

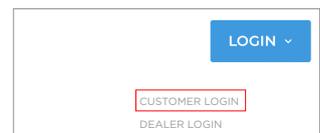
# Customer Portal Instruction Guide

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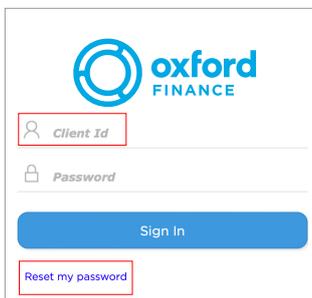
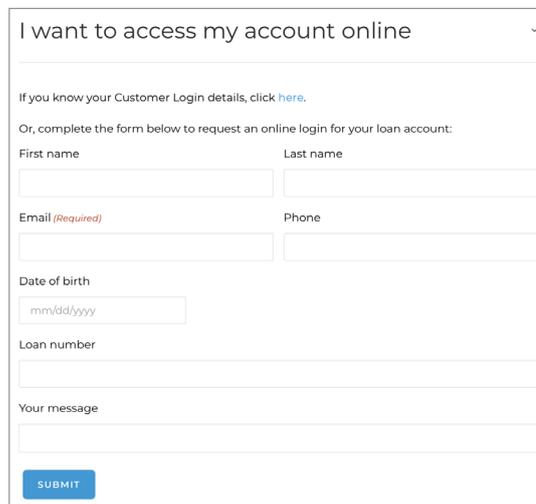
## Log in to your Customer Portal

- Click on the blue login button in the top navigation bar and select 'CUSTOMER LOGIN'.



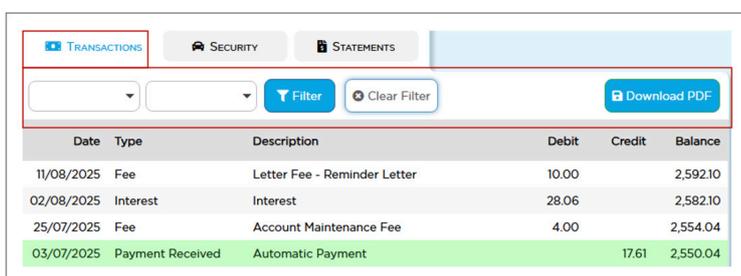
## If you don't have a login or have forgotten your login details

- Click on the blue LOGIN button located in the top navigation bar
- Under 'Client Id' type in your email address
- Click on the 'I've forgotten my password' link
- An email will be automatically sent to your email address associated with your loan account to reset your password
- Alternatively, you can request a login by completing and submitting the form on the Existing Customers page under 'I want to access my account online'.

## Filter and download a pdf of your transactions

- In the 'Transactions' tab, type in the 'to' and 'from' date ranges you wish to download
- Click on 'Filter', then the 'Download' PDF' button to download your selection

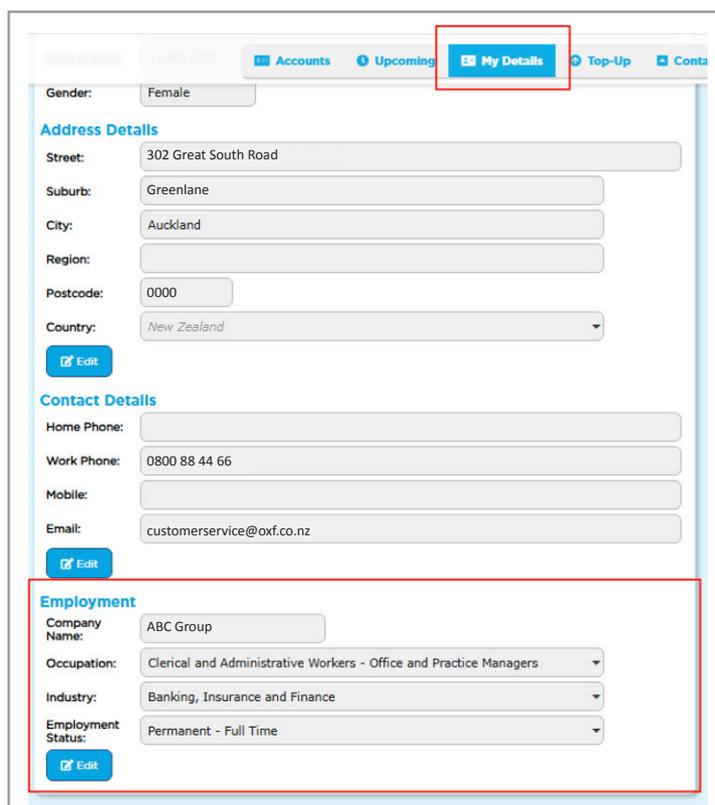


Date	Type	Description	Debit	Credit	Balance
11/08/2025	Fee	Letter Fee - Reminder Letter	10.00		2,592.10
02/08/2025	Interest	Interest	28.06		2,582.10
25/07/2025	Fee	Account Maintenance Fee	4.00		2,554.04
03/07/2025	Payment Received	Automatic Payment		17.61	2,550.04

## Customer Portal Instruction Guide

### Update your employment details

- In the 'My Details' tab, scroll down to the Employment heading
- Click the 'Edit' button and update your employment details



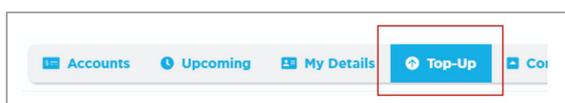
The screenshot shows the 'My Details' tab in the customer portal. The 'My Details' tab is highlighted with a red box. Below it, the 'Employment' section is also highlighted with a red box. The 'Employment' section includes the following fields:

- Company Name: ABC Group
- Occupation: Clerical and Administrative Workers - Office and Practice Managers
- Industry: Banking, Insurance and Finance
- Employment Status: Permanent - Full Time

Each section (Address, Contact, and Employment) has an 'Edit' button.

### Apply for a loan top up

- In the 'Top-Up' tab, complete the form details and submit directly to our Lending team for review.



The screenshot shows the 'Top-Up' tab in the customer portal, highlighted with a red box. The 'Top-Up' tab is the active tab, and the 'Accounts' tab is also visible.