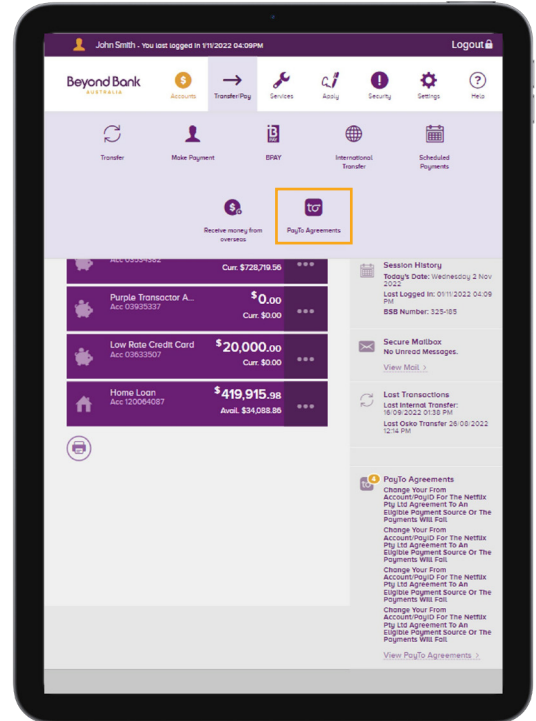


PayTo feature instructions.



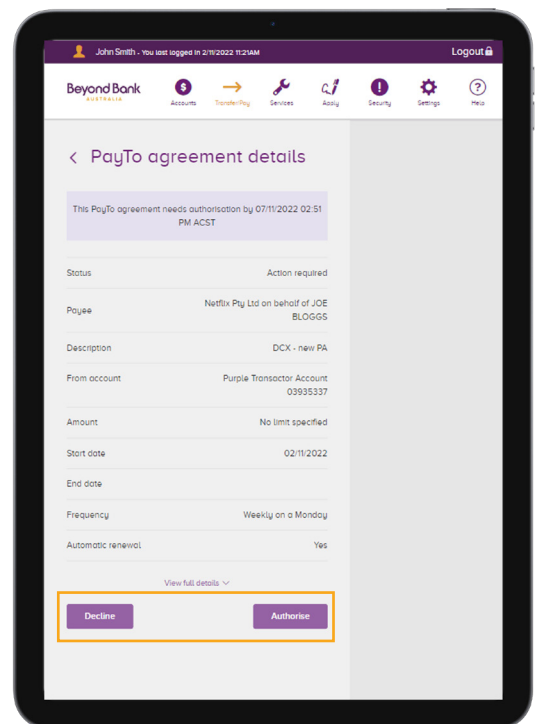
How to view a PayTo agreement

- 1 Log into Internet Banking with your member number and password.
- 2 Select “Transfer/Pay”, then “PayTo Agreements” in the top navigation bar.
- 3 Complete 2-factor authentication (either Secure SMS or Token).
- 4 You are now viewing a full list of PayTo agreements linked to your accounts. Select an agreement to review the details.



How to authorise or decline a PayTo agreement

- 1 Follow the instructions for “How to view a PayTo agreement”.
- 2 Select the agreement you wish to action (this will be in the status “Action Required”). This will open the details of the PayTo agreement.
- 3 Once you have reviewed the details of the PayTo agreement, click the “Authorise” or “Decline” button located at the bottom of the screen.
- 4 Confirm the action.

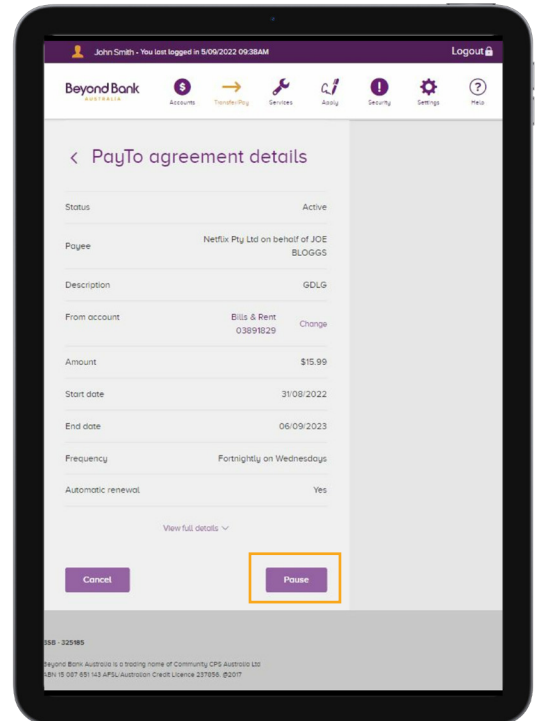


PayTo feature instructions.



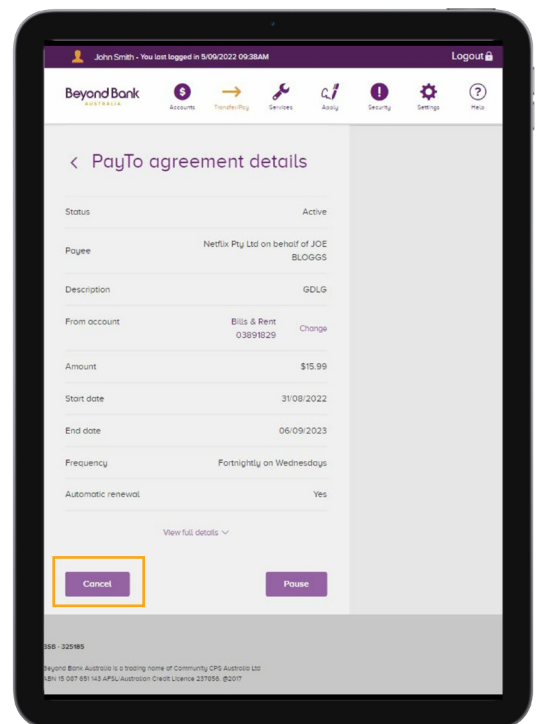
How to pause a PayTo agreement

- 1 Follow the instructions for “How to view a PayTo agreement”.
- 2 Select the PayTo agreement you wish to pause (it will be in the status “Active”). This will open the details of the PayTo agreement.
- 3 Click the “Pause” button at the bottom of the screen.
- 4 Confirm the action.



How to cancel a PayTo agreement

- 1 Follow the instructions for “How to view a PayTo agreement”.
- 2 Select the PayTo agreement you wish to cancel (the agreement can be in the status “Active”, “Paused – by customer”, “Paused – Review Required” or “Paused – by Initiator”). This will open the details of the PayTo agreement.
- 3 Click the “Cancel” button at the bottom of the screen.
- 4 Confirm the action.

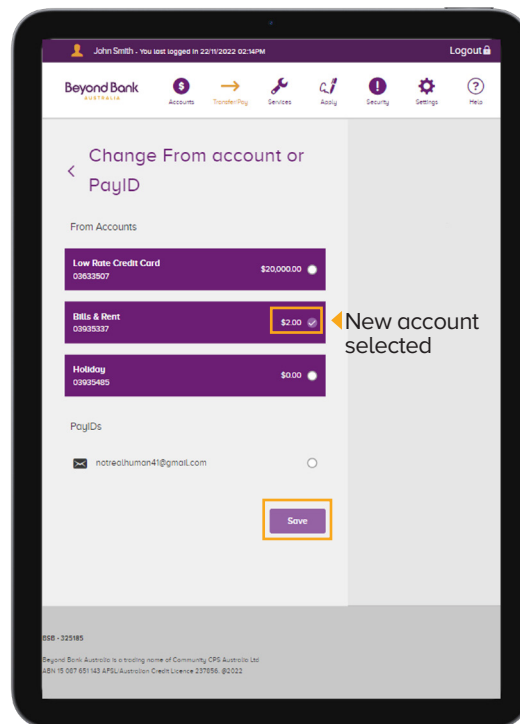
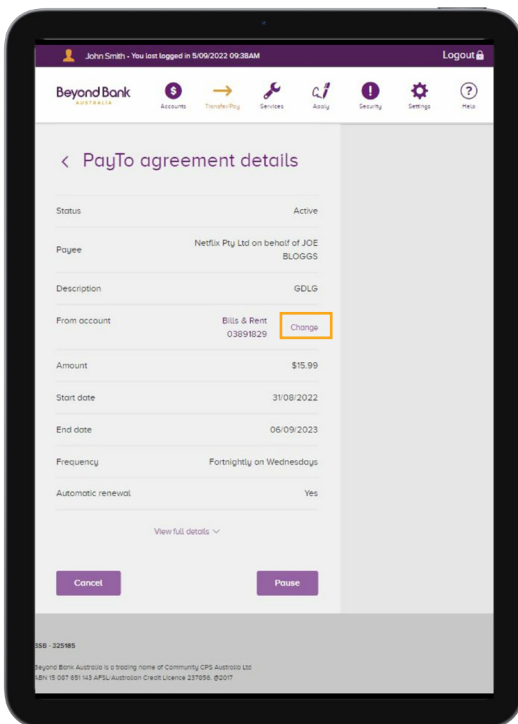


PayTo feature instructions.



How to change the payment details linked to a PayTo agreement

- 1 Follow the instructions for “How to view a PayTo agreement”.
- 2 Select the PayTo agreement you wish to make the changes to. This will open the details of the PayTo agreement.
- 3 Next to the selected account/PayID, click the “Change” button. This will open a list of eligible accounts.
- 4 Select the account/PayID you want to change to, and press “Save”.

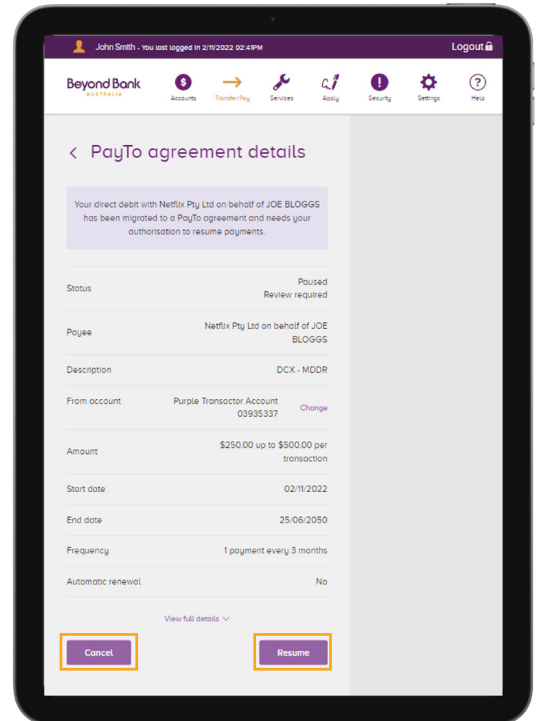


PayTo feature instructions.



How to resume or cancel a Direct Debit which is being migrated to a PayTo agreement

- 1 Follow the instructions for “How to view a PayTo agreement”.
- 2 Select the agreement you wish to action (it will be in the status “Paused – Review Required”). This will open the details of the agreement.
- 3 After you have reviewed the details of the PayTo agreement, click the “Resume” or “Cancel” button at the bottom of the screen.
- 4 Confirm the action.



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