## **Customer Portal HowTo**



### **REQUEST A REDRAW**

If you have a Redraw facility on your loan and have made additional payments (above your repayments owed), then you will see Redraw Amount Available appear in the Loan Summary on the Portal. Some accounts will not have Redraw facility and this will not appear onscreen.

Thinktank	Home My Request Docu	ments Notifications	Contact Us	Search	۹
	Wel	come to Thinkta	ink Customer Porta	l!	
	Total Loan A \$4,123,00	Amount D0.00	Principal Re \$3,738,7	maining 70.59	
		LOAN:	Ritting	LOAN:	
	Interest Rate	7.4%	Interest Rate	5.94%	
	Original Loan Amount	\$1,429,000.00	Original Loan Amount	\$200,000.00	
	Loan Balance	\$1,386,241.\$5	Loan Balance	\$200,000.00	
	Overdue Amount	\$0.00	Overdue Amount	\$0.00	
	Principal Remaining	\$1,386,241.35	Principal Remaining	\$200,000.00	
	Next Payment Date	21/08/2022	Next Payment Date	04/09/2022	
			Redraw Amount Available	\$160,042.00	
	SELECT		SELEC	•	

For loan where Any (one) Individual Can Sign, for amounts up to \$5,000, a Request Redraw button will be visible on the **Redraw** screen which the Customer can use to Request an amount for automatic processing in the system.

Thinktank Home My Reque	st Documents Notifications	More 🗸	Search Q	0
Loan Details Redraw Transactions Sta	tements Requests Payment Details			
$\langle \rangle$	REQUEST REDRAW	LOAN: 151357		
	Redraw Amount Available	\$160,042.00		
	Loan Balance	\$39,958.00		
	Available Weekly	\$15,000.00		
$\langle \rangle$	Available Today	\$5,000.00		
	REDRAW AMOUNT Please type amount	Request Redraw		

For loans where All Individuals Must Sign, or for amounts of \$5,001 or more, the Customer will be advised to go to the **Requests** screen.

IIIIKTAIK norme my request Documents Notifications	More V Search Q
an Details Redraw Transactions Statements Requests Payment Details	
REQUEST REDRAW	LOAN: 151357
Redraw Amo <mark>u</mark> nt Available	\$160,042.00
Loan Balance	\$39,956.00
Available Weekly	\$15,000.00
Available Today	\$5,000.00
The redraw amount of \$10,000 exceeds your da create a new case request under Requests tab ( Subcategory> Redraw) for processing your rer	ily redraw limit by \$5,000. Please ( Category>Customer Service & quest.
REDRAW AMOUNT	
\$10,000.00	Request Redraw

Request a redraw – Version 2.0

### **Customer Portal HowTo**

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### Redraw Request for up to \$5,000 using the Redraw button

1. If the amount you wish to Request is no less than \$500 and more than \$5000 (including transaction fees\*), click on the Redraw button.

Thinktank Home My Reque	est Documents Notifications	More 🗸	Search	۹ (	9
Loan Details <b>Redraw</b> Transactions Sta	atements Requests Payment Details				
	REQUEST REDRAW	LOAN: 151357			
	Redraw Amount Available	\$160,042.00			
	Loan Balance	\$39,958.00			
	Available Weekly	\$15,000.00			
	Available Today	\$5,000.00			
	REDRAW AMOUNT:\$5000 For security purposes a text message with a 6-di	git verification code has been sent to your			
	nominated mobil	e number. aw Request can be completed.			
	Verification code Please enter code Verify				
	Verification code expires in 5 minutes, click to resend	the Verification Code.			

2. Enter the verification number sent to your mobile and click Verify



3. When successful, you will see a confirmation message.

Thinktank. Home My Requ	est Documents Notifications More	Search Q	0
Loan Details <b>Redraw</b> Transactions St	atements Requests Payment Details		
	REQUEST REDRAW	LOAN: 151357	
	Redraw Amount Available	\$160,042.00	
	Loan Balance	\$39,958.00	
	Available Weekly	\$15,000.00	
	Available Today	\$5,000.00	
	Successfully validated the 6 digit code. Your Redraw processed within 2 business days.	equest for \$5000 will be	
	REDRAW AMOUNT:\$5000		

The amount will be deposited to the borrower's loan account, less any Redraw Fees that may be applicable.

If you are unsuccessful or need to redraw additional funds, please submit a Request.

## **Customer Portal HowTo**



#### Redraw Request Form for over \$5000 and multiple signatures

For loans where All Individuals Must Sign, or Redraws over \$5000, a form must be completed.

- 1. When you are in loan, click on the Requests tab.
- 2. Click Create Case in line with the "Redraw Request".

Loan Details Rec	draw Transactions	Statements R	equests Payment	Details				
Create Case								
Case Number 🗸 🗸	Relationship Name	Loan Number 🗸 🗸	Category V	Sub Category 🗸 🗸 🗸	Subject 🗸 🗸	Status V	Created Date V	Request V Comments
00008558							11/11/2022	

3. An online form will appear for you to complete. Select **Customer Service** and **Redraw** (when you select a request inside the loan the loan number will be automatically applied)

Thinktank	Home N	ly Request	Documents	Notifications	More 🗸		Search	۹ و
Loan Details Red	Iraw Transaction	s Statements	Requests Pa	yment Details				
*Category Customer Service								\$
Sub Category	_							
Redraw Loan Number: 15135	7							÷
Relationship:		L	oan number a	nd your login	name are automat	ically added		
* Subject								
Redraw for \$15,00	0 required							
Please assist with	a redraw for \$15,000 fr	om my loan						1
								Next
Case Number 🗸	Relationship V	Loan Number	✓ Category	✓ Sub Catego	ry 🗸 Subject	✓ Status	✓ Created Date	✓ Request ✓
	1							Comments

4. When you click Next, you will see a confirmation message

hinktank	Home N	/ly Request	Documents	Notification	ns More 🗸		[	Search		۹ 8
Loan Details Red	raw Transaction	s Statements	Requests	Payment Detai	ls					
Case 00008	620 created	successfull	yl							
										Close
Case Number 🗸 🗸	Relationship Name	/ Loan Number	✓ Catego	ry ∨ sut	Category V S	ubject V	Status	✓ Created Date	V Request Comment	Close

5. A Loan Support team member will be in touch to supply you with the Redraw Request Form to completed, signed and returned by email.