UniBank

Getting started with **the** Mobile Banking App[1]

Let's look at the basics of logging in to the UniBank Mobile Banking App, including how to register, manage your Password and set up facial recognition.

How to register

Managing your Password

Facial recognition

Download the app

Make sure you have your Member Number and your Internet Banking Password, then simply download the app to get started.
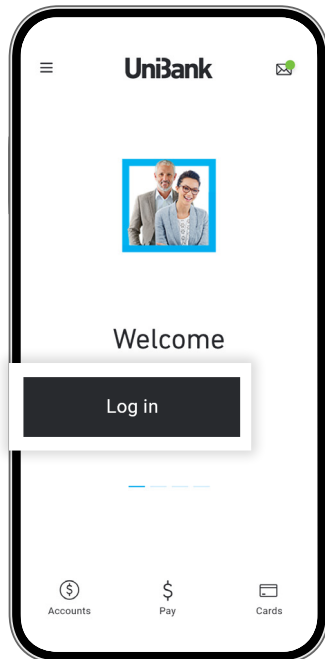
Download on the **App Store**

GET IT ON **Google Play**

UniBank

Welcome

Anthony

Last log in: 10:00am on 01 Nov 23

Log out

Accounts | Pay | Cards
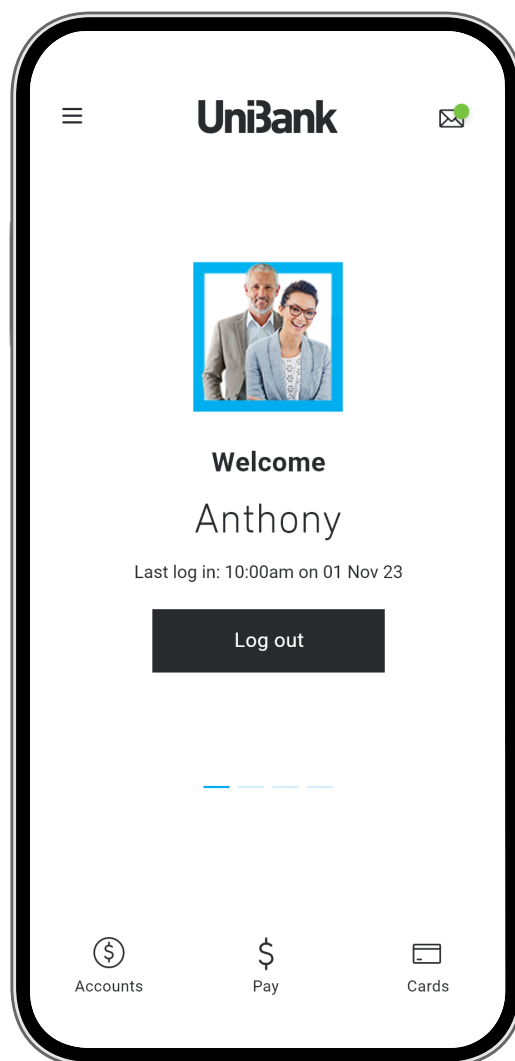
How to register

If you have an Internet Banking account with us

1

Open the app on your device and select **Log in**.

UniBank

Welcome

Log in

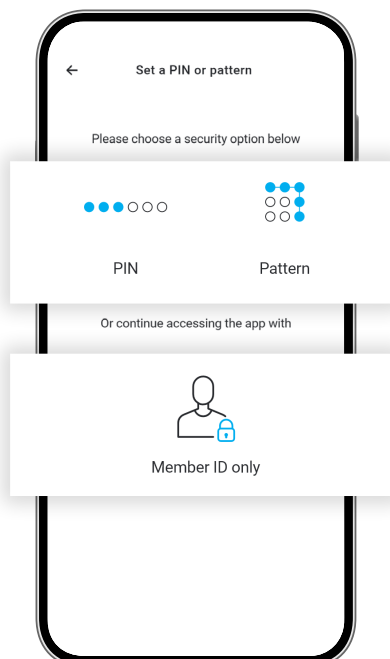Accounts   Pay   Cards

2

Enter your **Member Number** and the **Password** that you use to log in to Internet Banking.

Log in

Enter details
Your profile will be saved after you log in
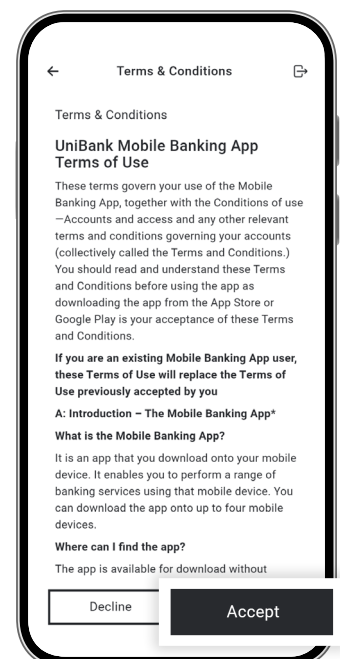
Member Number
12345
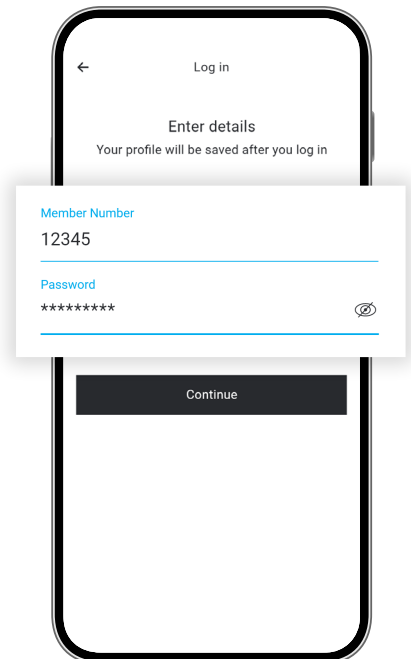
Password
****

Continue

3

You'll be asked to choose a **PIN** or **Pattern** as your password to make logging in easy (you can also continue to use your Member Number and Password).

Set a PIN or pattern

Please choose a security option below

PIN   Pattern

Or continue accessing the app with

Member ID only

4

Read and accept the Terms of Use. That's it. You can now use the app for all your Mobile Banking needs.

Terms & Conditions

Terms & Conditions

UniBank Mobile Banking App Terms of Use

These terms govern your use of the Mobile Banking App, together with the Conditions of use —Accounts and access and any other relevant terms and conditions governing your accounts (collectively called the Terms and Conditions.) You should read and understand these Terms and Conditions before using the app as downloading the app from the App Store or Google Play is your acceptance of these Terms and Conditions.

If you are an existing Mobile Banking App user, these Terms of Use will replace the Terms of Use previously accepted by you

A: Introduction – The Mobile Banking App*

What is the Mobile Banking App?

It is an app that you download onto your mobile device. It enables you to perform a range of banking services using that mobile device. You can download the app onto up to four mobile devices.

Where can I find the app?

The app is available for download without
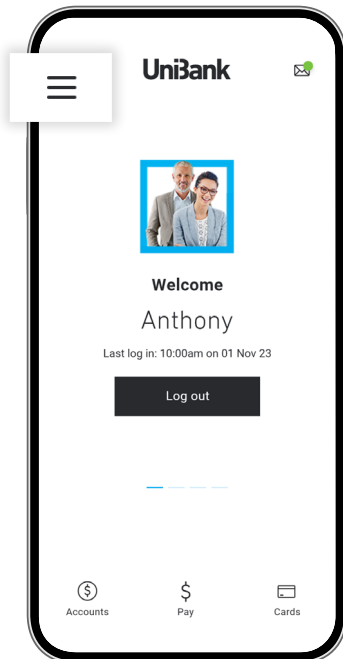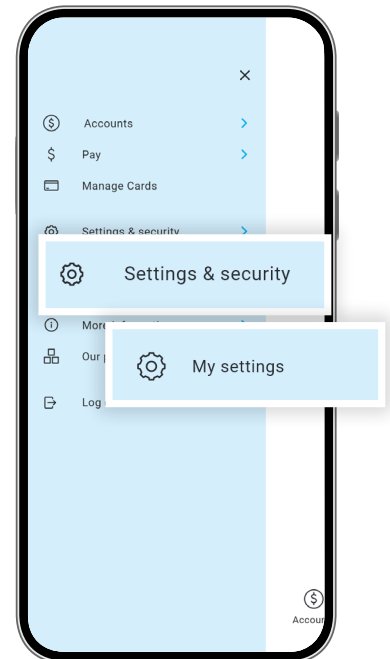
Decline   Accept

Manage your Password

Reset your log in details

1

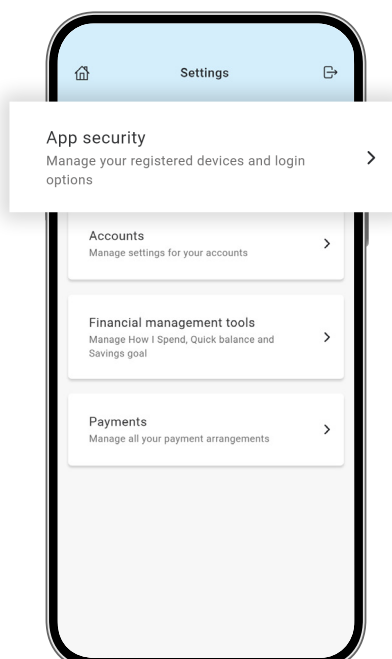From the home screen, tap on the **three horizontal lines** in the top-left corner. The **main menu** will appear.

UniBank

Welcome

Anthony

Last log in: 10:00am on 01 Nov 23

Log out

Accounts   Pay   Cards

2

Select **Settings & security**, followed by **My settings**.

Accounts
Pay
Manage Cards
Settings & security

Settings & security

More
Our
My settings

Log

Accou

3

Click on **App security**. You'll see the option to change your PIN and/or pattern, or turn Face ID on or off.

Settings

App security
Manage your registered devices and login options

Accounts
Manage settings for your accounts

Financial management tools
Manage How I Spend, Quick balance and Savings goal

Payments
Manage all your payment arrangements

4

Before you can change your security options you will need to authenticate.

Then select what you want to do and follow the prompts.

App security

Manage registered devices

Login options
Change or update your login details and control your biometrics

PIN, Pattern or Member Number

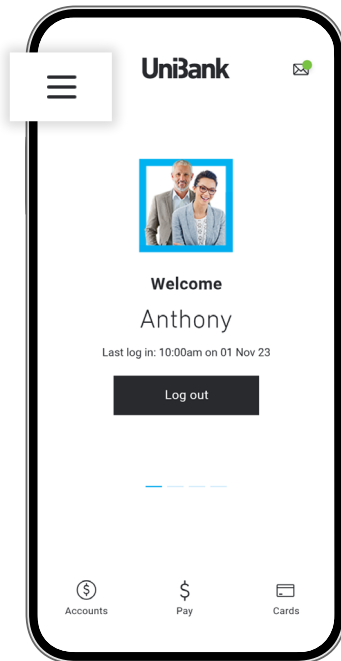Face ID   Off
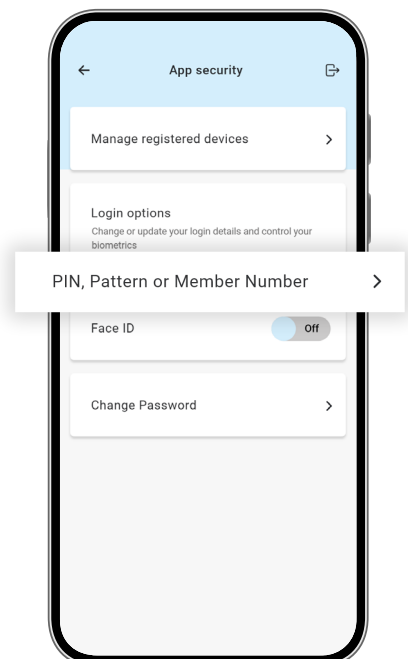
Change Password

Manage your Password

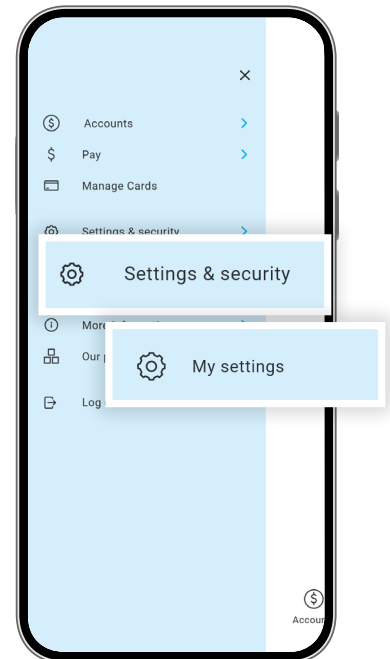Change or reset your Password

1

From the home screen, tap on the **three horizontal lines** in the top-left corner. The **main menu** will appear.
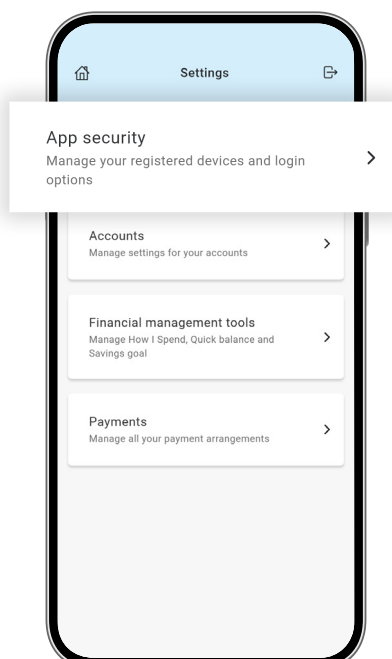
2

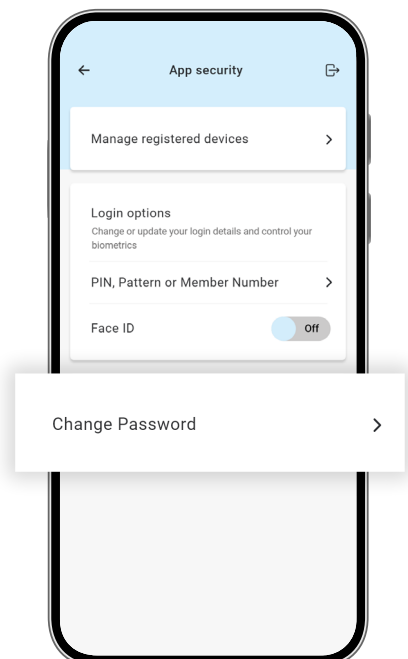Select **Settings & security**, followed by **My settings**.

3

Click on **App security**. You'll then see the option to change your **Password**.

4

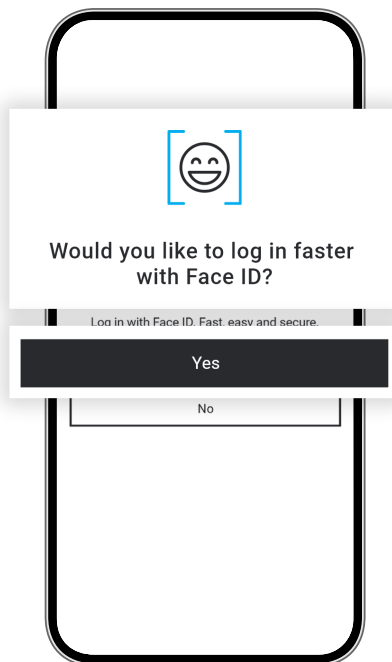Select **Change Password** and follow the prompts. **To verify it's you, enter the SMS code** we send to your mobile phone.

Facial recognition

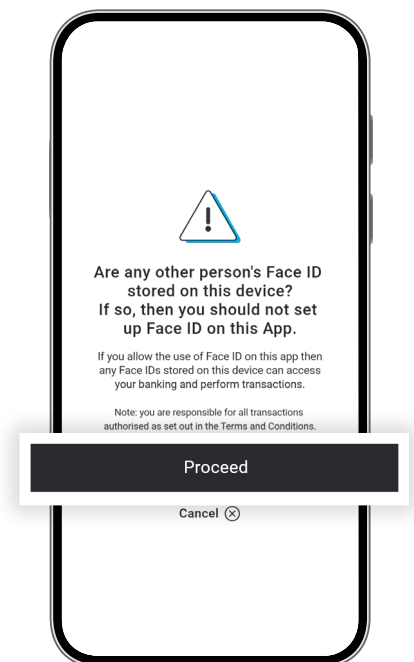## Set up facial recognition (only for supported devices)

1

After setting up your PIN or Pattern, you'll receive a prompt asking, Would you like to **log in faster with Face ID?**

Tap **Yes**.

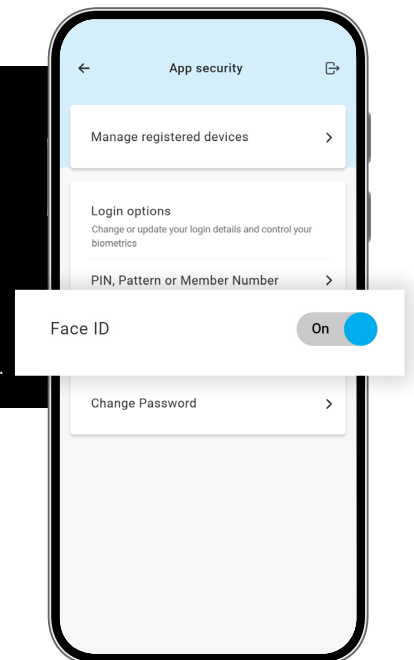Would you like to log in faster with Face ID?

Log in with Face ID. Fast, easy and secure.

Yes

No

2

Tap **Proceed**.

Are any other person's Face ID stored on this device? If so, then you should not set up Face ID on this App.

If you allow the use of Face ID on this app then any Face IDs stored on this device can access your banking and perform transactions.

Note: you are responsible for all transactions authorised as set out in the Terms and Conditions.

Proceed

Cancel ⊗

2

Follow the prompts to set up Face ID. Once complete, you'll be able to log in to the app with your face, rather than entering a PIN or Pattern each time.

Success

Your Face ID is now enabled

OK
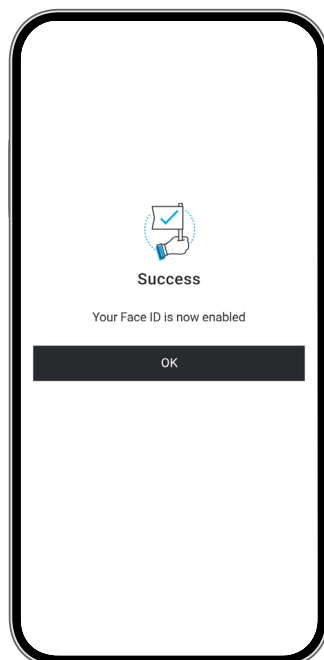
You can also turn Face ID on or off at any time by going to **Settings & Security > My settings > App security > Face ID**.

App security

Manage registered devices >

Login options
Change or update your login details and control your biometrics

PIN, Pattern or Member Number >

Face ID   On

Change Password >