

The Loan Service Line (LSL) provides an easy way to manage your loan over the phone. Simply call between 6am to midnight (Eastern Standard Time) any day of the week.

- 1300 360 801 (Calls within Australia)
- 0800 360 801 (Calls within New Zealand)
- 61 2 9225 0853 (Calls from anywhere else in the world)

Getting Started

To access the service you will need an Access Number and Password. The Access Number is a 7 digit number, which is mailed to you at settlement of your loan. Your 6 digit password will be mailed to you separately. For security reasons you will be asked to change it the first time you use the Loan Service Net (LSN). If you forget your password or lose it please contact us immediately.

Important Matters

- At any time during your call you can skip the voice prompts by pressing the key for the service option you require. To return to the main menu, press *.
- To key in an amount simply enter the whole of the amount and press #. For example \$56.59 you press 5 6 5 9 #, for \$56.00 you press 5 6 0 0 #.
- Confirmation of Transaction – Before the transaction is processed, the amount will be read back to you. You will be asked whether to process the transaction or cancel and return to the main menu. If you choose to process the transaction you will be quoted a receipt number for future reference. The receipt number will appear on your loan statement.
- All transactions completed (where a receipt has been issued) by 1pm will generally be processed by the next business day in Sydney, with the exception of weekends and public holidays in Sydney when it may be the business day after the next business day.

Enter your **Access Number** and press **#**

Enter your **Password** and press *****

Main Menu

(friendly voice prompts will direct you)



Loan Service Line (LSL)

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