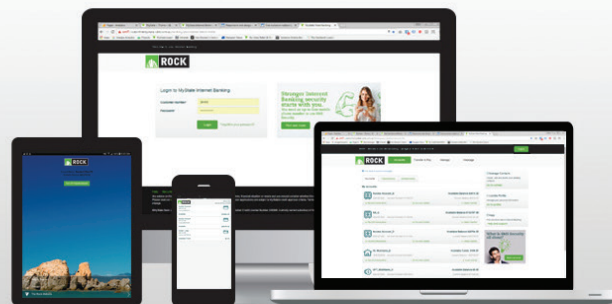


# Internet Banking Guide

## Mobile Apps



Mobile apps provide the majority of the same functions as the full web version of Internet Banking; however you **cannot** do the following activities using mobile apps:

- Order a new or replacement Visa Debit card or rediCARD
- Send Messages
- View cheque details
- Opt in or opt out of eStatements
- Search and download statements
- Search and download transaction listings
- Session history
- Loan redraws
- Password resets

### Which devices work with mobile apps?

Device	Version
iPhone	5 or higher on iOS8 and iOS9
iPad	Generation 2 or higher on iOS8 and iOS9
Android phone and Tablet	Dependent on device. Must be at least OS Jelly Bean

### How to get mobile apps

Internet Banking apps are available for use on the following types of mobile phones and tablets:

Device type	Where	Search for
Android	Google Play Store	Rock Bank
Apple	App Store	Rock Bank



We recommend that you install anti-virus and anti-malware software on all of your mobile devices.

## Mobile app PIN

The first time you login to your mobile app, you will be asked if you would like to set up a PIN (personal identification number) which you can use to log-in to the mobile app instead of your password.



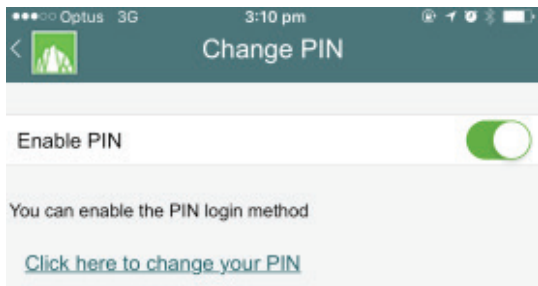
The PIN is a four-digit number of the your choosing and is only used to log into the mobile app.



Note: The mobile app PIN is different from your card PIN.

## Setting up a login PIN

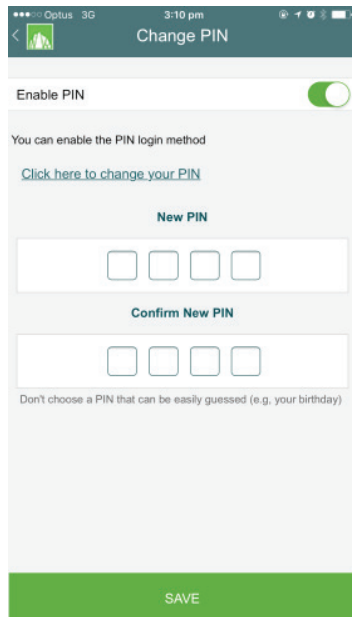
You can enable or disable the log-in PIN at any time. To do this, login to the mobile app and select **User > Change PIN** from the menu bar.



Note: If you forget your login PIN you can opt to login using your customer number and password instead.

## Changing a log-in PIN

You can change their log-in PIN at any time. To do this, login to the mobile app and select **User > Change PIN** from the menu bar.

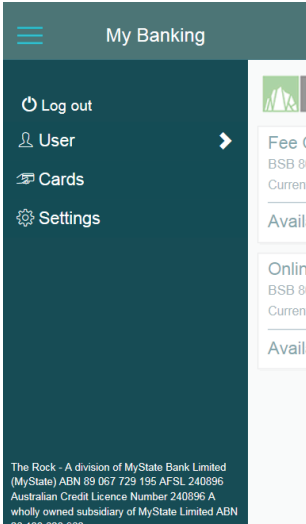


## Balance peek

Balance peek allows you to select an account to see on the login screen, without having to log in to the app.

### Set up or change your Balance Peek account

You can setup or change your balance peek account at any time in your mobile app by selecting **User > Balance peek** and select the account you would like to use for your Balance peek.



### View your balance peek account

You can view your balance peek by swiping left on the mobile app screen before logging in. This shows the account name (or nickname) and the available balance of your balance peek account.

