

**bank  
first**



**Phone Banking is ending**





# Alternative ways to bank

We're here to help  
you transition to a  
new way of banking

**This booklet is designed to  
provide you alternatives for  
Phone Banking services with  
step-by-step guides to help.**

As always, we're committed to working with our  
Members to navigate these changes and find  
solutions that work for you.

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# Phone Banking ends 29 Nov 2024

**Our Phone Banking technology provider is decommissioning the service and we've been unable to find an alternative service provider.**

Regrettably, this means we need to cease this service. We understand this means a big change in the way you bank and we are here to help you transition to a new way of banking.



# Alternative ways to bank

## Are you registered for Internet Banking?

All services available on our Phone Banking are also available on our Internet Banking plus much more.

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### **Here are a few of the things you can do on our Internet Banking:**

- Make transfers between your own accounts
- Make transfers to external accounts
- Check your account balances
- Pay your bills using BPAY or standard transfers
- Change the PIN on your Bank First card
- Update your contact details
- Change your daily transfer limits
- Download your bank statements
- Find info on interest earned or paid in a financial year
- Let us know you're travelling overseas
- Open and manage your Term Deposit



# Registering is easy

## It takes a few minutes to register and get set up for Internet Banking.

1. Head to the Bank First website at [www.bankfirst.com.au](http://www.bankfirst.com.au)
2. Click on the Internet Banking button in the top right corner

A dark blue rounded rectangular button with an orange background and a white padlock icon to the left of the text "Internet Banking".

Internet Banking

3. Hit Register and fill out the form that opens

New to Internet Banking? [Register](#)



# Alternative ways to bank



## Is Internet Banking Safe?

### What we do to keep you safe

As a bank, we have an obligation to keep you and your money safe. We are continually investing in our security processes and practices and improving technology. This includes:

- Stringent password requirements
- Signing you out of Internet Banking after five minutes of no activity
- Encryption technology
- Regular monitoring of transactions
- Locking access to accounts after too many unsuccessful password attempts

We will always do whatever we can to ensure your banking remains safe both online and offline.



## What you can do to keep safe

As a Member, you can also take precautions.

- Keep your login details safe and never share
- We will never ask you for your Internet Banking password
- If you get an unexpected email or SMS, never, ever click on the link or respond
- If you receive an unexpected phone call from us ... always hang up and call back on a listed number which you can find on our website



# Alternative ways to bank



I use Phone Banking to...  
**Pay my bills**

## Don't have Internet Banking?

If you are not registered for Internet Banking, there are a few other ways to pay your bills:

- Contact the supplier you're paying to and organise a different payment method. Many suppliers accept payment by your Visa Debit or Credit Card.
- Australia Post has a bill paying service Post Billpay ([www.postbillpay.com.au](http://www.postbillpay.com.au)) that works similar to BPAY. You can use this service to pay your bill online or in person at any participating Australia Post office or even over the phone.

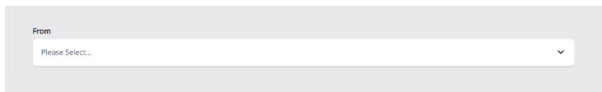
Unfortunately, we are unable to help you BPAY your bills over the phone.



## Have Internet Banking?

If you are registered for Internet Banking:

1. Go to 'Pay' and select 'BPAY'
2. Choose the account to pay from



A screenshot of a 'From' dropdown menu. The text 'From' is positioned above the dropdown. The dropdown itself contains the text 'Please Select...' and a small downward-pointing arrow on the right side.

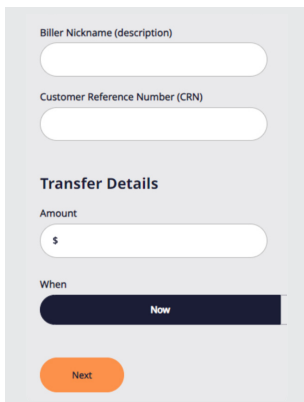
3. Select 'New Biller' in the 'To' section



A screenshot of the 'To' section of a payment interface. The text 'To' is positioned above the input area. The input area contains a search bar with the text 'Please Select...' and a magnifying glass icon. Below the search bar is a button labeled 'Find a Biller'. To the right of the search bar is an orange button labeled 'New Biller' with a plus sign icon.

4. Enter Biller Code, Reference Number, and nickname
5. Enter amount and payment date
6. Click 'Next', review, and 'Submit'

**You're good to go!**



A screenshot of a payment details form. The form is divided into several sections:

- Biller Nickname (description)**: A text input field.
- Customer Reference Number (CRN)**: A text input field.
- Transfer Details**: A section header.
- Amount**: A text input field with a '\$' symbol on the left.
- When**: A dark blue button labeled 'Now'.
- Next**: An orange button at the bottom.



# Alternative ways to bank



I use Phone Banking to...

## Transfer between my accounts

### Don't have Internet Banking?

If you are not registered for Internet Banking, there are a few other ways to transfer between your accounts:

- You can visit us at our branches and we can make the transfer for you.
- Call us on **1300 654 822**, weekdays between 8am - 6pm. Select Option #2.



## Have Internet Banking?

The fastest way to transfer between your Bank First accounts is via Internet Banking or the Bank First App.

On Internet Banking, just follow these steps:

1. Select 'Pay' and then 'Transfer Money'
2. In the 'From' tab, select the account you want to transfer from
3. In the 'To' tab, select which account you would like to transfer to
4. Enter the amount you want to transfer and when you would like the transfer to be made
5. Enter a reference if you would like to label the transfer
6. Hit 'Next'
7. Double check all your details and then hit 'Submit'



# Alternative ways to bank



I use Phone Banking to...  
**Check my balance**

## Have Internet Banking?

If you have Internet Banking, all you need to do is log in to your Internet Banking and all your accounts are listed with their balances on the home screen.

**Need to check your balance on the move?** You can do the same thing on your phone with Internet Banking or the Bank First App so you can check your balance on the go.

## Don't have Internet Banking?

If you are not registered for Internet Banking, you can check your balance using SMS Banking, which is a new service we have introduced that will allow you to check your account balances by simply sending an SMS.

# SMS Banking: Getting started

## How do I register?

Registering is easy. You can register either online or via paper.

- Online registration: Scan this QR code with your phone. This will open up our online form for you to fill out. You can also find the online form on our website at [form.bankfirst.com.au/register-for-sms-banking](http://form.bankfirst.com.au/register-for-sms-banking)
- Paper registration: Fill out the paper form that you can grab from any of our branches and either mail this back to us or hand it in at one of our branches.



Once you are registered you will receive a confirmation via SMS that SMS Banking is activated and ready to go.

## I'm registered. How do I check my balance?

- **Check balance of my default account:** Text the word BAL to **0438 593 732** and we'll send you the balance of your default account (this is normally your S1 or S9).
- **Check balance of a specific account:** Text the word BAL followed by the S-number to **0438 593 732** e.g. BAL S9.
- **Check balance of a joint account or an account you are a signatory of:** Text the word BAL followed by the Member number and S-number of that account to **0438 593 732** e.g. XXXXX S1.



# Alternative ways to bank

## bank first

# Banking anywhere, anytime

## Sometimes you just need to get things done!

We've developed a series of video guides to show you step-by-step how to use Internet Banking and the Bank First App.



- ✓ Download the Bank First App
- ✓ Replace your card
- ✓ Change your password
- ✓ Find your statement
- ✓ Tell us you're travelling overseas
- ✓ Find your 9-digit reference number

# We're here to help

**Let's work together to set you  
up for a better way to bank**

[www.bankfirst.com.au](http://www.bankfirst.com.au)



1300 654 822



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