

Phone and Internet Banking

Keeping you in touch
with your money



SUNCORP BANK 

Easy access, flexible banking by phone and internet

At Suncorp Bank we offer easy to access Phone, Mobile Phone and Internet Banking, 24 hours a day[^]. You can do your banking at home and away, wherever it's convenient for you.

What can I use Phone Banking for?

From the comfort of home, at work or wherever you have a standard tone dialling phone, Phone Banking enables you to:

- check the account balance on your deposit and loan accounts, credit cards and term deposits
- transfer funds[†] between deposit accounts, including credit accounts, and make payments to your loan accounts
- pay bills using BPAY[®]
- find out your previous 12 transactions
- find out if a particular cheque has been presented and details of the last five cheques presented
- request a copy of your current or previous statement
- find out the interest that has been earned and/or paid for the current or last financial year.

What can I use Internet Banking for?

Internet Banking gives you the freedom to do all your day-to-day banking anytime[^], anywhere as long as you have access to a secure computer with compatible software and an internet connection.

You can access the same information as Phone Banking plus:

- open personal deposit accounts and term deposits
- set-up flexiRates on your Everyday Options sub-account, eOptions account, 55+ account and Business Saver account
- renew your Term Deposit or change your maturity instructions
- view and print your transaction history free of charge
- transfer funds[†] from a Suncorp Bank account to an account with another financial institution
- make global payments to overseas accounts
- schedule payments for a date in the future
- schedule regular transfers e.g. loan repayments[#]
- access Cashback on selected home loans^{*}
- contact Suncorp Bank through our secure message facility.

What can I use Mobile Phone Banking for?

With Mobile Phone Banking you can do a range of banking activities on the go. When your mobile device is connected to the Internet you can login to Mobile Phone Banking⁴ using your Internet Banking login details to:

- check your account balances
- transfer money[†] from your account immediately or schedule a future payment to another Suncorp Bank account or to a bank account held at another financial institution
- View BPAY[®] bill summaries and download a PDF copy of the detailed bill (for iPhone[®] users only)
- View and approve business payments (available to business customers only).

All day, everyday banking

Here's how it works

Simply call us on 13 11 75 to register for Phone and Internet Banking. We'll give you a Telephone Access Code (TAC). You can start using Phone Banking right away by following the simple prompts when you call.

SUNCORP BANK Internet Banking secure Call us on 13 11 55

Register for Internet Banking

Demos

- Internet Banking
- Mobile Phone Banking

Frequently Asked Questions

- Internet Banking
- Mobile Phone Banking

Security and Privacy Information

Terms and Conditions

Logon to Internet Banking

Customer ID: If you have forgotten your Internet Banking Customer ID or Password, please call our Customer Service Team on 13 11 55.

Password:

Token Code: Only enter if you have purchased and activated a Security Token. [What are security tokens?](#)

Logon

Enhance Your Internet Banking Protection

Suncorp has an additional security measure that is widely regarded as a successful and convenient way to enhance Internet Banking security. It's called the Suncorp Security Token.

This special device provides an extra layer of security to help protect the account details of our Internet Banking customers and reduce the potential for unauthorised access occurring. Tokens are available for \$20.

The security token works by generating a new 6-digit code every 60 seconds, from one million possible combinations. Because the code is constantly changing and only appears on your token, no-one but you will have the code needed to access your accounts.

To apply, click on order security token under security in Internet Banking. [Learn more about tokens.](#)

© Copyright Suncorp-Metway Ltd ABN 66 020 831 722
Suncorp Internet Banking. Issued by Suncorp-Metway Limited AFSL No 229982

Once you have your TAC, registering for Internet Banking is easy

1. Visit suncorpbank.com.au/ways-to-bank/internet-banking and click 'register now'
2. Once in the online registration form:
 - read and accept the Terms and Conditions
 - enter your relevant details
 - you'll then be issued with a Customer ID that needs to be recorded for future use.
3. To log on, enter your Customer ID and Password then click on the Logon button.

If you're registered for Internet Banking you can use your login details to access Mobile Phone Banking.

Opening accounts with Internet Banking

Once you have a TAC and have registered for Internet Banking, you can open a Transaction, Savings or Investment Account in five easy steps.

1. Logon to Internet Banking.
2. Select 'Open a new account'.
3. Choose the account you would like to open.
4. Click on the 'Apply Now' button.
5. Complete the online application form.

Internet Banking is safe

With Suncorp Bank, Internet Banking is safe. We use advanced security technologies to ensure your banking details are secured at all times. Your Password and Customer ID Number also help prevent others from accessing your account.



As an additional security measure, Suncorp Bank has introduced the Suncorp Bank Security Token. Security tokens are widely held as a successful and convenient way to enhance Internet Banking security.

This special device provides an extra layer of security to help protect the account details of our Internet Banking customers and reduce the potential for unauthorised access occurring.

The Suncorp Bank Security Token is available to all Suncorp Internet Banking clients for a cost of just \$20 per token.

Details of our security measures and the Suncorp Bank Security Token can be found on our website under 'Privacy and Security'.

Details of our Suncorp Bank Security Tokens can be found at suncorp.com.au/tokens

Suncorp Bank Online Security

To ensure full protection while using Internet Banking, follow our top 3 security tips:

1. Protect your computer

- Always make sure you have the latest anti-virus and firewall protection installed on your computer.
- Apply the latest updates and security patches to your Operating System as soon as they become available.
- Apply anti-spyware protection to avoid spyware becoming installed on your computer.
- Apply for a Suncorp Bank Security Token to add an additional layer of security to your Internet Banking.



2. Be Password Smart

- Always choose 'easy to remember, but hard to guess' passwords and change them regularly.

3. Know How to Spot Online Fraud

- Be wary of emails from people you don't know or trust. Delete any emails you think are suspicious.
- Never provide your personal or security details, including Customer ID or passwords, in response to any email. Suncorp Bank will never request this information from you via email.
- Always scan any new programs or files for viruses before you open, install or use them. Your anti-virus software may do this for you automatically.

For more information on online security, visit our website at suncorpbank.com.au/security

Loss, theft or unauthorised use

Your security is important so please call us immediately on 13 11 75 (24 hours a day) if:

- you think someone knows your TAC or secure banking details
- you receive an email asking for your TAC or secure banking details
- you notice unauthorised transactions on your account.

Need help?

If you have a problem or complaint about Phone, Mobile Phone or Internet Banking (including any entry on your statement), take a note of the details and call 13 11 75, send a secure message from Suncorp Internet Banking or visit any Suncorp Bank branch as soon as possible.

The attached card shows the different menus that you can choose with Phone Banking. Use it as an easy reference guide and to record your account number details.

Suncorp-Metway Ltd ABN 66 010 831 722.

* Terms and Conditions apply. Contact us for details.

^ Excludes outages for system maintenance.

Not available for some accounts eg Credit Cards.

† Funds transferred using Phone, Mobile Phone and Internet Banking after 4pm each day, may not be available to cover automatic transfers, direct debits or cheques until the next day. However, you will be able to access these funds via ATMs and EFTPOS. Daily Internet Banking transfer limits apply.

To access Internet Banking, customers are required to have a valid email address.

^ You may be charged web access rates for access to this service by your mobile service provider. Your mobile service provider can advise you on specific fees and charges.

Contact us for more information:

 **Call 13 11 75**

www suncorpbank.com.au



Visit your local branch

SUNCORP BANK 