

# Personalise Account Names, Update Contact Details and Change Access Code Online

## Overview - Maintenance Tab

This tab allows you to control the display of your account, personalise your account, update your contact details and change your access code.

Let's take you through these process in detail.

The screenshot shows the G&C Mutual Bank online banking interface. The top navigation bar includes 'HOME', 'ACCOUNTS', 'PAYMENTS', 'OPEN ACCOUNTS', 'MAINTENANCE', 'SERVICES', and 'SECURE MAIL'. The 'MAINTENANCE' tab is selected, and a dropdown menu is open, listing options: 'Organise Accounts', 'Personalise Account Names', 'Customise', 'Update Details', and 'Change Access Code'. The 'Update Details' option is highlighted with a red box. Below the navigation bar, the 'Account Details' section displays a table of accounts. The 'Current Offers' and 'New Messages' sections show 'There are no Offers' and 'There are no New Messages' respectively. The 'Periodical Payments' section shows 'Due Before or On the 09 JUL 2015' and 'There are no Periodical Payments to display.' The footer contains the text: 'ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000 G&C Mutual Bank is a trading name of SGE Mutual Limited'.

Account Details

| Account   | Name                  | Current      | Debit    | Credit | Balance    |
|-----------|-----------------------|--------------|----------|--------|------------|
| 758657S5  | BUDGET ACCOUNT        | \$249,998.00 |          |        |            |
| 758658S41 | HSU SOLUTIONS CLASSIC | \$500.00     | \$500.00 |        |            |
| 758658S70 | SGE SOLUTIONS GOLD    | \$300.00     |          |        | \$300.00   |
| 758658S80 | LOW RATE VISA CARD    | \$1,000.00   |          |        | \$1,000.00 |

Current Offers

There are no Offers

New Messages

There are no New Messages

Periodical Payments

Due Before or On the 09 JUL 2015  
There are no Periodical Payments to display.

ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000  
G&C Mutual Bank is a trading name of SGE Mutual Limited

## Personalise Account Names

You can now personalise your savings account names to make them more meaningful and better organise your savings. For example you can create and name separate accounts for Holiday, Wedding, or any other special goal you have in mind.

Let's walk you through the process of personalising your account name.

The screenshot shows the G&C Mutual Bank online banking interface. At the top, there is a navigation bar with the G&C Mutual Bank logo on the left and the text "Welcome to Online Banking" on the right. Below the navigation bar is a menu with tabs: HOME, ACCOUNTS, PAYMENTS, OPEN ACCOUNTS, MAINTENANCE, SERVICES, and SECURE MAIL. There are also icons for Print and Logout. A callout box points to the "Personalise Account Names" option in the MAINTENANCE dropdown menu. The main content area displays account details for account 758655S1, including a table of account balances and a table of transactions. Below the account details are sections for Current Offers, New Messages, and Periodical Payments.

**Account Details**

| Account   | Name                  | Current       | Available    |
|-----------|-----------------------|---------------|--------------|
| 758655S1  | Bills                 | \$303,849.86  | \$304,720.84 |
| 758655S78 | PLATINUM VISA CARD    | -\$50.03      | \$19,949.97  |
| 758655L11 | PLATINUM LOAN         | -\$27,639.84  | \$2,052.20   |
| 758655L50 | MORTGAGE LOAN         | -\$357,943.39 | \$0.00       |
| 758656S41 | HSU SOLUTIONS CLASSIC | \$795.00      | \$795.00     |
| 758656I30 | FIXED TERM DEPOSIT    | \$1,000.00    | \$0.00       |
| 758657S1  | ACCESS ACCOUNT        | \$300.00      | \$300.00     |

**Transactions**

| Date        | Description                                  | Debit      | Credit     | Balance      |
|-------------|--|------------|------------|--------------|
| 04 JUN 2015 | TFR to 758655I30.9 MVP [Eff Date: 10 NOV 15] | \$1,000.00 |            | \$303,849.86 |
| 04 JUN 2015 | CHEQUE DEPOSIT                               |            | \$1,000.00 | \$304,849.86 |
| 04 JUN 2015 | CHEQUE DEPOSIT                               |            | \$2.52     | \$303,849.86 |
| 04 JUN 2015 | CHEQUE DEPOSIT                               |            | \$125.00   | \$303,847.34 |
| 04 JUN 2015 | CHEQUE DEPOSIT                               |            | \$1.50     | \$303,722.34 |

**Current Offers**  
There are no Offers

**New Messages**  
There are no New Messages

**Periodical Payments**  
Due Before or On the 09 JUL 2015  
There are no Periodical Payments to display.

ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000  
G&C Mutual Bank is a trading name of SGE Mutual Limited

# Personalise Account Name Screen

The screenshot shows the 'Personalise Account Name' screen on the G&C Mutual Bank website. The page header includes the G&C Mutual Bank logo and the text 'Welcome to Online Banking'. A navigation bar contains links for HOME, ACCOUNTS, PAYMENTS, OPEN ACCOUNTS, MAINTENANCE (highlighted), SERVICES, and SECURE MAIL. Utility buttons for Print and Logout are also present.

The main content area is titled 'Personalise Account Name' and includes instructions: 'To personalise an Account Name, highlight an Account in the list below then enter a new name in the lower input box. Do not enter the word "account" in your new account name as it is not needed and will be automatically removed. Maximum length of the account name is 22 characters.' A note states: 'Note: After entering the new name click on save.'

A table lists accounts with columns for Account Number, Account Name, and Personalised Account Name. The first row is selected, showing '758655S1' for the account number, 'ACCESS ACCOUNT' for the account name, and 'Bills' for the personalised name.

Below the table is a text input field labeled 'Enter your Personalised Account Name' containing the text 'Holiday Savings'. To the right of the input field is a small 'x' icon. Below the input field are two buttons: 'Save' (highlighted with a red box) and 'Finish'.

Three callout boxes provide instructions: 'Select the account that you wish to personalise.' points to the selected row in the table; 'Click on the "Save" button to proceed.' points to the 'Save' button; and 'Enter the new name in the text area provided. Here we have used "Holiday Savings".' points to the text input field.

The footer contains the text: 'ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000 G&C Mutual Bank is a trading name of SGE Mutual Limited'.

# Personalised Account Name Screen

Welcome to Online Banking

HOME ACCOUNTS PAYMENTS OPEN ACCOUNTS MAINTENANCE SERVICES SECURE MAIL Print Logout

### Personalise Account Name

To personalise an Account Name, highlight an Account in the list below then enter a new name in the lower input box. Do not enter the word "account" in your new account name as it is not needed and will be automatically removed. Maximum length of the account name is 22 characters.

Note: After entering the new name click on save.

| Account Number                  | Account Name          | Personalised Account Name |
|---------------------------------|-----------------------|---------------------------|
| <input type="radio"/> 758655S1  | ACCESS ACCOUNT        | Bills                     |
| <input type="radio"/> 758655S78 | PLATINUM VISA CARD    |                           |
| <input type="radio"/> 758656S41 | HSU SOLUTIONS CLASSIC |                           |
| <input type="radio"/> 758656I30 | FIXED TERM DEPOSIT    |                           |
| <input type="radio"/> 758657S1  | ACCESS ACCOUNT        | Holiday Savings           |

Your account name has been personalised.

Enter your Personalised Account Name

Save Finish

ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000  
G&C Mutual Bank is a trading name of SGE Mutual Limited

# Homepage

You can view your personalised account either on the "Homepage" or under your "Accounts List"

The screenshot displays the G&C Mutual Bank online banking interface. At the top, the logo and "Welcome to Online Banking" are visible. A navigation bar includes links for HOME, ACCOUNTS, PAYMENTS, OPEN ACCOUNTS, MAINTENANCE, SERVICES, and SECURE MAIL, along with Print and Logout buttons. The main content area features several panels: Account Details, Transaction Details, Current Offers, and New Messages. A callout bubble points to the 'Holiday Savings' account in the Account Details table.

**Account Details**

| Account   | Name                  | Current       | Available    |
|-----------|-----------------------|---------------|--------------|
| 758655S1  | Bills                 | \$303,849.86  | \$304,720.84 |
| 758655S78 | PLATINUM VISA CARD    | -\$50.03      | \$19,949.97  |
| 758655L11 | PLATINUM LOAN         | -\$27,639.84  | \$2,052.20   |
| 758655L50 | MORTGAGE LOAN         | -\$357,943.39 | \$0.00       |
| 758656S41 | HSU SOLUTIONS CLASSIC | \$795.00      | \$795.00     |
| 758656I30 | FIXED TERM DEPOSIT    | \$1,000.00    | \$0.00       |
| 758657S1  | Holiday Savings       | \$300.00      | \$300.00     |

**Transaction Details - A U4test3, A U4test4 - 758655S1**

| Date        | Description                                     | Debit      | Credit     | Balance      |
|-------------|---|------------|------------|--------------|
| 04 JUN 2015 | TFR to 758655I30.9<br>MVP [Eff Date: 10 NOV 15] | \$1,000.00 |            | \$303,849.86 |
| 04 JUN 2015 | CHEQUE DEPOSIT                                  |            | \$1,000.00 | \$304,849.86 |
| 04 JUN 2015 | CHEQUE DEPOSIT                                  |            | \$2.52     | \$303,849.86 |
| 04 JUN 2015 | CHEQUE DEPOSIT                                  |            | \$125.00   | \$303,847.34 |
| 04 JUN 2015 | CHEQUE DEPOSIT                                  |            | \$1.50     | \$303,722.34 |

**Current Offers**  
There are no Offers

**Periodical Payments**  
Due Before or On the 09 JUL 2015  
There are no Periodical Payments to display.

**New Messages**  
There are no New Messages

ABN 72 087 650 637   AFSL & Australian Credit Licence 238311   BSB 659-000  
G&C Mutual Bank is a trading name of SGE Mutual Limited

Here is your personalised account.

## Update Details

You can update your address details or your contact details by clicking on the "Update Details" tab. It is an easy and convenient way to update your details and to keep us up to date with your latest contact details.

Let's walk you through the process of updating your details.

The screenshot shows the G&C Mutual Bank online banking interface. At the top, there is a navigation bar with the G&C Mutual Bank logo on the left and the text "Welcome to Online Banking" on the right. Below the navigation bar is a menu with options: HOME, ACCOUNTS, PAYMENTS, OPEN ACCOUNTS, MAINTENANCE, SERVICES, and SECURE MAIL. To the right of the menu are icons for Print and Logout. A dropdown menu is open under the MAINTENANCE tab, with the following options: Organise Accounts, Personalise Account Names, Customise, Update Details (highlighted with a red box), and Change Access Code. A callout box with a speech bubble points to the "Update Details" option, containing the text "Click on the 'Update Details' tab." Below the dropdown menu, there is a table of accounts with columns for Account Number, Account Name, and Balance. The table lists several accounts, including PLATINUM VISA CARD, PLATINUM LOAN, MORTGAGE LOAN, HSU SOLUTIONS CLASSIC, FIXED TERM DEPOSIT, and Holiday Savings. To the right of the accounts table, there is a transaction history table with columns for Date, Description, Debit, Credit, and Balance. The transaction history shows several entries for CHEQUE DEPOSIT on 04 JUN 2015. Below the transaction history, there are three sections: Current Offers, Periodical Payments, and New Messages, each with a dropdown arrow and a message indicating that there are no offers, payments, or messages to display. At the bottom of the page, there is a footer with the text: ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000 G&C Mutual Bank is a trading name of SGE Mutual Limited.

## Update Details Screen

You can click on "Address Details" button to update your address details or "Contact Details" button to update your contact details.

Let's take a look at both the screens.

**G&C mutual bank** Welcome to Online Banking

HOME ACCOUNTS PAYMENTS OPEN ACCOUNTS **MAINTENANCE** SERVICES SECURE MAIL Print Logout

### Update Contact Details

Click on one of the following buttons to modify your details:

**Address Details** Contact Details

Address Details

Click on the "Address Details" button to update your address details.

ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000  
G&C Mutual Bank is a trading name of SGE Mutual Limited

# Address Details Screen

Update your address details here. Click on the update button to save your latest address details.

**G&C mutual bank** Welcome to Online Banking

HOME ACCOUNTS PAYMENTS OPEN ACCOUNTS MAINTENANCE SERVICES SECURE MAIL Print Logout

### Maintain Member Address Details

**Residential Address**

Address Line 1: Level 25  
Address Line 2: 201 Elizabeth Street  
Suburb: SYDNEY SOUTH  
Post Code: 2000  
Town/City: NSW  
Country:   
Date moved to this address: 01 JUL 2012  
Postal Address same as above?

**Postal Address**

Address Line 1: Level 25  
Address Line 2: 201 Elizabeth Street  
Suburb: SYDNEY SOUTH  
Post Code: 2000  
Town/City: NSW  
Country:   
Date moved to this address:   
Postal Address same as above?

**Update** **Cancel**

Click on the "Update" button to proceed.

ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000  
G&C Mutual Bank is a trading name of SGE Mutual Limited

## Contact Details

Please enter your contact details here and click on the update button to update your contact details.

Welcome to Online Banking

HOME ACCOUNTS PAYMENTS OPEN ACCOUNTS MAINTENANCE SERVICES SECURE MAIL Print Logout

### Contact Details

| Number                                  | Type      | Location             | Comments             |
|---|-----------|----------------------|----------------------|
| <input type="text" value="1300364400"/> | Telephone | Home                 |                      |
| <input type="text"/>                    | Telephone | Business             |                      |
| <input type="text"/>                    | Fax       |                      |                      |
| <input type="text"/>                    | - None -  | <input type="text"/> | <input type="text"/> |
| <input type="text"/>                    | - None -  | <input type="text"/> | <input type="text"/> |
| <input type="text"/>                    | - None -  | <input type="text"/> | <input type="text"/> |
| <input type="text"/>                    | - None -  | <input type="text"/> | <input type="text"/> |
| <input type="text"/>                    | - None -  | <input type="text"/> | <input type="text"/> |

| Email Address  | Type          |
|--|---------------|
| <input type="text" value="u4test4@gcmutualbank.com.au"/> | Email Address |

Update Cancel

Click on the "Update" button to proceed.

ABN 72 087 650 637   AFSL & Australian Credit Licence 238311   BSB 659-000  
G&C Mutual Bank is a trading name of SGE Mutual Limited

# Change Access Code

You can change your access code by clicking on the "Change Access Code" tab.

The screenshot displays the G&C Mutual Bank online banking interface. At the top left is the G&C Mutual Bank logo, and at the top right is the text "Welcome to Online Banking". A navigation bar contains tabs for HOME, ACCOUNTS, PAYMENTS, OPEN ACCOUNTS, MAINTENANCE, SERVICES, and SECURE MAIL. The MAINTENANCE tab is selected, and a dropdown menu is open, showing options: Organise Accounts, Personalise Account Names, Customise, Update Details, and Change Access Code. The "Change Access Code" option is highlighted with a red box. A callout bubble points to this option with the text "Click on the 'Change Access Code' tab." Below the navigation bar, there are several sections: "Account Details" with a table of account balances, "Current Offers" (no offers), "New Messages" (no messages), and "Periodical Payments" (no payments). A transaction history table is also visible, showing a TFR to 758655130.9 and several CHEQUE DEPOSIT transactions.

**Account Details**

| Account Number | Account Name          | Current Balance | Previous Balance |
|----------------|-----------------------|-----------------|------------------|
| 758655L11      | PLATINUM LOAN         | -\$27,639.84    | \$2,052.20       |
| 758655L50      | MORTGAGE LOAN         | -\$357,943.39   | \$0.00           |
| 758656S41      | HSU SOLUTIONS CLASSIC | \$795.00        | \$795.00         |
| 758656I30      | FIXED TERM DEPOSIT    | \$1,000.00      | \$0.00           |
| 758657S1       | Holiday Savings       | \$300.00        | \$300.00         |

**Transaction History**

| Description                                     | Debit      | Credit     | Balance      |
|---|------------|------------|--------------|
| TFR to 758655130.9<br>MVP [Eff Date: 10 NOV 15] | \$1,000.00 |            | \$303,849.86 |
| 04 JUN 2015 CHEQUE DEPOSIT                      |            | \$1,000.00 | \$304,849.86 |
| 04 JUN 2015 CHEQUE DEPOSIT                      |            | \$2.52     | \$303,849.86 |
| 04 JUN 2015 CHEQUE DEPOSIT                      |            | \$125.00   | \$303,847.34 |
| 04 JUN 2015 CHEQUE DEPOSIT                      |            | \$1.50     | \$303,722.34 |

**Current Offers**  
There are no Offers

**New Messages**  
There are no New Messages

**Periodical Payments**  
Due Before or On the 09 JUL 2015  
There are no Periodical Payments to display.

ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000  
G&C Mutual Bank is a trading name of SGE Mutual Limited

## Change Access Code Screen

We encourage you to set up strong access code between 4 - 12 characters long, a mix of upper and lower case letters, numbers and other symbols.

**G&C mutual bank** Welcome to Online Banking

HOME ACCOUNTS PAYMENTS OPEN ACCOUNTS MAINTENANCE SERVICES SECURE MAIL Print Logout

### Change Access Code

Access Code [.....]

New Access Code [.....]

Verify New Access Code [.....]

Save Cancel

Save

Access Code must contain a minimum of 4 and a maximum of 12 characters

Enter your current access code, new access code and verify your new access code. You cannot use an access code which has been used already.

Click on the "Save" button to proceed.

ABN 72 087 650 637 AFSL & Australian Credit Licence 238311 BSB 659-000  
G&C Mutual Bank is a trading name of SGE Mutual Limited

If you have any questions on new Online Banking Service, please contact us on 1300 364 400 8.00am-6.00pm Monday-Friday and we will be happy to assist.