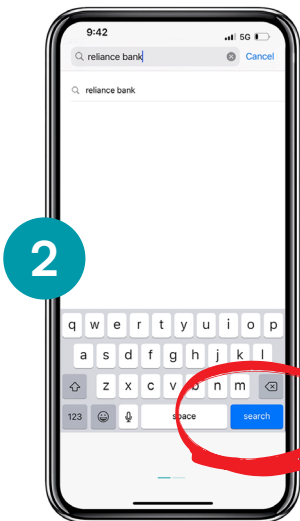


How to download and use the Reliance Bank app

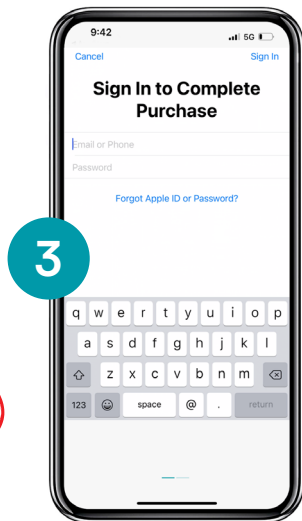
To follow this guide on downloading the Reliance Bank app you will need to know your Member number and Internet Banking password. If you have not had a password set up on your account or you have forgotten it, please contact Member services on 13 24 40 for a temporary password.



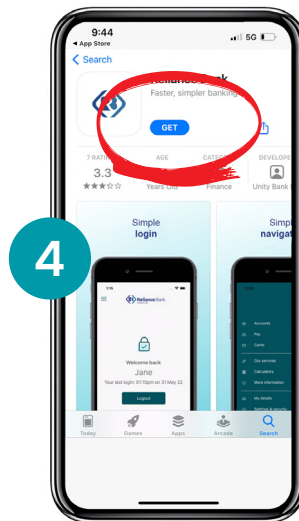
- 1 First, you will need a smart phone to download the app. Open either App Store or Google Play.



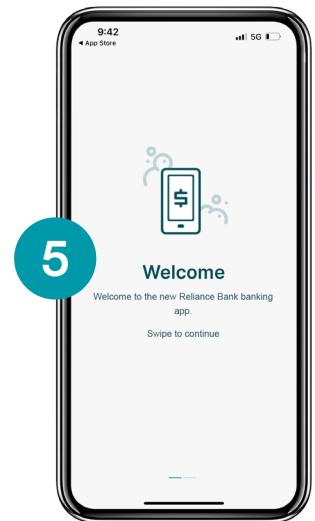
2 Tap the bottom right corner to search for the Reliance Bank app.



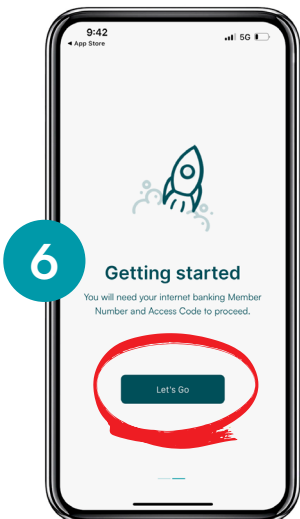
3 Tap "Get" to download, you might be asked to enter your Apple ID or Google ID log in details.



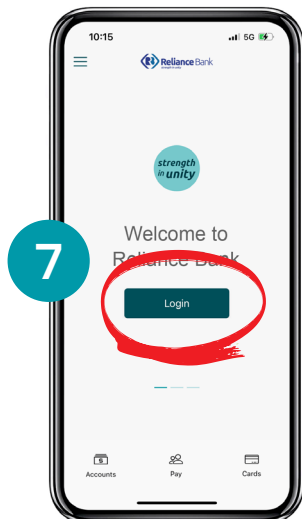
4 Select "Get".



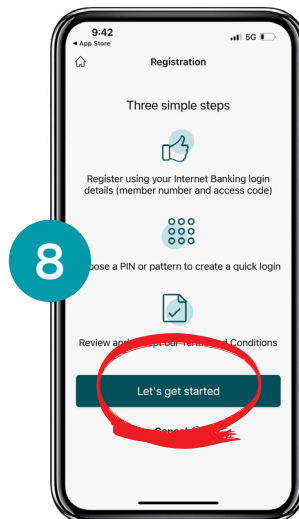
5 The Welcome home screen will appear.



6 Swipe left "Getting started" screen will appear tap "Let's Go".



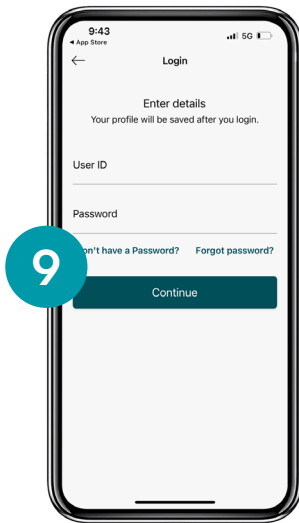
7 Click "Login".



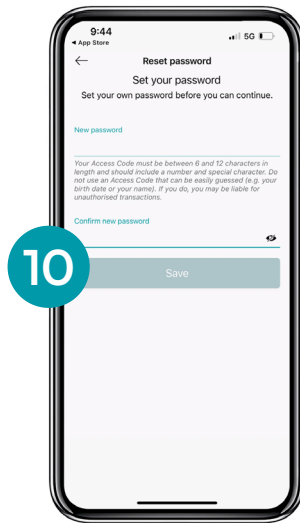
8 Click "Let's get started".

If you are having trouble, contact us on 13 24 40.

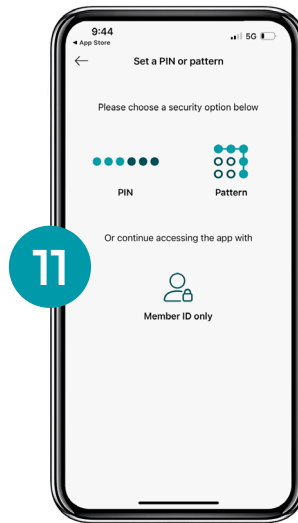
How to download and use the Reliance Bank app



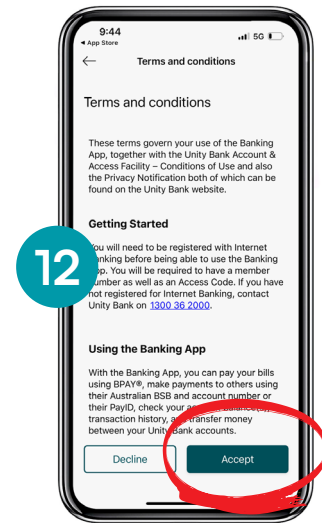
Enter your UserID (most likely your Member number) and your password. This will either be the temporary password or your Internet banking password.



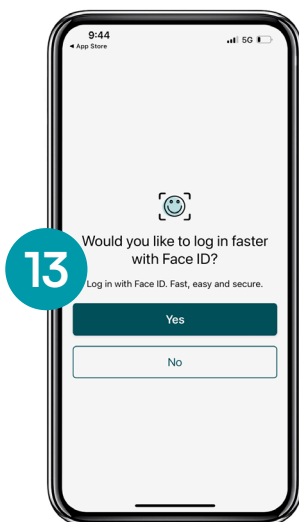
If using a temporary password you will be asked to change it here.



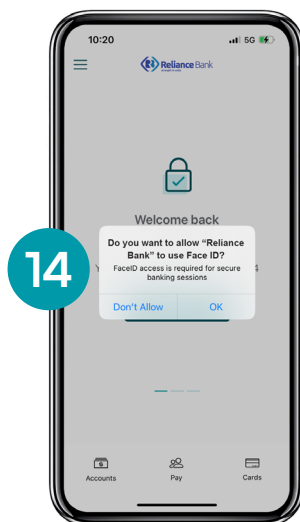
For extra security measures, you can choose a PIN or a pattern to login.



Terms and conditions will appear, read through these and select "Accept" to continue.



You'll be asked if you'd like to set up a login with Face ID. If you select "Yes" a warning message will display.



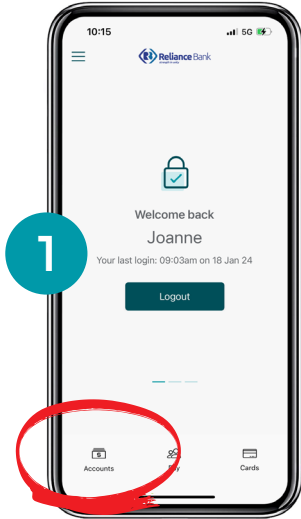
You will be asked to provide consent for Reliance Bank to use Face ID.



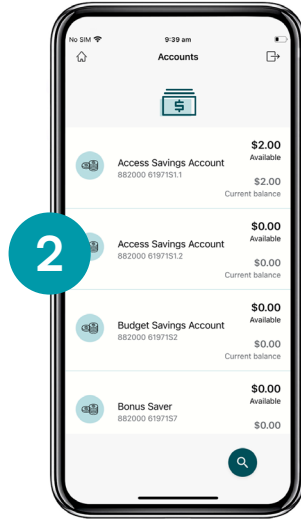
You can take an app tour, the screen will show you the basics of our app and how to use it.

If you are having trouble, contact us on 13 24 40.

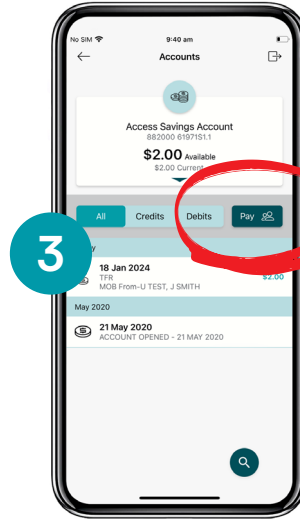
How to view accounts, transfer funds and pay bills



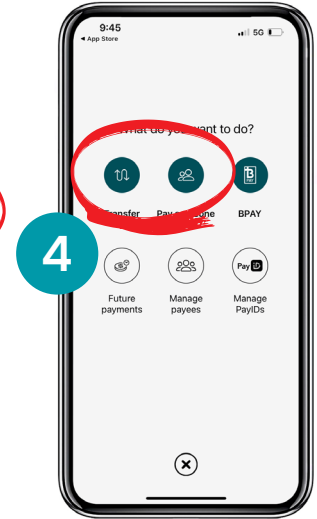
1 After setting up security measures, your home screen will appear. To view your account/s, select "Accounts" on the bottom left corner.



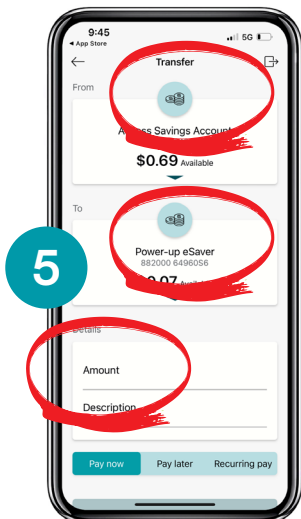
2 To view your account transaction history, tap on the account you want to view.



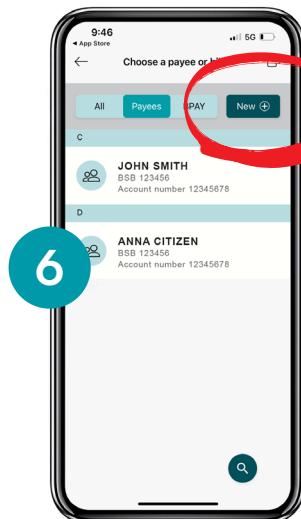
3 A list of your most recent transactions will appear, from here you can also select "Pay" transfer between accounts or externally.



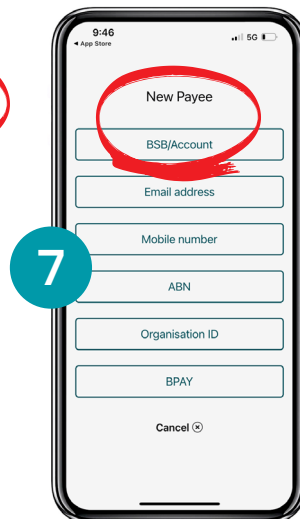
4 Select "transfer" to move funds between accounts or "Pay someone" to transfer funds externally.



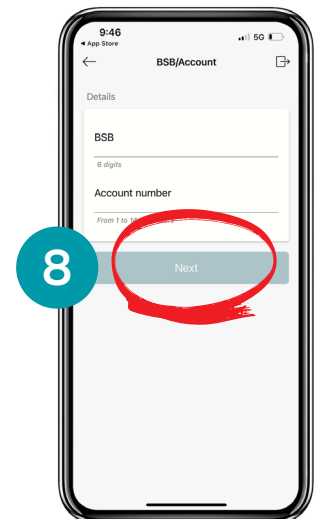
5 Select the account you'd like to transfer funds from and to. Enter the amount and tap "Pay Now" if you want to transfer funds immediately.



6 Once you have selected "Pay Someone" to transfer funds externally, tap "NEW".



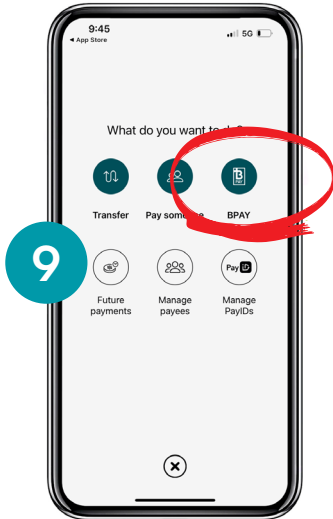
7 Select BSB/Account.



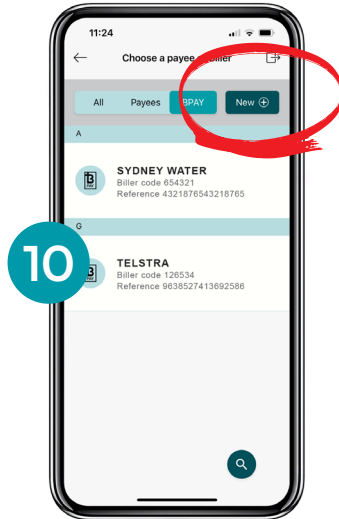
8 Add the BSB and Account number of where you like the funds to go, press "Next" and prompts to pay. On the first transfer a security code will be sent as an SMS to your phone.

If you are having trouble, contact us on 13 24 40.

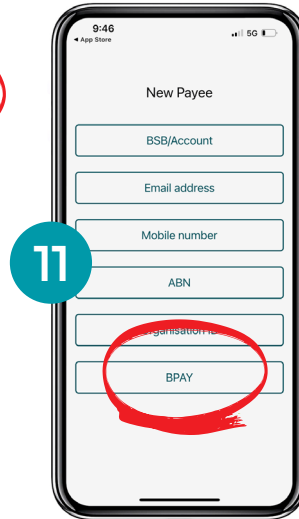
How to view accounts, transfer funds and pay bills



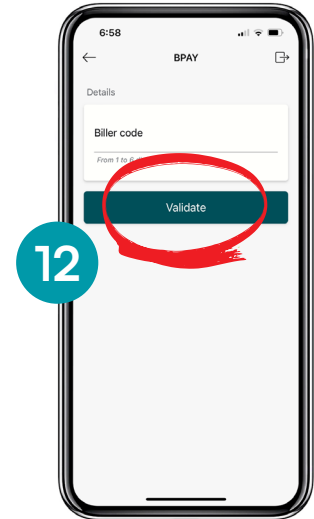
9 To pay a bill, select BPAY on the 'What do you want to do?' page.



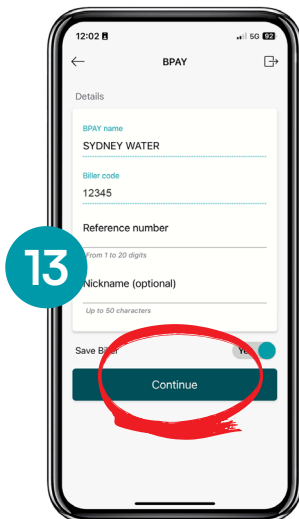
10 Select "New".



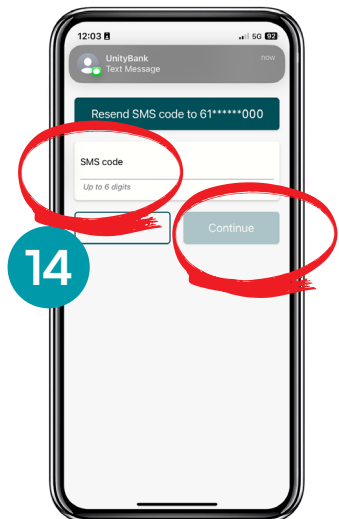
11 Select BPAY at the bottom of the menu.



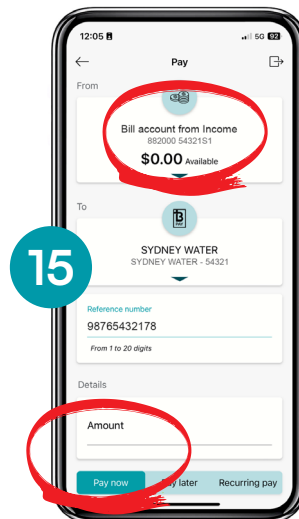
12 Input biller code details and select "Validate".



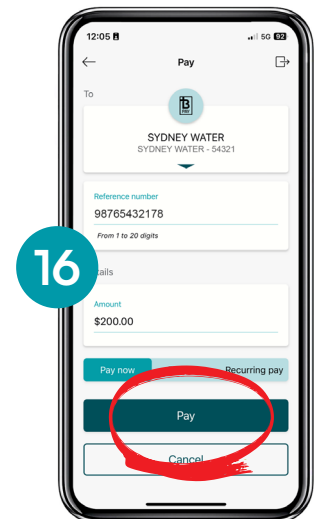
13 Input the reference number and select "Continue".



14 You will receive an SMS sent to your phone. Enter this in the "SMS code" section and select "Continue".



15 Select the account you would like the bill to be paid from and enter the amount you wish to pay.



16 Select "Pay" and you will be directed to the confirmation screen.

If you are having trouble, contact us on 13 24 40.