

15 May 2023

<First Name><Last Name>  
<Mail Address1>  
<Mail Address2>  
<Mail Suburb>  
<Post Code>

Dear <Title> <Last Name>

**Your new Bendigo Bank Access ID: <Access ID>**  
**Your new Bendigo Bank Customer Number: <Customer Number>**

We refer to our recent communications with you in relation to the upcoming transition of your SERVICE ONE Alliance Bank or NOVA Alliance Bank products and accounts to equivalent Bendigo Bank products and accounts.

Between 2.00pm (AEST) Friday 16 June 2023 to 4.00pm (AEST) Saturday 17 June 2023 you will **not be able to access funds, use cards or conduct any banking services.**

### **How to Login to Bendigo Bank e-Banking for the first time**

On Saturday 17 June 2023 you will receive a temporary password via SMS which is valid for 72 hours. Once received, go to Bendigo Bank's website at [www.bendigobank.com.au](http://www.bendigobank.com.au) or download the Apple or Android Bendigo Bank app and:

1. Select the **Login** button in the top right corner of the screen or manually enter <https://banking.bendigobank.com.au/Logon/login.page>; then
2. Enter your new **Access ID <Access ID> (not your Customer ID)** followed by the **temporary password** you received via SMS; then
3. Change your password - you will be prompted to change your temporary password to a permanent password of your choice.

### **Frequently Asked Questions**

**What mobile number will be used?** Your mobile phone registered to your existing SERVICE ONE/NOVA Alliance Bank Online Banking account will be registered for Bendigo e-Banking. If you currently do not have a mobile phone registered (or are unsure of the registered number) and you would like to add one, please call 02 6215 7177 or visit one of our local branches before the transition date.

**What if I don't login using my temporary password with 72 hours?** Request a new temporary password by calling Bendigo Bank on 1300 236 344 or visit your local branch at Belconnen, Batemans Bay, Cooma, Deakin, Newcastle, Tuggeranong or Tumut.

**I entered my Access ID and password and was told it was incorrect, what do I do?** Please ensure you are using your **ACCESS ID** not your Customer ID and re-enter the password sent via SMS.

**What if I don't have a mobile number, didn't receive an SMS with my temporary password or am having difficulties logging in?** If you require assistance accessing or using Bendigo Bank e-Banking please contact your local team on 02 6215 7177, or Bendigo Bank on 1300 236 344.

Bendigo e-Banking functionality and security measures (other valuable information) available via banking demonstration videos at <https://www.bendigobank.com.au/ways-to-bank/internet-banking>. For tips on Fraud Prevention please refer to the brochure in your letter.

### **Accessing Bendigo Phone Banking**

From your transition date on Saturday 17 June 2023, you will no longer be able to access SERVICE ONE/NOVA Alliance Bank Phone Banking. If you are an existing SERVICE ONE/NOVA Alliance Bank Phone Banking customer then, from 17 June 2023, access to the Bendigo Phone Banking service will be possible using your **Access ID** and password (see below).

Please contact us to gain your 5-digit temporary PIN for Bendigo Phone Banking, which you will be prompted to change to a permanent PIN during your first time using the service. After the transition date you can contact your local team on 02 6215 7177, or Bendigo Bank on 1300 236 344.

### **Here to help, here to answer your questions**

It is important to us that you feel supported every step of the way, if you have any questions prior to transition, you can:

- Visit our dedicated website page [serviceone.com.au/goodtogreat](http://serviceone.com.au/goodtogreat)
- Call us on 02 6215 7177
- Send us an email at [support@serviceone.com.au](mailto:support@serviceone.com.au)
- Drop into your local branch or arrange a personalised appointment with one of our local, knowledgeable team members

We look forward to continuing to meet your banking needs through our subsidiary's local branches. When you bank with us you are investing in your local community.

Yours sincerely



**Ivan Slavich**  
Chair – SERVICE ONE Mutual Limited



**Matthew Smith**  
CEO – SERVICE ONE Mutual Limited

*SERVICE ONE Mutual Limited ACN 095 848 598 is an agent of Bendigo and Adelaide Bank Limited ACN 068 049 178 AFSL/Australian Credit Licence 237879 (**Bendigo Bank**) in the distribution of SERVICE ONE Alliance Bank and NOVA Alliance Bank branded products and services. The information given in and with this letter is given on behalf of and as agent of Bendigo Bank.*