 Select **View** to view messages.
- 3 Select **New** to send a message to ANZ.



SENDING A MESSAGE VIA BANK MAIL

- 1 Select your **query type** from the options provided.
- 2 Select the **Account Number** the query refers to (this field is not mandatory).
- 3 Type your **message** here.
- 4 Click **Send** to send message.



- Please Select -**
- Internet Banking
 - My Accounts
 - Credit Cards
 - Debit Cards or other Cards
 - Lending
 - Contact Details Change
 - Other

CREATING A TEMPLATE

- 1 Select **Template**, after completion of any transaction.
- 2 Enter a meaningful **Name** for the template you want to create.
- 3 Select **Add**.
- 4 A **confirmation window** will appear.

The screenshot shows the ANZ Samoa internet banking interface. The top navigation bar includes 'Enquiries', 'Funds Transfer', 'Requests', 'Communication', and 'My Profile'. The main header is 'Your Reference' with links for 'Messages', 'Contact Us', 'Print', 'Help', and 'Log Out'. The left sidebar lists transaction types under 'Funds Transfer' and 'My Favourites'. The main content area displays 'Transaction Posted' with 'Transaction Number ADC00613'. Below this is a 'Transaction Details' section with a scrollable box containing: 'Bill Payment', 'From Account: 12302419', 'Bill Name: Water Authority of Samoa', 'Customer Reference: KNS4339', 'Payment Amount: WST75.26', and 'Pay Date : 04/09/2020'. On the right side, there are three buttons: 'Back', 'Template', and 'Print'. A blue circle with the number '1' is positioned to the right of the 'Template' button, with a line pointing to it.

The screenshot shows the 'Add Template' page in the ANZ Samoa internet banking interface. The top navigation bar is the same as the previous screenshot. The main header is 'Add Template' with links for 'Messages', 'Contact Us', 'Print', 'Help', and 'Log Out'. The left sidebar is identical. The main content area contains the text: 'Adding this selected transaction to your template list will allow you to pre-populate these details when initiating this type of transaction. We suggest you provide a meaningful template name to more easily identify this template in the future.' Below this is a 'Template Details' section with two input fields: 'Template Name' (containing 'EFL-Homd') and 'Template Type' (containing 'Bill Payment'). To the right of the 'Template Name' field is a 'Last Update' field containing '08 September 2020 12:23'. On the right side, there are two buttons: 'Add' and 'Back'. A blue circle with the number '3' is positioned to the right of the 'Add' button, with a line pointing to it.

The screenshot shows a confirmation window titled 'ANZ Internet Banking Alert'. The main message is 'Your template has been added.' Below the message is a single 'OK' button. A blue circle with the number '4' is positioned below the 'OK' button, with a line pointing to it.

ACCESS STATEMENTS

- 1 Select **Statements**.
- 2 Select **Account** (i.e. Everyday Access).
- 3 Select **Filter by date**.
- 4 Select the **From Date** and **To Date**.
- 5 Click **Search**.
- 6 Select the statement dates you want.
- 7 You can either:
 - **View.** By clicking this, a new browser tab will open with a PDF version of the account statement.
 - **Download.** By clicking this, a PDF version will download and show at the bottom of your screen. To open, click on it and from there you can save a copy, print the document or attach it to an email.

The screenshot shows the ANZ Samoa online banking interface. The navigation bar includes 'Enquiries', 'Funds Transfer', 'Requests', 'Bank Mail', and 'My Profile'. The 'Statements' section is active. The sidebar on the left lists 'Enquiries' (Account Balances, Internet Requests, Internet Activity History, Foreign Currency Rates, Scheduled Payments, Credit Cards, Statements) and 'My Favourites' (No Items). The main content area features a search form with an 'Account' dropdown menu (12303626 - Everyday Access - Household Bills), a checked 'Filter by date' checkbox, and 'From Date' and 'To Date' fields (both set to 09/11/2021). To the right are buttons for 'Search', 'Clear', 'View', and 'Download'. Below the form is a table with columns 'Select' and 'Statement Date' listing dates from 02 Sep 2021 to 16 Aug 2021.

The screenshot shows a calendar widget for November 2021. The date 09 is highlighted in orange. The 'Today' indicator at the bottom shows 09/11/2021.