

HOW-TO-GUIDE: FAST PAYMENTS

RECEIVING FAST PAYMENTS IS EASIER WITH



Now that fast payments are here, you can choose to nominate either your mobile number or email address as your PayID and link it to your Hunter United account number.

Doing this means you no longer need to remember or share your BSB or full account number, because you can just use your PayID instead!

Receiving fast payments with a PayID is safe, secure & simple & it can easily be set up via Internet Banking. Just follow these steps:

1. Log into Internet Banking;
2. Select 'My PayID' from the Payments menu;
3. Select 'Create New PayID' & accept the T&Cs;
4. Choose whether you would like to register your mobile number or email address;
5. Choose which Hunter United account to link to your PayID;
6. Confirm your identity by entering the safe code you receive.

SENDING FAST PAYMENTS WITH



If you are registered for Internet Banking & your account permits you to make standard external transfers, you can now choose to make fast payments via Osco.

Osco is the name of the fast payment facility & using it when making a payment means your money will be transferred to the payee almost instantly!*

Follow these simple steps to make a fast payment using Osco via Internet Banking:

1. Log into Internet Banking;
2. Select 'Osco' from the Payments menu;
3. Choose a payee type, either 'PayID', 'BSB/Account' or a payee from your 'Address Book';
4. Follow the prompts & enter your payee & payment details;
5. Confirm your payee, payment details & your identity by entering the safe code (if a new payee).

For a more detailed step by step guide, please visit the Tools/ Banking Help section of our website: www.hunterunited.com.au.

See our Account Access Terms & Conditions for PayID and Osko conditions of use.

HAVING PROBLEMS RECEIVING FAST PAYMENTS?

1. I received the money but it didn't move according to my redirection instructions.

It is possible your existing redirection instructions may fail under the new fast payments system and you're receiving fast payments into an account other than the one you want.

This is easily resolved by creating a new scheduled payment or one-off transfer in Internet Banking to move fast payments funds into your preferred account.

2. Somebody paid me but I can't see the money in my account.

It is possible the person who sent the money to you has sent it to your member number and not to any specific account.

If that's the case, the money may be sitting in a holding account, which we can release to your nominated account. Simply call us on (02) 4941 3888 (9am - 5pm Mon-Fri or 9am - 12pm Saturdays).



Hunter United
Customer Owned Banking

*Providing the recipient's financial institution and account support Osko, a PayID (if used) is active and the transaction is not delayed e.g. to investigate fraud. Hunter United Employees' Credit Union Ltd. ABN: 68 087 650 182 AFSL / Australian Credit Licence No. 238316