#### THE ANZ PACIFIC **APP GUIDE**

#### **HOW TO 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.

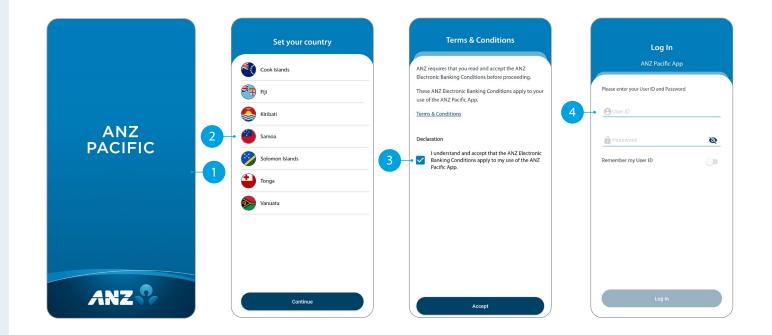
Eligibility criteria, terms and conditions apply to ANZ Pacific App. See our ANZ Pacific App Terms and Conditions at anz.com/samoa for more information.

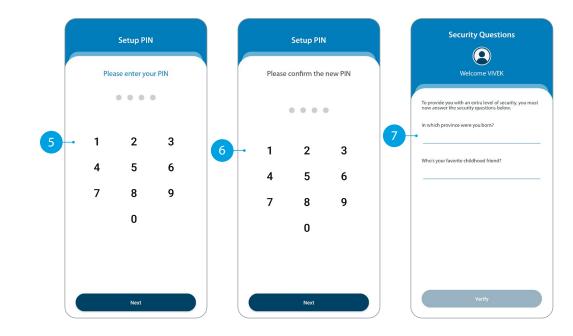
Please note, the account information in this guide is for example purposes only.

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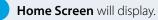
#### SETTING UP ANZ PACIFIC APP

- 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**.

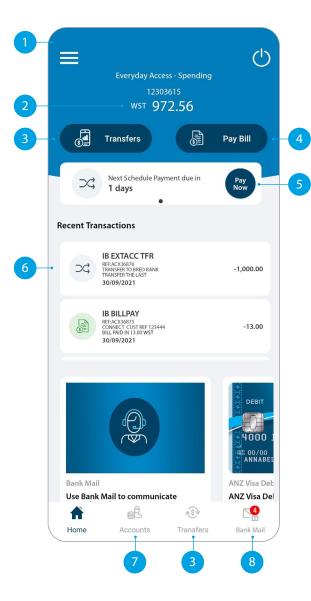


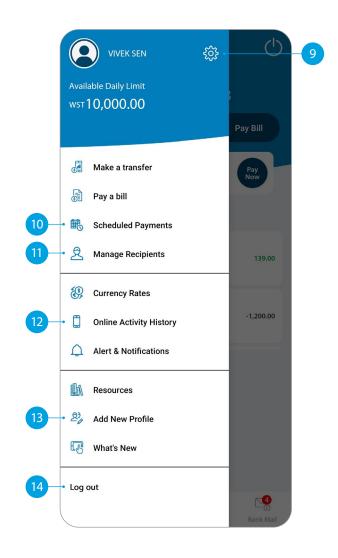


# HOME



- Your primary account balance displayed.
- **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.
- **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.

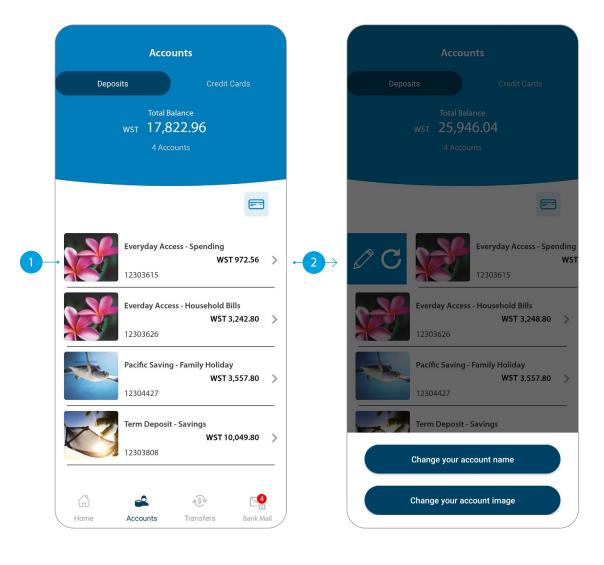




#### ACCOUNTS

**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

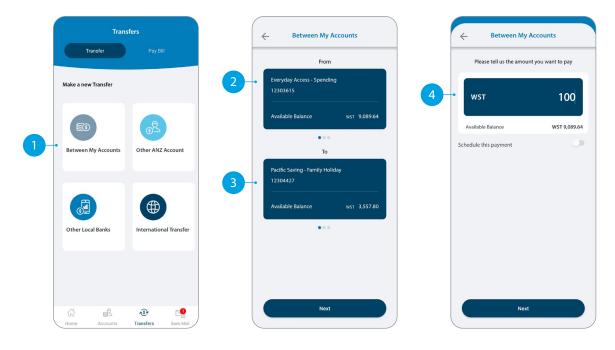
This function is to transfer between your own accounts.

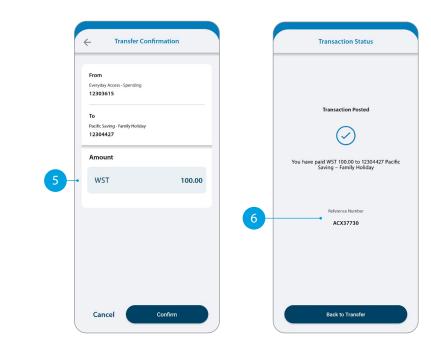
Tap Between My Accounts.

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.

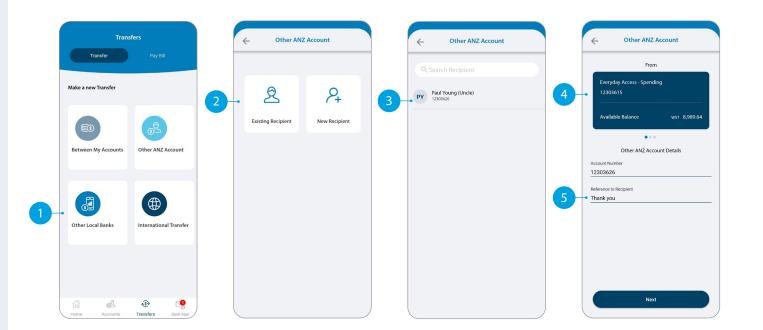


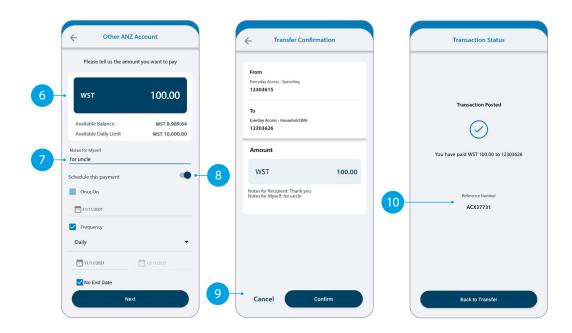


# TRANSFER TO OTHER ANZ ACCOUNTS



- Tap Existing Recipient.
- Tap on the **Recipient** you want to pay.
- <sup>4</sup> 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.



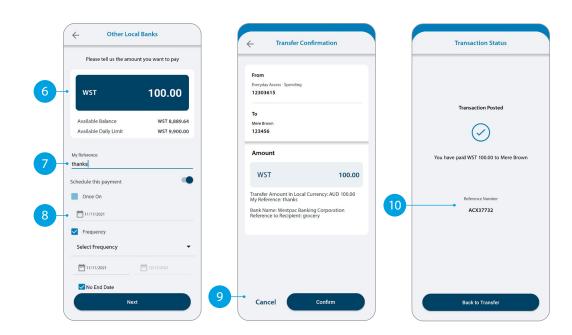


# ANZ TO OTHER BANK TRANSFER

Tap Other Local Banks.

- Tap Existing Recipient.
- 3 Tap on the **Recipient** you want to pay.
- <sup>4</sup> 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.

Transfer	Transfers Pay Bill	← Other	Local Banks	Other Local Banks     Search Recipient	Other Local Banks     From
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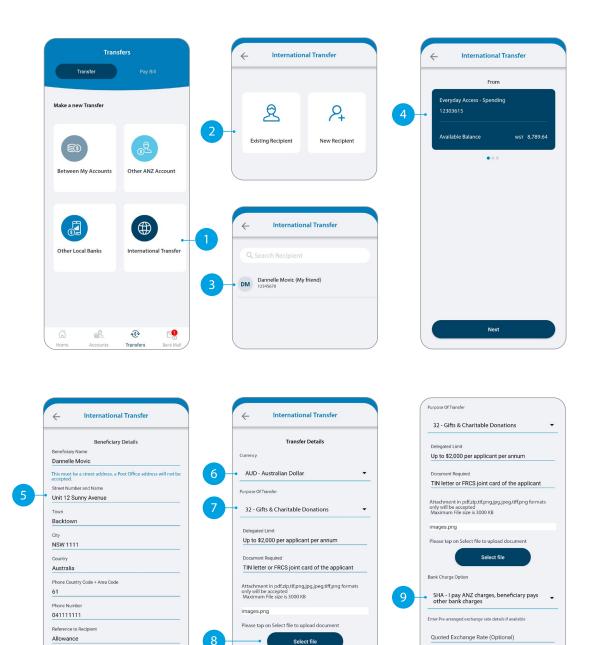


### INTERNATIONAL TRANSFER

Tap International Transfer.

- 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.



Bank Charge Option

Next

Beneficiary Bank Account Details Beneficiary Bank Name

Next

ANZ

Reference Number (Optional)

Next

# **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.

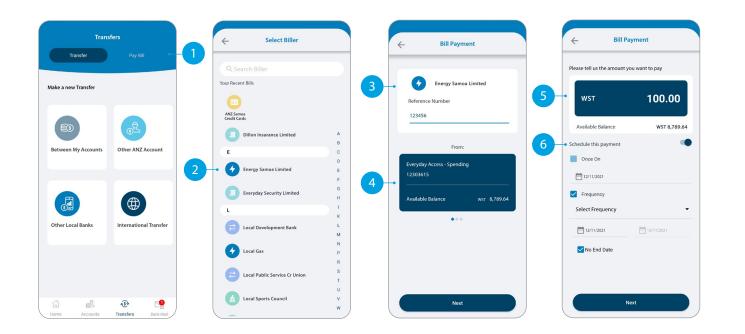
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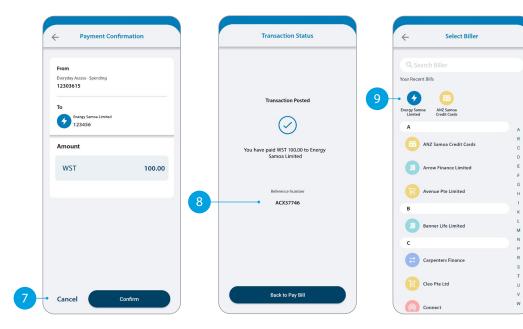
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1 WST = 0.53640 AUD 1 AUD Estimated Transfer Amount - A		wst	100.00	Reference Number
		International Transfer Request Transfer Amount: AUD 100.00 Transfer from Amount: WST 1864 Indicative Exchange Rate: 1 WST = 1 AUD = 1.86427 WST	43	ACX37743
		Purpose of Transfer: 32 - Gifts & Ch Donations	haritable	
		Bank Charge Option: SHA		

#### **PAY BILL**

#### 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.
- 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.

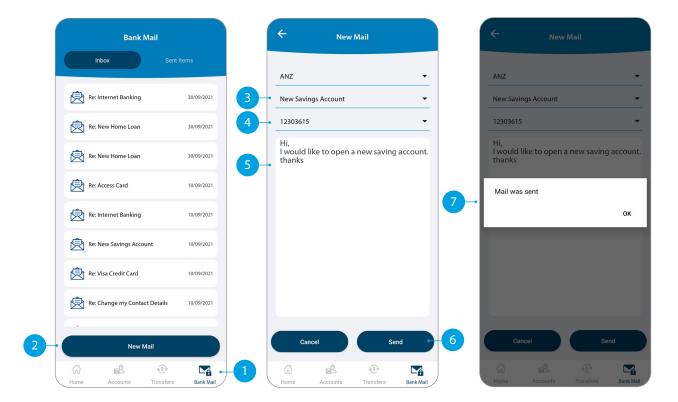




# SENDING A MESSAGE VIA BANK MAIL

#### Select Bank Mail.

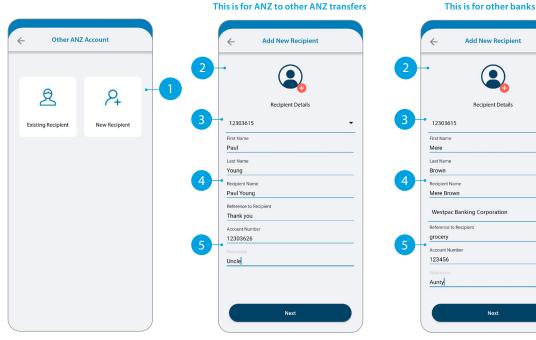
- 2 Select **New Mail** to send a message.
- 3 Select your query type from the options provided.
- 4 Select the **Account Number** the query refers to (this field is not mandatory).
- 5 Type your message here.
- 6 Click **Send** to send message.
- 7 Message sent window to appear.

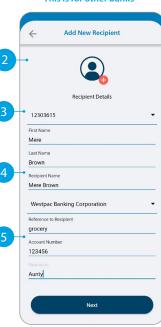


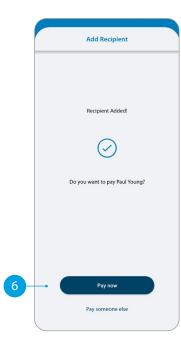
## **CREATING A NEW** RECIPIENT

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.

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







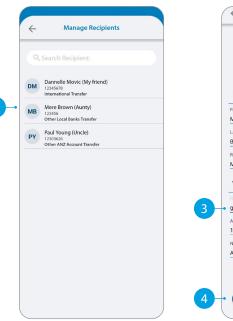
#### ANZ Bank (Samoa) Limited

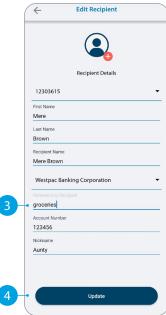
## UPDATING YOUR RECIPIENTS

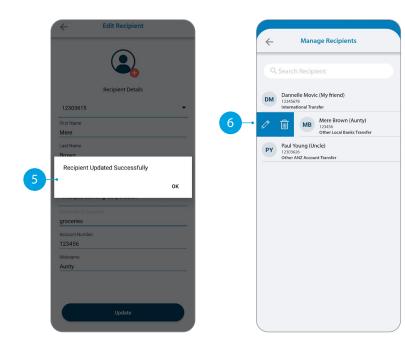
#### Tap Manage Recipients.

- 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.
- If you want to delete the recipient, swipe right on the recipient and tap on the bin icon.





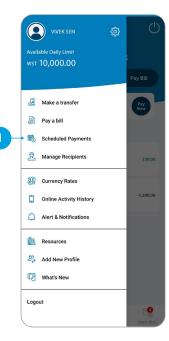


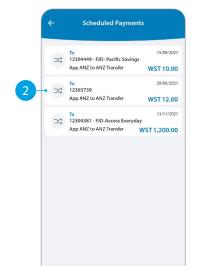


### VIEW AND AMEND SCHEDULED PAYMENTS

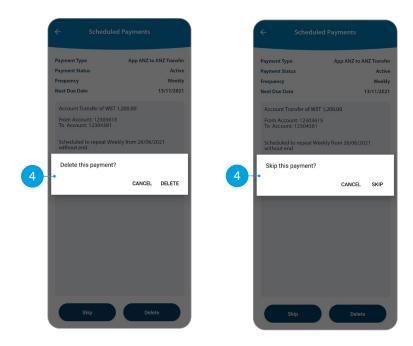
#### 1 Tap Scheduled Payments.

- 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.
- Confirmation window will appear.









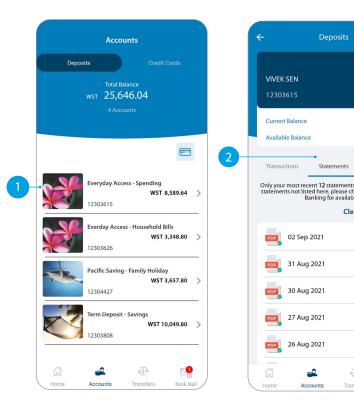
ANZ Bank (Samoa) Limited

# **STATEMENTS**

Tap the account you want.

#### Tap on Statements.

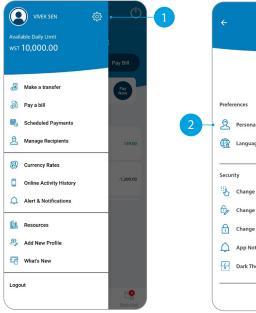
- Select the statements you want.
- 4 Tap **Download**.
- 5 Tap on the share icon to save or send out your statements.



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# CHANGE YOUR PERSONAL DETAILS

- Tap on the **Settings** icon.
- Tap Personal Details.
- 3 Tap the pencil for the details you want to update.
- <sup>4</sup> Enter the changes you want to make.
- 5 Answer the security questions asked.
- 6 Confirmation will appear.







	← Change Postal Address		← Verify Security Question		Change Postal Address
	Address Line 1 PO, BOX 100100		To provide you with an extra level of security, you must now answer the security questions below.		
4	Address Line 2	5	Who's your favorite childhood friend?		
	City/State/Province APIA		In which province were you born?		$\bigcirc$
	Samoa 👻			6	Postal Address Changed Successfully
	Next		Verify		Back to Personal Details