

Keeping your banking safe

We're passionate about helping you feel safe and secure in your banking.



Here are a few simple functions to help protect your accounts online.

In this guide:

How to view and change your contact details

How to set up biometrics

How to reset your Online Banking or App password or passcode

What if you forget your password?

How we authenticate new payees

View and change your contact details

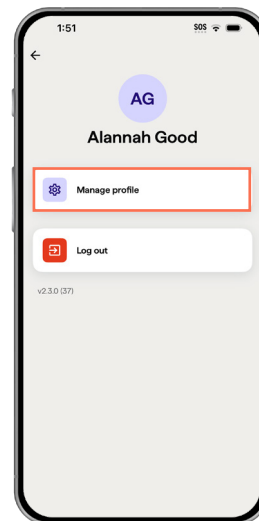
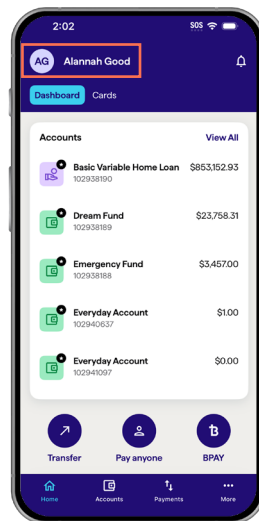
You can update your email address, phone number and postal address in the App or Online Banking in just a few easy steps.

Need to change your name? Fill out a Change of Name form and bring it to your local branch with your original ID documents confirming your name change. If there's no branch near you, please post a copy of the form together with a certified copy of your ID to us:

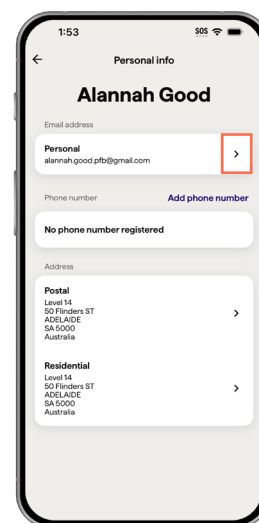
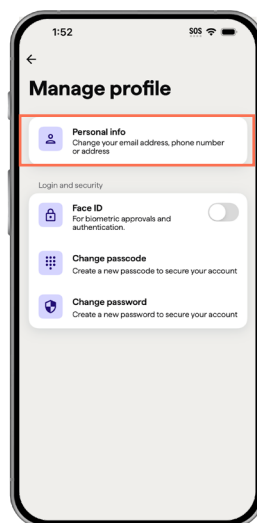
People First Bank
GPO Box 1942
Adelaide SA 5001

People First Bank App

1. Log in to Online Banking and select 'Services' and 'Manage profile'.
2. Select 'Personal info' and select the section you wish to edit (Email, Mobile, or Address).

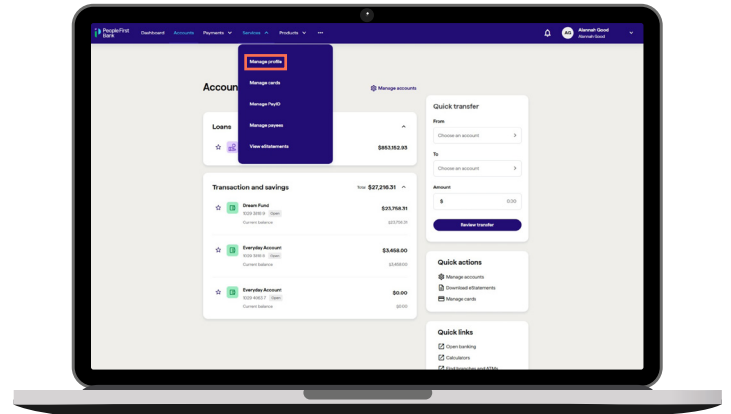


3. Follow the prompts to change your information and select 'Save changes'.

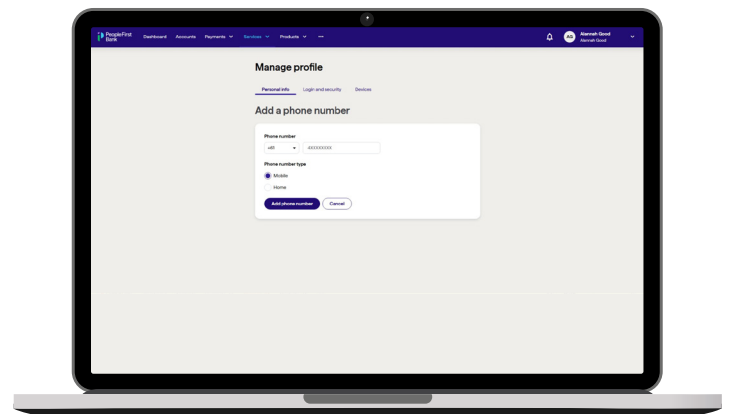


Online Banking

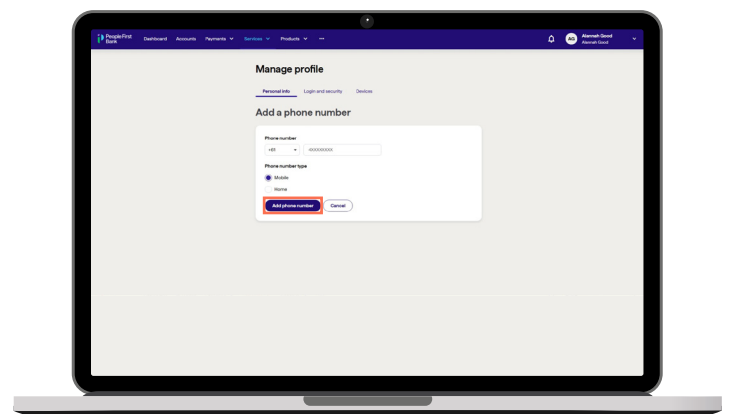
1. Log in to Online Banking and select **'Services'** and **'Manage profile.'**



2. Under **'Personal info'**, select the three dots (...) on the section you wish to change, and select **'Edit'**. Or, to add an extra phone number or address, press the **'Add'** button.



3. Follow the prompts to change or add your information and hit either the **'Confirm'** or **'Add'** button to finalise your change.



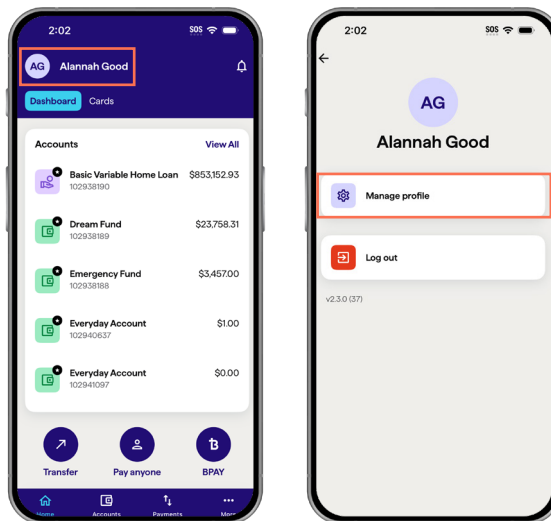
Setting up biometrics

Biometrics are unique identifiers on your device like Face ID or fingerprint. Setting up biometrics on the People First Bank App, adds another layer of security, and is highly recommended.

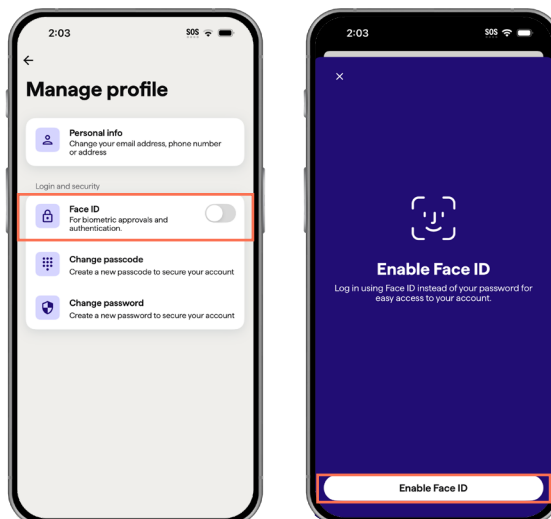
To begin setting up Face ID, make sure your face (and only your face) is registered in your device settings.

People First Bank App

1. Click on your name located on the top left corner of the screen and then 'Manage profile'.



2. Select the Face ID toggle to enable and disable Face ID. (The green toggle means Face ID is enabled, and the grey toggle means Face ID is disabled.) If your device has fingerprint biometrics enabled, this will also appear as an option.

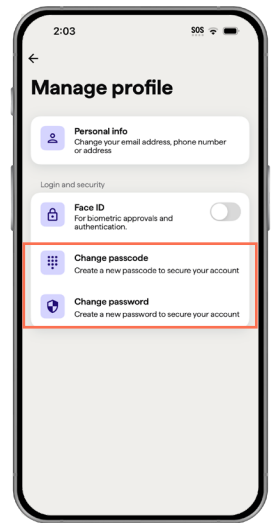
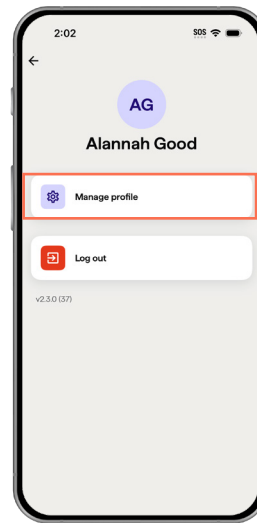
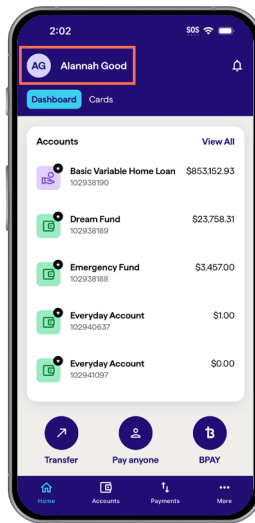


Reset your app or online banking password or passcode

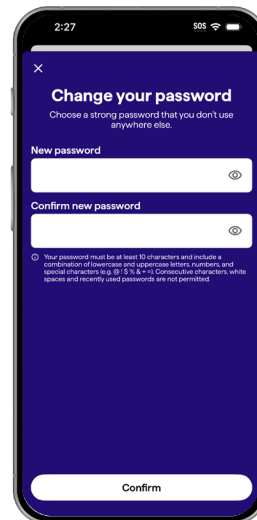
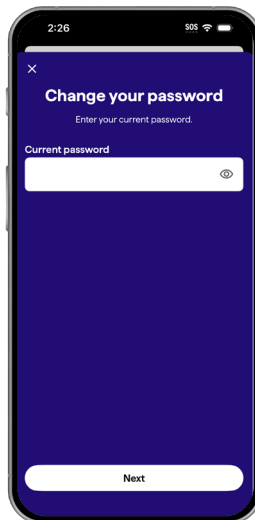
To log in to the People First Bank App, you can select a 5-digit passcode, or a password. These can easily be changed anytime on the App or Online Banking.

People First Bank App

1. Sign in to the People First Bank App, select your name at the top of the screen, and select **'Manage profile'**.

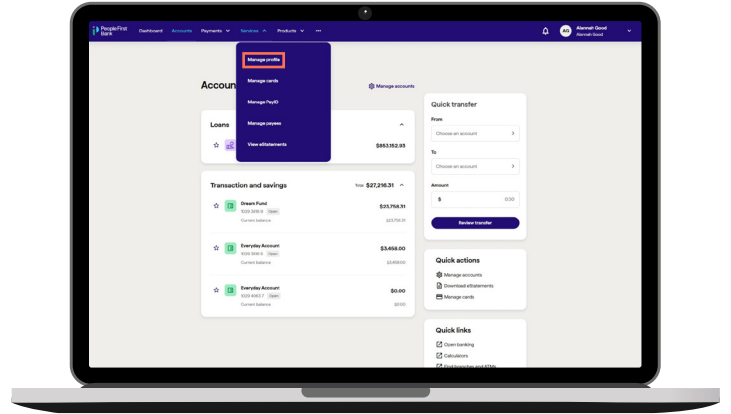


2. Select **'Change passcode'** (or **'Change password'**), enter your current password, confirm your new passcode or password, and select **'Done'**.

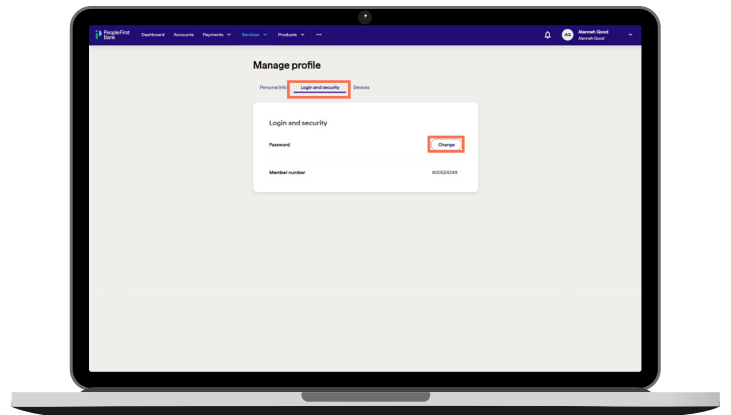


Online Banking

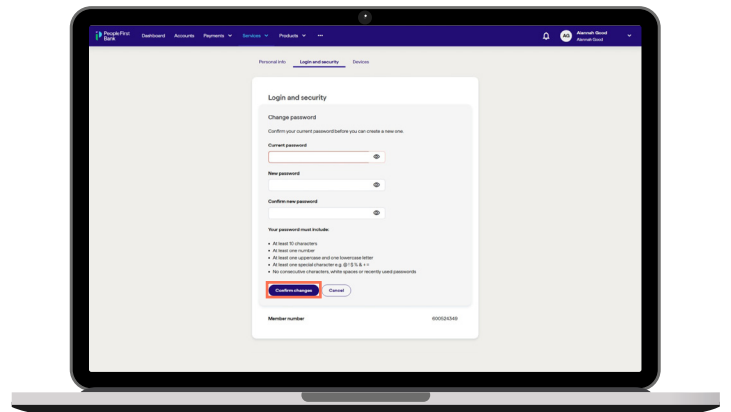
1. Log in to Online Banking and navigate to **'Services'** and **'Manage profile'**.



2. Select **'Login and security'** and click **'Change'** next to the **'Password'** section.



3. Enter and confirm your new password and press **'Confirm'**.

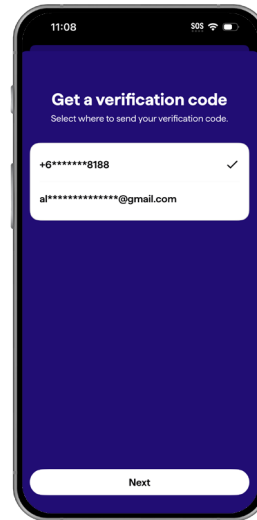
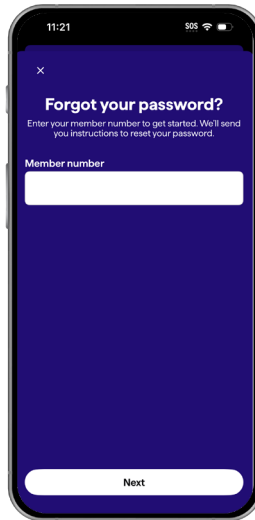


Forgot your password?

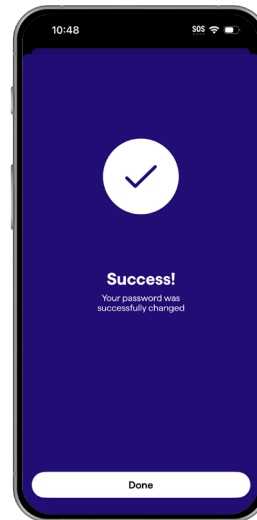
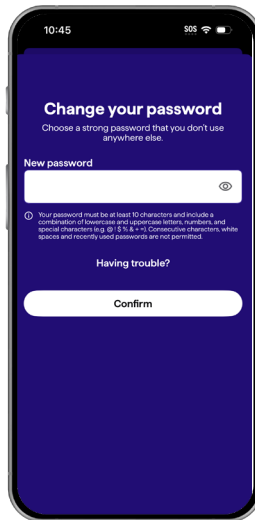
You can reset your password via your account login screen. Simply select **'Forgot password'**.

People First Bank App

1. After pressing **'Forgot password'**, enter your member number where prompted, and select **'Next'**.
2. Select how you wish to receive a verification code to confirm your identity – SMS or email, and press **'Next'**.

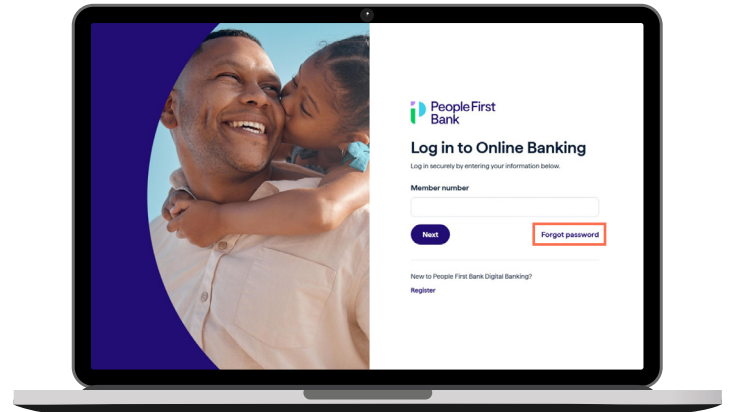


3. Enter your verification code, and press **'Next'**.
4. Enter your new password and press **'Confirm'**.

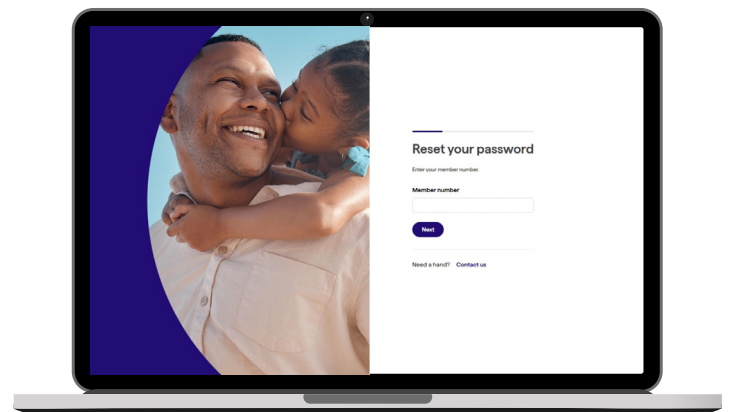


Online Banking

1. After pressing **'Forgot password'**, enter your member number where prompted, and select **'Next'**.



2. You'll be asked to confirm your identity. Follow the prompts and press **'Next'**.



3. Enter your new password and press **'Confirm'**.

If you still require assistance resetting your password, call us on **13 11 82** or visit any branch. For security reasons our National Contact Centre will do an identity check before releasing your new password.

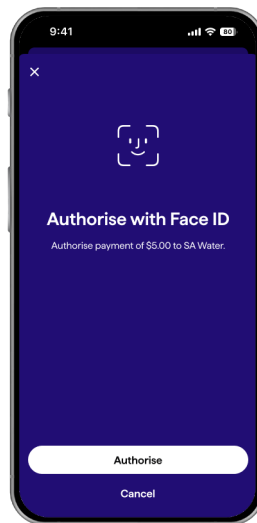


Authenticating new payees

We're passionate about keeping your banking safe so we've added in an extra layer of security for when you pay someone new for the first time.

People First Bank App

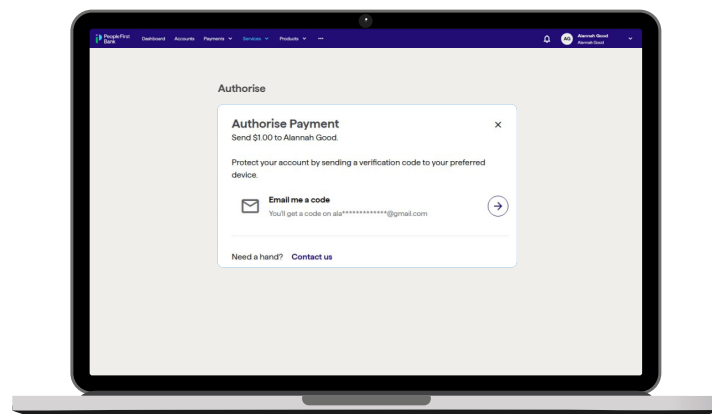
After adding a new payee and confirming a transfer, you'll be prompted to authorise the transaction using Face ID.



Online Banking

After adding a new payee and confirming a transfer, you'll be prompted to authorise the transaction.

Follow the prompts to complete the verification.



Confirmation of payee

We want to make sure you're sending money to the right person. Accidents can happen - confirmation of payee adds an extra layer of security and assurance that your money is going to the right place.

Online Banking

1. When you're paying a new payee in the 'Pay anyone' menu, a button will appear below the 'Bank account' and 'Pay ID' fields for you to click 'Verify'.

We'll check that these details belong to the same person that you've entered, and will create a pop-up on screen.

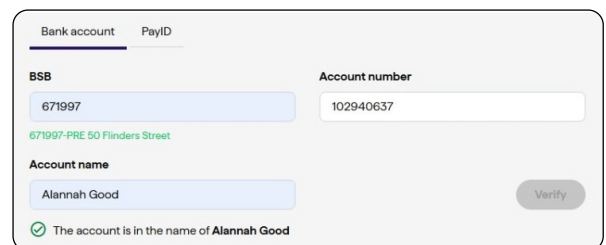
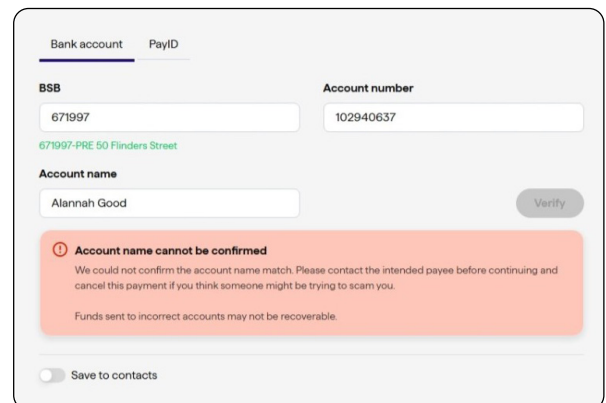
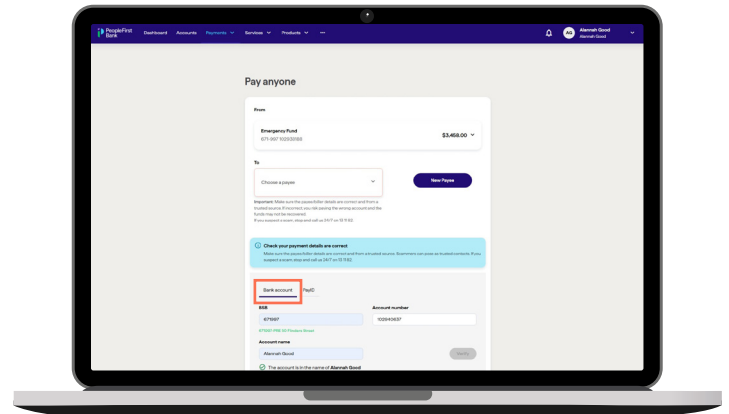
We might say 'name does not match account', or 'are these the right payee details?' if we flag that something isn't matching.

If you receive one of these messages, you can choose to continue with the transfer, or go back and re-check the details.

If you received a message about mismatched details and still choose to continue with your transfer, you'll be shown a summary of your payment, including the error that we'd found in verification.

2. Carefully check all details, and press 'Continue Payment'.

If your payee's details were verified, you'll be able to proceed with your payment as usual.





Need some help? No worries.

We're here to help. Here are a few ways you can get the help you need:

- **View our Welcome Hub:**
Check out peoplefirstbank.com.au/help-and-support/support-topics/welcome
- **View our FAQs:**
Some of our most frequently asked questions are answered at peoplefirstbank.com.au/help-and-support/support-topics
- **Give us a call:** Give our Customer Hub a call on 13 11 82. We're available 24/7.
- **Chat to us in person:**
Drop into your local branch and our friendly team can help you navigate the new App and Online Banking systems.