

Customer Portal Instruction Guide

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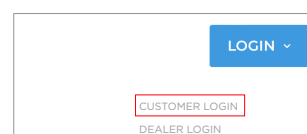
[Update your details – address, contact & employment](#)

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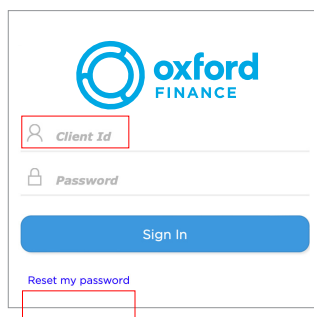
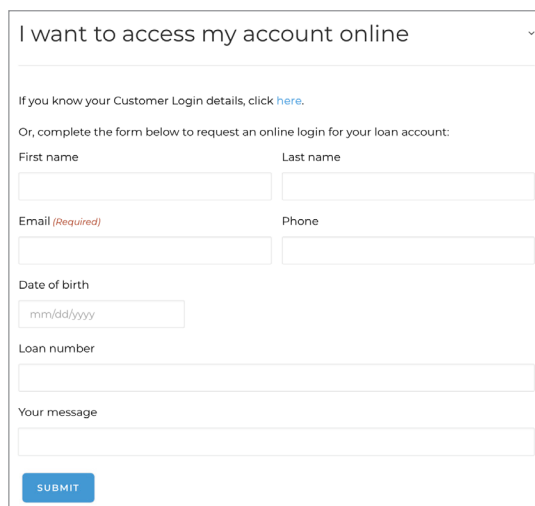
Log in to your Customer Portal

- 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. Important: If the automatic email does not appear in your inbox, please check your junk/spam folder
- 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

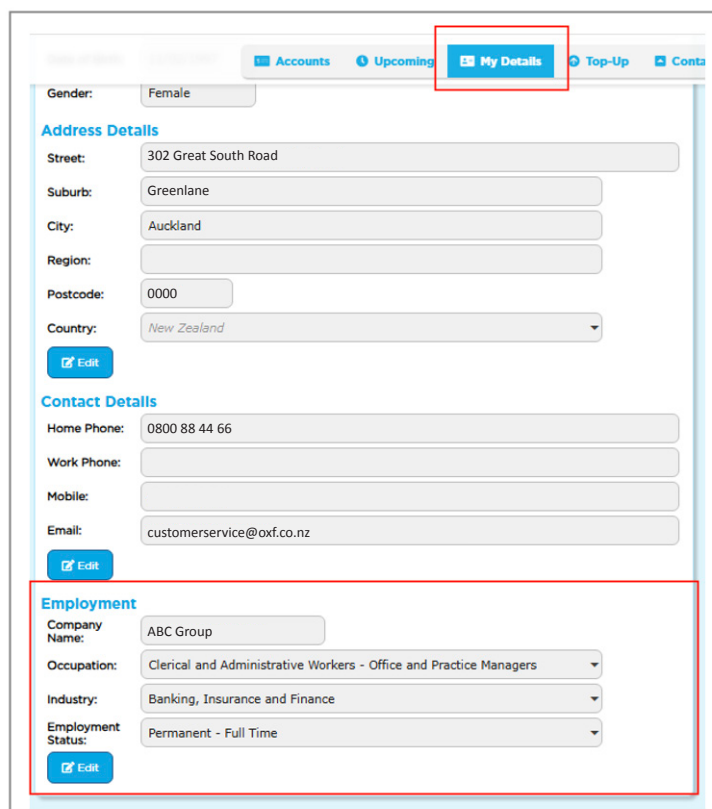
- In the 'Transactions' tab, type in the 'to' and 'from' date ranges you wish to download
- Click on 'Filter', then the 'Download' PDF' button to download your selection

TRANSACTIONS					
TRANSACTIONS SECURITY STATEMENTS Filter Clear Filter Download PDF					
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 cont.

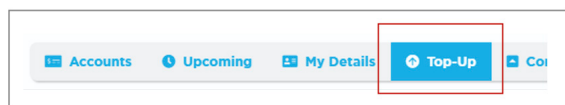
Update your details – address, contact & employment

- In the 'My Details' tab, scroll down to the section you wish to update
- Click the 'Edit' button and update your details



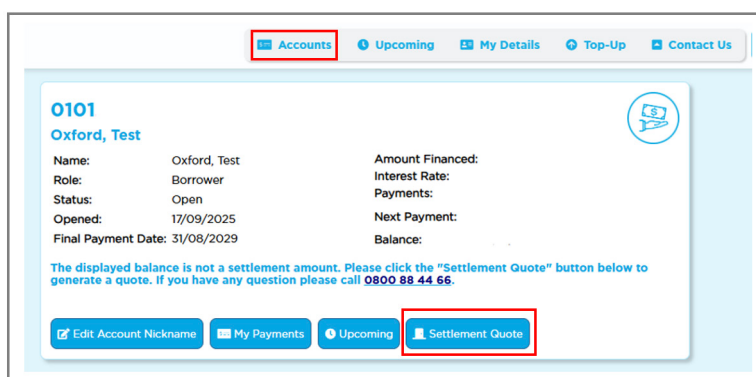
Apply for a loan top up

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



Request a settlement quote

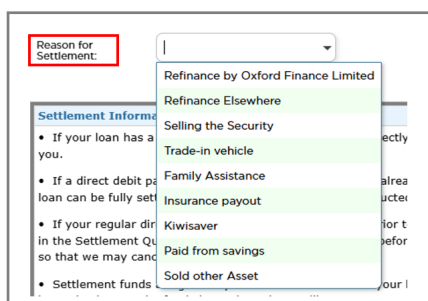
- Click on the 'Accounts' tab in the menu bar. You'll find the blue Settlement Quote button at the bottom.
- Click the Settlement Quote button to begin your request.



Customer Portal Instruction Guide cont.

Request a settlement quote cont.

- Select the reason for your settlement quote request from the drop down options provided.

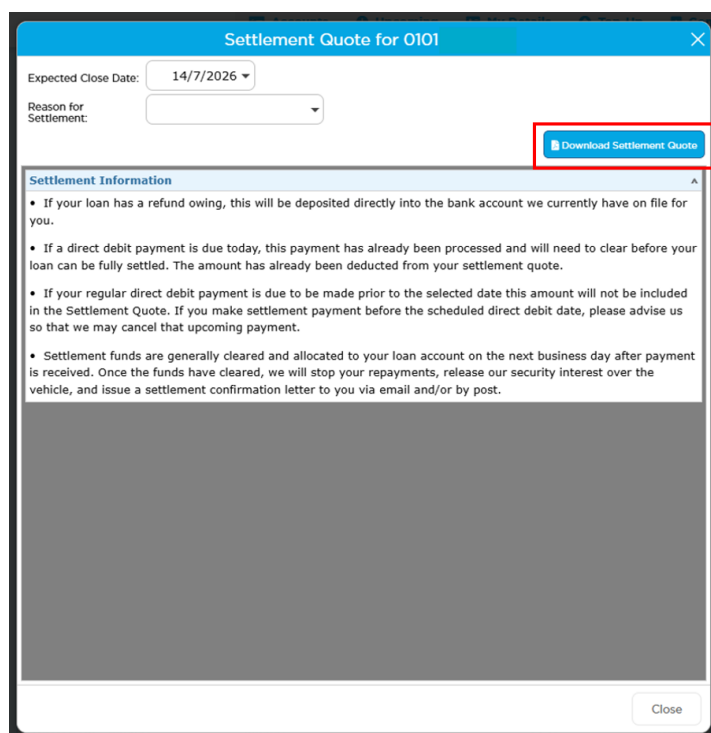


The screenshot shows a dropdown menu for 'Reason for Settlement'. The menu is open, displaying a list of options: Refinance by Oxford Finance Limited, Refinance Elsewhere, Selling the Security, Trade-in vehicle, Family Assistance, Insurance payout, Kiwisaver, Paid from savings, and Sold other Asset. To the left of the dropdown, there is a section titled 'Settlement Information' with bullet points explaining the settlement process.

Things you need to know:

- You will need to select a settlement close reason and date to proceed.
- Your settlement quote will only be available for 7 days.
- For some loan types, such as property loans, we are unable to provide a settlement quote online. Please contact our Customer Service team for assistance.

Click the blue 'Download Settlement Quote' button to download a pdf copy of your settlement quote letter.



The screenshot shows a form titled 'Settlement Quote for 0101'. At the top, there is a field for 'Expected Close Date' set to '14/7/2026' and a 'Reason for Settlement' dropdown menu. A red box highlights a blue button labeled 'Download Settlement Quote'. Below the dropdown, there is a section titled 'Settlement Information' with a list of bullet points explaining the settlement process. At the bottom right of the form, there is a 'Close' button.