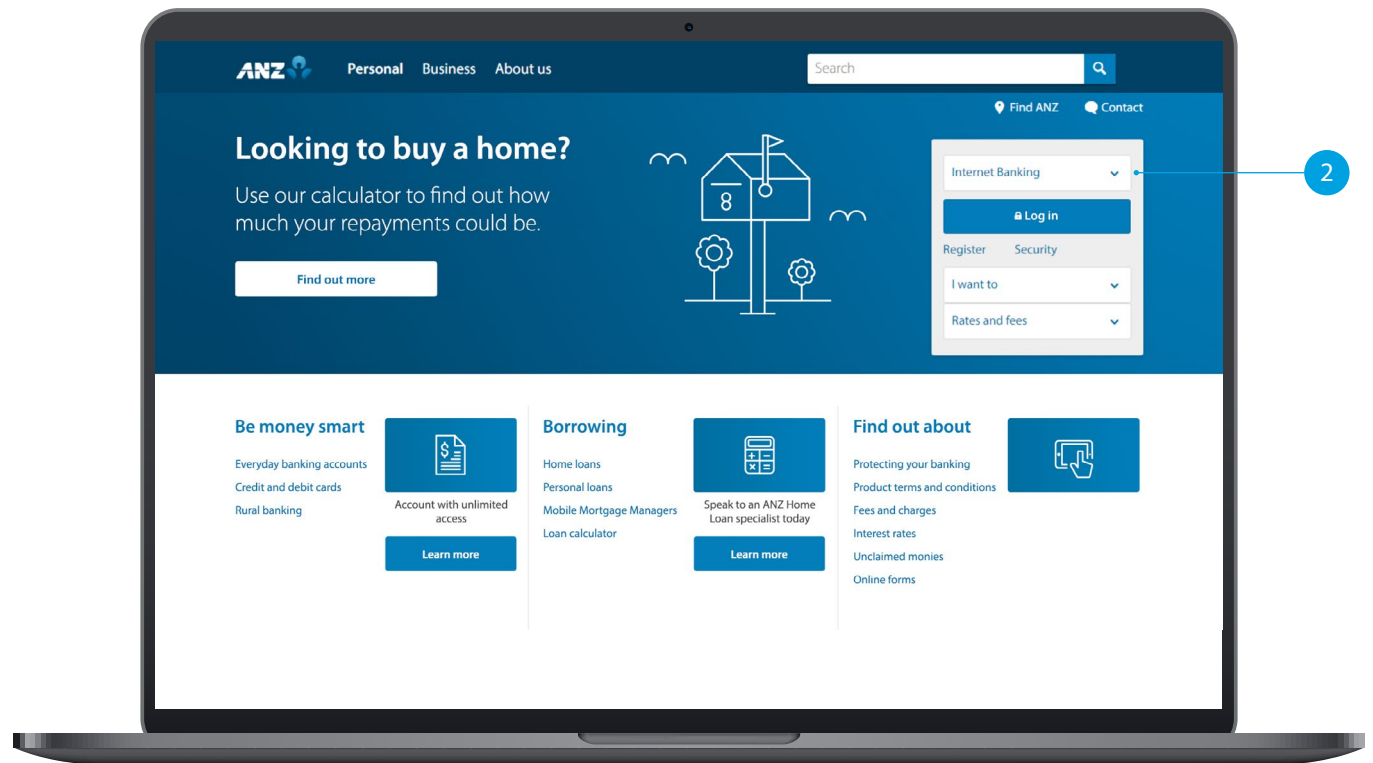# THE ANZ INTERNET BANKING GUIDE

HOW TO LOG IN

1. Go to **anz.com/cookislands**

2. Select **Internet Banking** from right-hand side and click **Log in**.

3. Enter your **User ID** and **Password**, click **Log in**.

1 🔒 anz.com/cookislands ———————————————— 1

2

If you ever get stuck or need extra help, we're only a phone call away on +682 21 750, 9.00am - 4.00pm, Monday to Friday.

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

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

3 ——————————— **User ID** [   ] *   Not yet Registered?
Password [   ] *   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**.

Site Key & Phrase panel

Help | FAQ | Contact Us

Accept — 1B

Cancel

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.

Your Site Key

1A

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

Your Phrase

Team

Security Questions panel

Help | FAQ | Contact Us

Accept — 2B

Cancel

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?	*
What is the name of the street where you grew up?	*

1B

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

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.

| | Enquiries | Funds Transfer | Requests | Communication | My Profile |

ANZ Cook Islands

Account Balances   Messages | Contact Us | Print | Help | Log Out

Enquiries
Account Balances
Internet Requests
Internet Activity History
Foreign Currency Rates
Scheduled Payments
Credit Cards

My Favourites
No Items

To view Transaction History and Account Details, double click on the account below, or highlight the account and select Details:

Details
Print

Account Number	Account Name	Currency	Balance	NZD Equivalent
12302419	NZD-Access Premium	NZD	3,784.00	3,784.00
12302420	NZD-Access Premium	NZD	5,200.00	5,200.00

Consolidated Balance   NZD   8,984.00

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.

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.

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.

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.

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	Commonwealth Bank of Australia *
Swift BIC (if known)	CTBAAU2S
Branch Number (if known)	320
Account Number / IBAN	7377409 *

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

Branch Address	Para Hills

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	Lot 24, Sekoula Road, Laucala Beach Estate *

	Country + Area Code	Phone Number
Preferred Contact No	679	2458756
Alternative Contact No	679	2698523 ✕

13

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.

Confirm   **14**

Back

From Account	12302419 - NZD-Access Premium
Available Balance	NZD 3,608.74
Transfer Currency	NZD - New Zealand Dollar

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.

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.

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.