SUBMIT REQUESTS

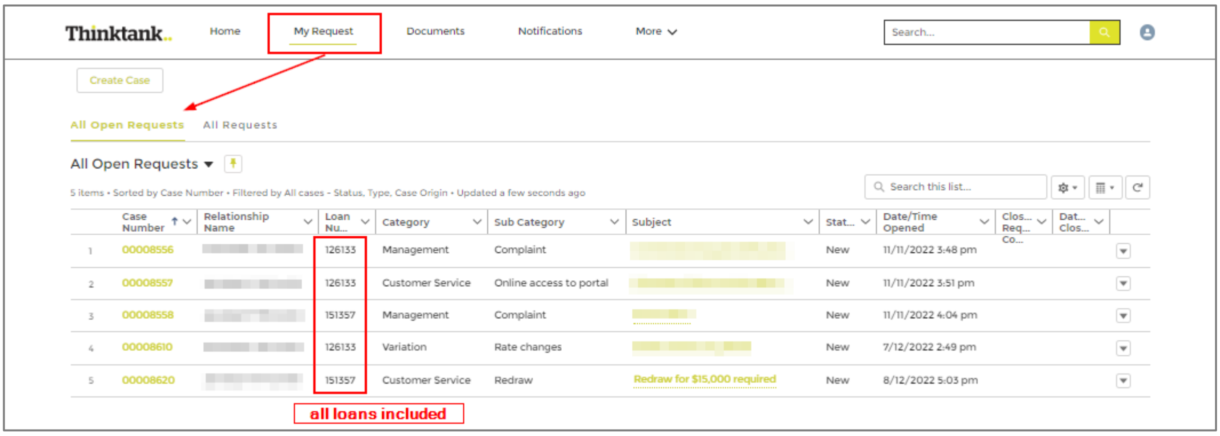
The Customer portal gives you direct power to:

- Change your email and mobile details – Profile option on the login icon
- View Loan details onscreen
- Request a redraw of $5,000 or less
- Download issued Statements
- View and download Transactions
- Check Payment details for banking and BPay options

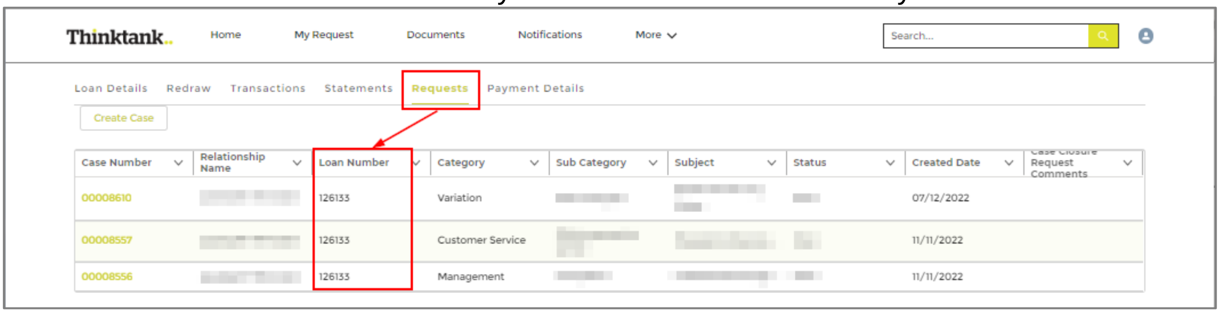
But for other requirements, you will need to submit a Request for our Loan Support team to action

You can find two locations for Requests

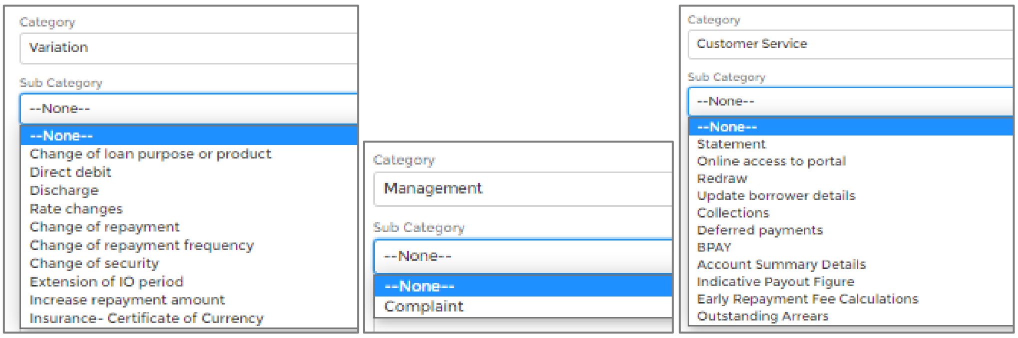
1. In the **top menu** – a summary list of all Requests for all loans



2. In the **loan screen** – this will show only for that loan and automatically attach that loan number



When submitting a case, you can select the Category which will reveal the Sub-category. Please be precise with your choice so we can provide you with the best possible service!



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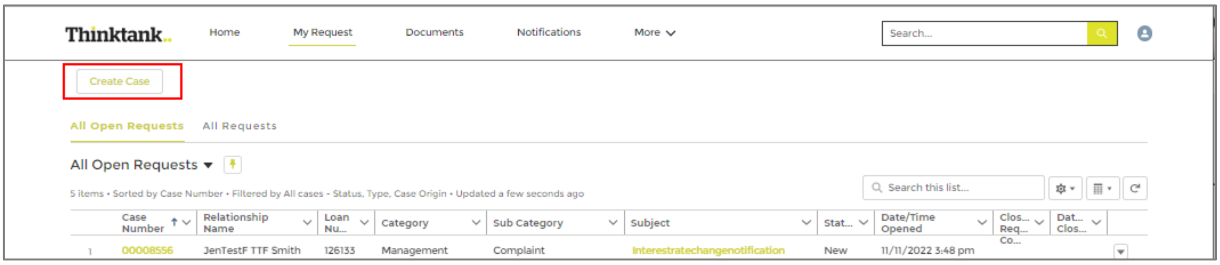
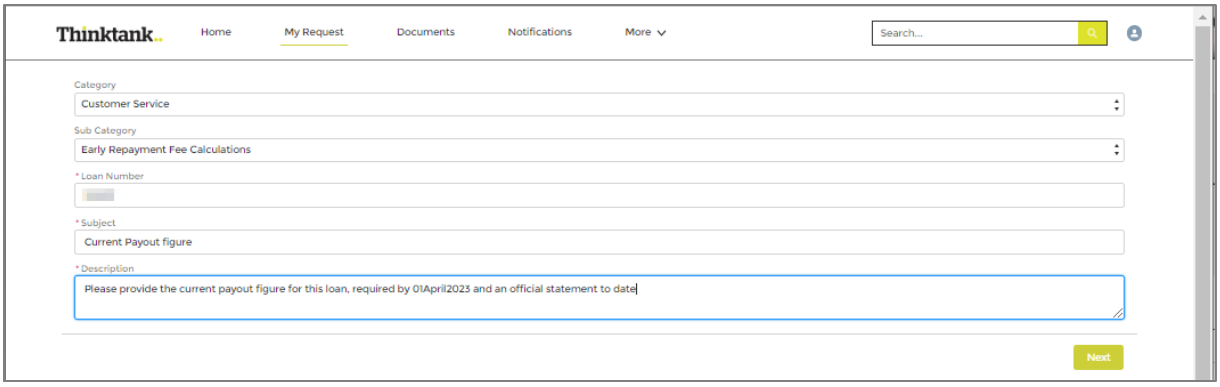
Customer Portal HowTo

To create a case:

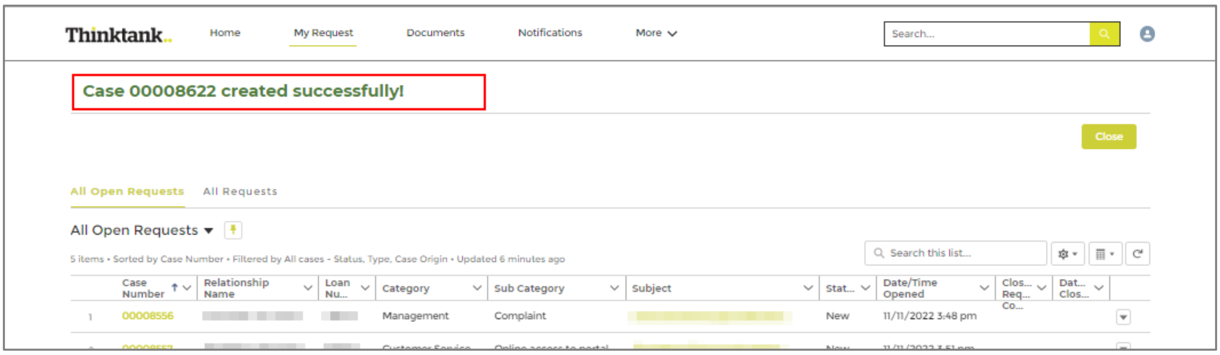
1. Click Create Case



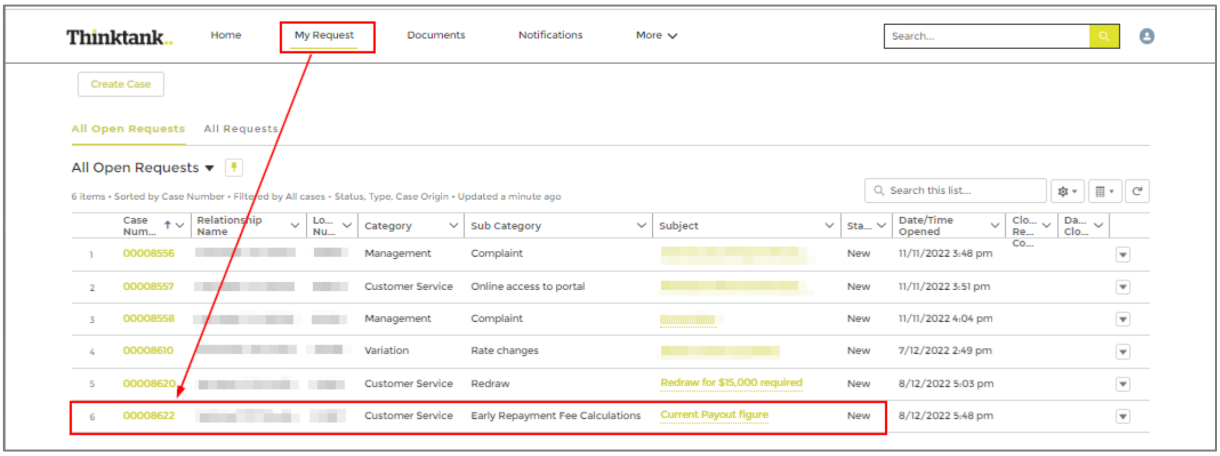
2. Enter details on the form that appears with concise request that provides all necessary details



3. Click Next for the Case to be created, and the confirmation will appear



4. To refresh the list, please click on My Requests to see your new request listed



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