



**DISCOVERY**

## DISCOVER

# WHO ARE THEY?

MyLife MyFinance is an Australian banking institution therefore customer deposits are protected by the Australian Government deposit guarantee. This protection is called the Financial Claims Scheme.

MyLife MyFinance was originally a Member owned organisation known as Transcomm Credit Union, which began in 1971.

As with most modern banking institutions, MyLife MyFinance offers it's customers the convenience of internet banking.

**Current URL: <http://www.mylifemyfinance.com.au/>**



### THE PROBLEM

The institution faces the challenge of attracting and retaining customers for financial growth with the existing solution. Aesthetically, the existing online presence appears dated.



### THE AUDIENCE

Male and female banking customers between the ages of 23 - 65.



### THE OBJECTIVE

Modernize the existing MyLife MyFinance online banking application.  
  
Redesign the existing marketing website for a phase 2 approach deliverable.



## DISCOVER

# WHAT IS ONLINE BANKING?

Online banking, also known as internet banking, e-banking or virtual banking, is an electronic payment system that enables customers of a bank or other financial institution to conduct a range of financial transactions through the financial institution's website. The online banking system will typically connect to or be part of the core banking system operated by a bank and is in contrast to branch banking which was the traditional way customers accessed banking services.

## ADVANTAGES OF E-BANKING

- Permanent access to the bank
- Lower transaction costs / general cost reductions
- Access anywhere using mobile or computer
- Less time consuming
- Very safe and secure method
- Helps to transfer the money immediately and accurately.

## SECURITY

Security of a customer's financial information is very important, without which online banking could not operate. Similarly the reputational risks to the banks themselves are important. Financial institutions have set up various security processes to reduce the risk of unauthorized online access to a customer's records, but there is no consistency to the various approaches adopted.

## COUNTERMEASURES

There exist several countermeasures which try to avoid attacks. Digital certificates are used against phishing and pharming, in signature based online banking variants (HBCI/FinTS) the use of "Secoder" card readers is a measurement to uncover software side manipulations of the transaction data. To protect their systems against Trojan horses, users should use virus scanners and be careful with downloaded software or e-mail attachments.

# DISCOVER

## COMPETITIORS



### Amp Limited Bank

AMP is a financial services company in Australia and New Zealand providing superannuation and investment products, insurance, financial advice and banking products including home loans and savings accounts.

<https://www.amp.com.au/>



### Australia and New Zealand Banking Group Limited

The Australia and New Zealand Banking Group Limited, commonly called ANZ, is the third largest bank by market capitalisation in Australia, after the Commonwealth Bank and Westpac Banking Corporation.

<https://www.anz.com.au/personal/>



### Auswide Bank

Auswide Bank Ltd, formerly known as Wide Bay Australia, was Australia's 10th bank listed and trading on the Australian Securities Exchange (ASX).

Its head office is located in Bundaberg, Queensland. Auswide Bank has an asset base of over \$3 billion.

<http://www.auswidebank.com.au/>



### Bank of Melbourne

Bank of Melbourne is a financial institution operating in Victoria, Australia. A subsidiary of the Westpac Group, it was re-established as a separate entity, and re-commenced operations on 25 July 2011.

<https://www.bankofmelbourne.com.au/>



### Bank of Queensland

The Bank of Queensland (branded BOQ) is an Australian retail bank with headquarters in Brisbane, Queensland.

The bank is one of the oldest financial institutions in Queensland, and now has branches throughout Australia with a network of 252 branches, including 78 corporate branches and 166 "owner managed" branches.

<http://www.boq.com.au/>



### Bank of South Australia

The Bank of South Australia, known commercially as BankSA, is the largest financial institution in South Australia and the state's largest home lender.

<https://www.banksa.com.au/>



### Bankwest

Bankwest, previously known as The Bank of Western Australia is an Australian full-service bank based in Perth, Western Australia.

Formerly a wholly owned subsidiary of HBOS plc, it was sold in October 2008 to the Commonwealth Bank of Australia for A\$2.1 billion and operates as a division of its parent company.

<https://www.bankwest.com.au/>



### Bank of Melbourne

BankVic, previously known as Police Financial Services, Ltd. or "Police Credit" is a member owned bank in Australia founded by police officers in 1974 as a credit union. It now serves police and other emergency service workers, people in the health industry and other public servants, as well as their families and friends.

<http://bankvic.com.au/>

# DISCOVER PERSONAS

Samuel Jacobs

26 | Sydney | Literary Artist, Blogger, Podcaster



Samuel is a 26 year old Literary Artist from Bondi, Sydney. Well-travelled throughout Australia and abroad. Samuel has had a love for writing and music since a young age. He loves to travel, write and attend live music performances.

In the past three months he has attended five live performances, four of those where International acts and only one was Australian.

While travelling to and from work each day he often stops at the local coffeeshops, produce market and thrift stores.

## LIKES

- Ability to pay bills online
- Keeping up to date with social events
- Secure online transactions
- Mobile friendly websites
- Ability to transfer funds with no fees

## SAMUEL'S BEHAVIORS



Preferred Computer Device: Laptop  
Secondary Internet Device: Ipad Mini  
Available Time: Low

Pays bills online	✓
Uses autopay features	✓
Has time to go to the local branch	✗
Makes online purchases	✓
Prefers online statements	✓

## DISLIKES

- Long bank lines
- Slow internet sites
- Poor banking technical support
- Transfer fees and hidden bank fees
- Inconvient banking hours

“My career and lifestyle always keep me on the go. So it is important that my banking needs is convenient and accessible.”

Access To Local Bank Branch: Not Always  
Finds Current Bank Fees: Not Reasonable  
Needs Access To Bank Funds: Top Priority

Transfers funds online	✓
Makes purchases on eBay	✓
Makes purchases on Amazon	✓
Has much time to pay bills by mail	✗
Has streaming subsicription service	✓

# DISCOVER PERSONAS

Evelyn Thompson

59 | Melbourne | Homeware Retail Assistant



Evelyn is a 58 year old Retail Assistant from Melbourne. She is married, has 3 kids and 2 grandchildren.

Evelyn is semi retired, works part time and lives at home with her hisband Noah Thompson.

Noah Thompson is retired but still enjoys a moderate but active lifestyle. They both enjoy outside outside community activities and travel to the local markets and stores as needed.

## LIKES

- Ability to pay bills online
- Paper and online bank statements
- Simple processes to get things done
- Fast tech support
- Low fees

## EVELYN'S BEHAVIORS



Preferred Computer Device: Desktop  
Secondary Internet Device: Laptop  
Available Time: Moderate

Pays bills online	✓
Uses autopay features	✓
Has time to go to the local branch	✗
Makes online purchases	✓
Prefers online statements	✓

## DISLIKES

- Long bank lines
- Complicated websites
- Poor banking technical support
- Slow response times
- Inconvient banking hours

“ My husband and I are in our senior years.We are not the most tech savy but enjoy learning new things online. ”

Access To Local Bank Branch: Not Always  
Finds Current Bank Fees: Not Reasonable  
Needs Access To Bank Funds: Top Priority

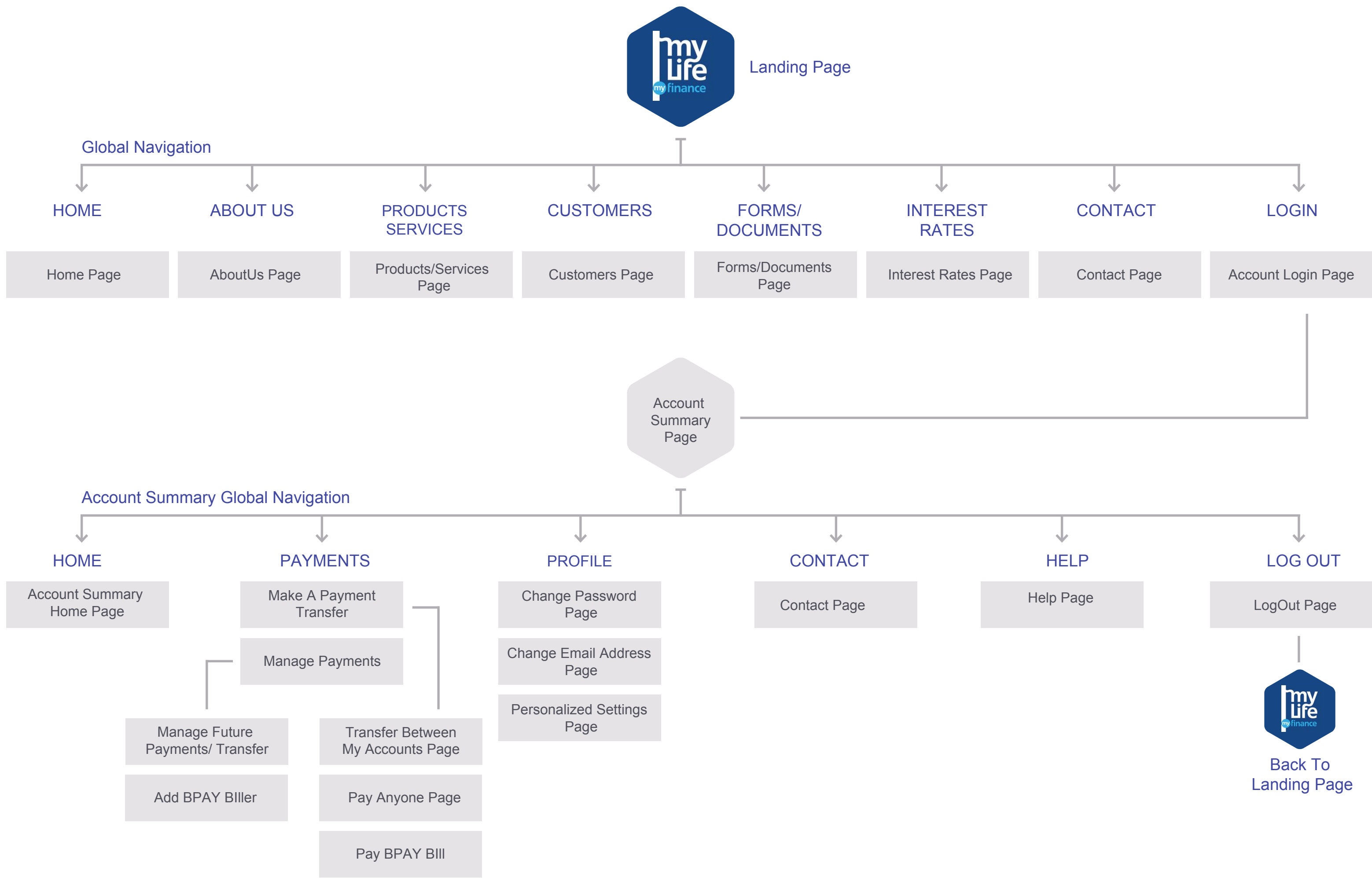
Transfers funds online	✓
Makes purchases on eBay	✓
Makes purchases on Amazon	✓
Has much time to pay bills by mail	✗
Has streaming subsicription service	✓

**DEFINE**



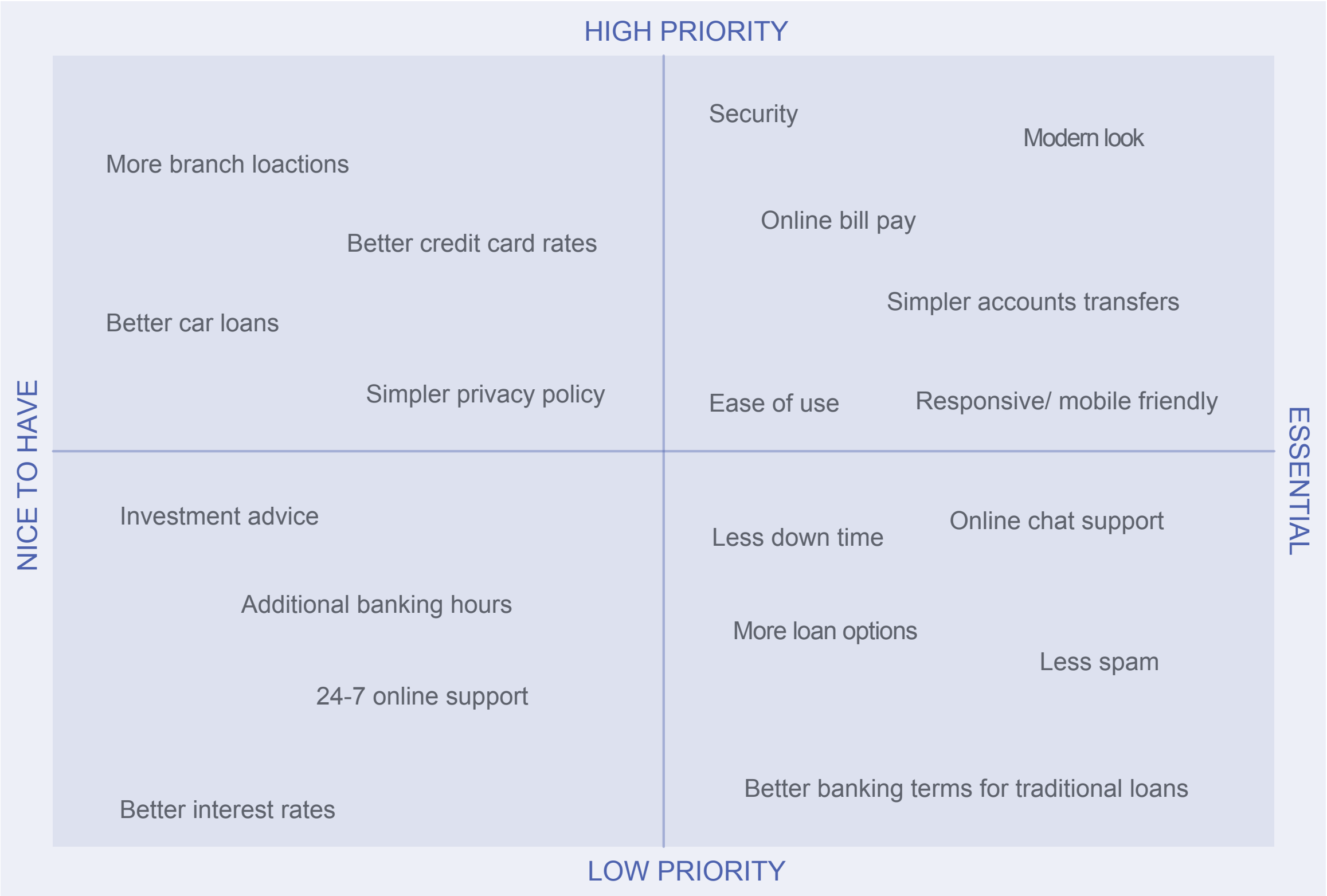
# DEFINE

## INFORMATION ARCHITECTURE



DEFINE

# FEATURE PRIORTIZATION



**DESIGN**

# DESIGN

## WIREFRAMING

### Landing Page

Logo

Navigation 1Navigation 2Navigation 3Navigation 4Navigation 5Navigation 6Navigation 7Navigation 8

Sign In

Marketing Section

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### Account Summary Page

Logo

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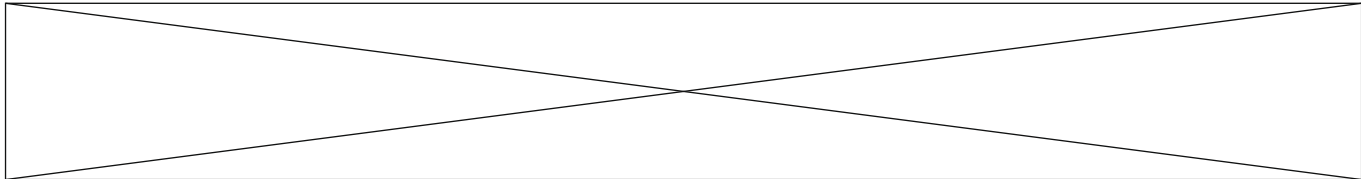
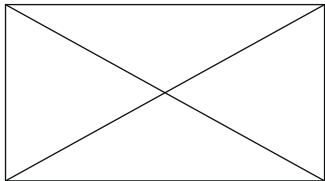
# DESIGN

# WIREFRAMING

## Personalized Settings Page

[illegible]

## Contact Page

Logo	Navigation 1   Navigation 2   Navigation 3   Navigation 4   Navigation 5   Navigation 6
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# DESIGN

## WIREFRAMING

### Change Password Page

Logo

Navigation 1Navigation 2Navigation 3Navigation 4Navigation 5Navigation 6

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### Account Overview Page

Logo

Navigation 1Navigation 2Navigation 3Navigation 4Navigation 5Navigation 6

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TransactionsAccount DetailsOutstanding Authorizations

ButtonButton

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Footer



Welcome to MyLife MyFinance.com

Sign On

User ID:

Password:

Submit

[Forgot User ID/Password?](#) [Sign Up Now](#)

Home Loan...  
Think MyLifeMyInsurance.  
Standard vaviable Home Loan  
interest rate reduced.



Internet Banking

All you need is a suitable computer, modem, accesss to the internet and registration as a MyLife MyFinance internet banking member. Remote banking solutions are now at your fingertips. You can do your own banking, 24 hours a day, 7 days a week.

Go to Internet Banking



Thumbnail label

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Action



Thumbnail label

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Action



Car Loans To Go.  
Fast approval car loans.  
Standard vaviable home loan interest rate reduced.

Find out more

Personal Loans To Suit.  
Hassle free, competitive rates.

With our very competitive interest rates it pays to look no further.

Find out more



Helpful Links

- News
- Product Disclosure Statement
- Privacy Policy
- Terms/Conditions
- Fees/Charges
- Comparison Rate Schedules
- Prudential Information APS330
- Switching to MyLife MyFinance
- Complaints & Dispute Resolution

General Enquires  
info@mylifemyfinance.com.au

Business Hours

Our business hours are from  
8.30am to 4.30pm Monday to Friday

**MyLife MyFinance**  
Level 2, 535 Bourke Street  
Melbourne VIC 3000  
  
**Telephone:** (03) 9629 4484  
**Fax:** (03) 9629 4130  
**Freecall:**1800 013 042 if you live in country  
Victoria.

**Report a lost or stolen card**  
During office hours: (03) 9629 4484  
After hours: 1800 252 149



# Internet Banking

Welcome to Internet Banking  
Please enter your UserID and  
Password information to Continue.

Please ensure that your e-mail address is up to date  
If you have previously provided us with your e-mail address, it will be  
displayed at the top of every page within Internet Banking.

User ID:

Password:

Login



## Helpful Links

View SPDS (Supplementary Product Disclosure Statement) on  
Internet Banking

View Browser Recommendationss guide.

General Enquires  
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Please make sure that this e-mail address is your current e-mail address, if you need to update your e-mail address, please Select the ‘Change E-mail address’ option from the 'Personal' menu once you've logged in. If you have not previously supplied your e-mail address, please consider doing so, as this will enable you to receive e-mail notifications of any transactions you carry out. Please contact MyLife MyFinance on 03 9 629 4484 if you have any queries or concerns.

\*As a general reminder, under no circumstances does MyLife MyFinance engage in the practice of contacting it's members via unsolicited E-mail.





Personal ▾

View Accounts ▾

Transfers

BPAY

Logout

Help

Change Password

Change Email address

Personalized Settings

Settings

## Change password for iCom User ID: 000000000

**Customer Name:** John Doe

**User ID:** 000000000

**Email Address:** JohnDoe@mylifemyfinance.com.au

**Old Password:**

**New Password:**

**Confirm New Password:**

Cancel

Submit

Password must be at least six (6) characters, with a maximum of eight (8) characters long. They must begin with an ALPHA (A-Z, a-z) and contain at least one NUMERIC (0 - 9), but no special characters, dashes or spaces. Remember your new password will be case sensitive.

\* When Changing / Adding Passwords DO NOT use birth date or common sequential number patterns. Make sure it is difficult for others to guess!

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Personal ▼

View Accounts ▼

Transfers

BPAY

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Help

# Internet Banking: Personal

[Change Password](#) | [Change E-mail Address](#) | [Personalize Settings](#)

## Change email address details for iCom User ID: 0000000000

**Customer Name:** John Doe

**User ID:** 0000000000

**Email Address:** JohnDoe@mylifemyfinance.com.au

Please enter your Email Address(s) to continue.

**Email Address 1:**

**Email Address 2 :**

**Email Address 3:**

**Email Address 4 :**

**Email Address 5:**

**Email Address 6:**

Cancel

Submit

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Level 2, 535 Bourke Street  
Melbourne VIC 3000

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**Fax:** (03) 9629 4130

**Freecall:** 1800 013 042 if you live in  
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After hours: 1800 252 149

# Internet Banking: Personal

[Change Password](#) | [Change E-mail Address](#) | [Personalize Settings](#)

Current settings

for iCom User ID: 000000000

Customer Name:

John Doe

Email Address:

JohnDoe@mylifemyfinance.com.au

Last Login:

21/10/2016 - 10:45am

Last BPay Payment:

21/10/2016

Last Transfer:

21/10/2016

Transactions Per Screen:

Transactions Per Page

Transactions Direction:

Preferred Account:

Preferred Screen:

Date Method:

Current Oldest Date:

Current Newest Date:

Send Email Notifications:

☒ Note: Email addresses are set via the Change Email Address option.

Closed Accounts:

☒ Include Closed Accounts

Cancel

Submit

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During office hours: (03) 9629 4484  
After hours: 1800 252 149

- View Future Dated Payments
- View Payroll Details

### Account Search

Select Account:25/10/201625/10/2016Select Filter Type:Search

### Account Information

Here are your accounts and balances as of: Tuesday, 25 October 2016.

Customer Name: John Doe  
Email Address: JohnDoe@mylifemyfinance.com.au  
iCom User ID: 000000000

Account	Date	Description	Current Balance	Debts	Credits	Available Balance
<input type="checkbox"/> <a href="#">S01 - 01</a>	25/10/2016	Checking Account	1156.10	0.00	0.00	1156.10
<input type="checkbox"/> <a href="#">S01 - 02</a>	25/10/2016	Savings Account	2235.45	0.00	0.00	2235.45
<input type="checkbox"/> <a href="#">S03 - 03</a>	25/10/2016	Money Market Account	6400.23	0.00	0.00	6400.23
<div><div><div><div>⏪</div><div>⏴</div><div>1</div><div>⏵</div><div>⏩</div></div><div><div>10</div><div>▼</div></div><div>Items per page</div></div><div>1 - 3 of 3 items</div></div>						
			<div>Download Format<div>▼</div></div>	<div>Download</div>	<div>Print</div>	

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During office hours: (03) 9629 4484  
After hours: 1800 252 149



# Internet Banking: View Accounts

[View Future Dated Payments](#) | [View Payroll Details](#)

## Account Search

Select Account:

25/10/2016

25/10/2016

Select Filter Type:

Search

## Account Summary

Here are your accounts and balances as of: Tuesday, 25 October 2016.

**Customer Name:** John Doe  
**Email Address:** JohnDoe@mylifemyfinance.com.au  
**iCom User ID:** 000000000

Authority	Debt Account	Amount	Frequency	Next Date	Pay To
<input type="checkbox"/> Lorem Ipsum	0000000000	0.00	Once Only	25/10/2016	MyLife MyFinance
<input type="checkbox"/> Lorem Ipsum	1111111111	0.00	Once Only	25/10/2016	MyLife MyFinance
<input type="checkbox"/> Lorem Ipsum	2222222222	0.00	Once Only	25/10/2016	MyLife MyFinance
<div><div><div><div>◀◀</div><div>◀</div><div>1</div><div>▶</div><div>▶▶</div></div><div><div>10</div><div>▼</div></div></div><div>Items per page</div><div>1 - 3 of 3 items</div></div>					
					<div><div>Download</div><div>Print</div></div>

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# Internet Banking: View Accounts

[View Future Dated Payments](#) | [View Payroll Details](#)

## Account Search

Select Account:

25/10/2016

25/10/2016

Select Filter Type:

Search

## Account Summary

Here are your accounts and balances as of: Tuesday, 25 October 2016.

**Customer Name:** John Doe  
**Email Address:** JohnDoe@mylifemyfinance.com.au  
**iCom User ID:** 000000000

Payroll Code	Department	Amount	Last Paid	Details
<input type="checkbox"/> 1010101	Department 1	0.00	25/10/2016	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore.
<input type="checkbox"/> 2121212	Department 2	0.00	25/10/2016	Lorem ipsum dolor sit amet, consectetur adipiscing.
<input type="checkbox"/> 1313131	Department3 3	0.00	25/10/2016	Lorem ipsum dolor sit amet.
<div><div><div>⏪</div><div>⏩</div><div>1</div><div>⏪</div><div>⏩</div></div><div><div>10</div><div>▼</div></div><div>Items per page</div></div> <div>1 - 3 of 3 items</div>				<div><div>Download</div><div>Print</div></div>

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After hours: 1800 252 149

# Internet Banking: Transfers

## Transfer Funds

Transfer From Account:

To Account:

Amount:

Cancel

Submit

Thank you! Your transaction was successful.

## Funds Transfer Details

Here are your accounts and balances as of: Tuesday, 25 October 2016.

Customer Name: John Doe  
Email Address: JohnDoe@mylifemyfinance.com.au  
iCom User ID: 000000000

Date	From Account	To Account	Amount
<input type="checkbox"/> 25/10/2016	Checking Account: S01-01	Savings Account: S01-02	500.35
<input type="checkbox"/> 25/10/2016	Checking Account: S01-01	Savings Account: S01-02	125.55
<input type="checkbox"/> 25/10/2016	MoneyMarket Account: S01-03	Savings Account: S01-02	200.00
<div><div><div>⏪</div><div>⏩</div><div>1</div><div>⏪</div><div>⏩</div></div><div><div>10</div><div>▼</div></div>Items per page</div> <div>1 - 3 of 3 items</div>			
			<div>Print</div>

## Business Hours

Our business hours are from  
8.30am to 4.30pm Monday to Friday

**MyLife MyFinance**  
Level 2, 535 Bourke Street  
Melbourne VIC 3000

**General Enquires**  
info@mylifemyfinance.com.au

**Telephone:** (03) 9629 4484  
**Fax:** (03) 9629 4130  
**Freecall:**1800 013 042 if you live in  
country Victoria.

**Report a lost or stolen card**  
During office hours: (03) 9629 4484  
After hours: 1800 252 149

# Internet Banking: BPay

## My BPAY Billers Summary:

Here is your BPAY information history as of: Tuesday, 25 October 2016.

**Customer Name:** John Doe  
**Email Address:** JohnDoe@mylifemyfinance.com.au  
**iCom User ID:** 000000000

Add New Biller

Number	Biller Code	Biller Name	Customer Reference #	From Account	Amount	Payment Date		
<input type="checkbox"/> 111111111	202020202	Patrick James	888888888	S01-01	125.55	25/10/2016	<div><div></div><div>Edit</div></div>	<div><div></div><div>x Delete</div></div>
<input type="checkbox"/> 222222222	303030303	Ted Richards	777777777	S01-03	200.00	25/10/2016	<div><div></div><div>Edit</div></div>	<div><div></div><div>x Delete</div></div>

1

10

Items per page

Total Payments: \$825.9

1 - 3 of 3 items

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During office hours: (03) 9629 4484  
After hours: 1800 252 149



My BPAY Billers Summary:

Here is your BPAY information history as of: Tuesday, 25 October 2016.

Customer Name: John Doe  
Email Address: JohnDoe@mylifemyfinance.com.au  
iCom User ID: 000000000

+ Add New Biller

	Number	Biller Code	Biller Name	Customer Reference #	From Account	Amount	Payment Date		
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<div><div></div></div>	<div>+ Edit</div> <div>x Delete</div>
<input type="checkbox"/>	111111111	202020202	Patrick James	888888888	S01-01	125.55	25/10/2016	<div>+ Edit</div>	<div>x Delete</div>
<input type="checkbox"/>	222222222	303030303	Ted Richards	777777777	S01-03	200.00	25/10/2016	<div>+ Edit</div>	<div>x Delete</div>

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10

Items per page

Total Payments: \$825.9

1 - 3 of 3 items

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Business Hours

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Report a lost or stolen card  
During office hours: (03) 9629 4484  
After hours: 1800 252 149

My BPAY Billers Summary:

Here is your BPAY information history as of: Tuesday, 25 October 2016.

Customer Name: John Doe  
Email Address: JohnDoe@mylifemyfinance.com.au  
iCom User ID: 000000000

Thank you! A biller was created.

Add New Biller

Number	Biller Code	Biller Name	Customer Reference #	From Account	Amount	Payment Date		
<input type="checkbox"/> 000000000	101010101	Henry Hill	999999999	S01-01	500.35	25/10/2016	<div><div></div><div>Edit</div></div>	<div><div></div><div>x Delete</div></div>
<input type="checkbox"/> 111111111	202020202	Patrick James	888888888	S01-01	125.55	25/10/2016	<div><div></div><div>Edit</div></div>	<div><div></div><div>x Delete</div></div>
<input type="checkbox"/> 222222222	303030303	Ted Richards	777777777	S01-03	200.00	25/10/2016	<div><div></div><div>Edit</div></div>	<div><div></div><div>x Delete</div></div>

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Items per page

Total Payments: \$825.9

1 - 3 of 3 items

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Fax: (03) 9629 4130  
Freecall:1800 013 042 if you live in  
country Victoria.

Report a lost or stolen card  
During office hours: (03) 9629 4484  
After hours: 1800 252 149

My BPAY Billers Summary:

Customer Name: John Doe  
Email Address: JohnDoe@mylifemyfinance.com.au  
iCom User ID: 000000000

Transfer Funds

Date	From Account	To Account	Amount
<div><div><div>⏪</div><div>⏩</div><div>1</div><div>⏪</div><div>⏩</div></div><div>0</div></div> Items per page			0 - 0 of 0 items

Business Hours

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MyLife MyFinance

Level 2, 535 Bourke Street  
Melbourne VIC 3000

General Enquires

info@mylifemyfinance.com.au

Report a lost or stolen card

During office hours: (03) 9629 4484  
After hours: 1800 252 149

Telephone: (03) 9629 4484

Fax: (03) 9629 4130

Freecall: 1800 013 042 if you live in  
country Victoria.

# Internet Banking: Payments - Make A Payment/ Transfer

Transfer Between My Accounts | Pay Anyone | Pay BPay Bill

## My BPAY Billers Summary:

Customer Name: John Doe  
Email Address: JohnDoe@mylifemyfinance.com.au  
iCom User ID: 000000000

Transfer Funds

Date	Payment Type	From Account	From Account	Amount	
25/10/2016	Pay Now	Savings Account: S01-025	Checking Account: S02-026	100.00	Submit
	Pay Now	Savings Account: S01-025	Savings Account: S01-025		
	Future Dated	Checking Account: S02-026	Checking Account: S02-026		
	Redraw	Money market Account: S03-027	Money market Account: S03-027		

0 - 0 of 0 items

## Business hours

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## myLife myFinance

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Melbourne VIC 3000

## General Enquires

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## Report a lost or stolen card

During office hours: (03) 9629 4484  
After hours: 1800 252 149

Telephone: (03) 9629 4484

Fax: (03) 9629 4130

Freecall: 1800 013 042 if you live in country Victoria.

# Internet Banking: Payments - Make A Payment/ Transfer

[Transfer Between My Accounts](#) | [Pay Anyone](#) | [Pay BPay Bill](#)

## My BPAY Billers Summary:

**Customer Name:** John Doe  
**Email Address:** JohnDoe@mylifemyfinance.com.au  
**iCom User ID:** 000000000

Transfer Funds

Date		Payment Type	From Account	From Account	Amount	
25/10/2016		Pay Now	Savings Account: S01-025	Checking Account: S02-026	100.00	Submit

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0 - 0 of 0 items

### Business Hours

Our business hours are from 8.30am to 4.30pm Monday to Friday

**Report a stolen card**  
Phone: (03) 9629 4484  
Fax: 0 252 149  
(03) 9629 4484  
1300 4130  
013 042 if you live in Victoria

### Funds Transfer Confirmation

Are you sure you would like to transfer the specified funds to the destination account?

No

Yes



My BPAY Billers Summary:

Here is your BPAY information history as of: Tuesday, 25 October 2016.

Customer Name: John Doe  
Email Address: JohnDoe@mylifemyfinance.com.au  
iCom User ID: 000000000

Thank you! Your payment was submitted.

Transaction Confirmation:

Reciept Number: C19201611231915369101

Payment Date: 25/10/2016

iCom User ID: #####654925

Reference Number: ###90960

Payment Amount: \$100.00

From Account: ###654925S01-025

To Account: ###654925S02-026

Print

Transfer Funds

Date	Payment Type	From Account	From Account	Amount			
25/10/2016	Pay Now	Savings Account: S01-025	Checking Account: S02-026	100.00	<div>x</div>	<div>+ Edit</div>	<div>Submit</div>

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Items per page

Total Amount: \$100.00

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Business Hours

Our business hours are from  
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MyLife MyFinance

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Melbourne VIC 3000

General Enquires

info@mylifemyfinance.com.au

Report a lost or stolen card

During office hours: (03) 9629 4484  
After hours: 1800 252 149

Telephone: (03) 9629 4484

Fax: (03) 9629 4130

Freecall:1800 013 042 if you live in  
country Victoria.

# Internet Banking: Payments - Make A Payment/ Transfer

[Transfer Between My Accounts](#) | [Pay Anyone](#) | [Pay BPay Bill](#)

## My BPAY Billers Summary:

**Customer Name:** John Doe

**Email Address:** JohnDoe@mylifemyfinance.com.au

**iCom User ID:** 000000000

Pay A Bill

Date	BSB	Account#	Account Name	Reference #	Payment Type	From Account	Amount
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Items per page

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## Business Hours

Our business hours are from  
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### MyLife MyFinance

Level 2, 535 Bourke Street  
Melbourne VIC 3000

### General Enquires

[info@mylifemyfinance.com.au](mailto:info@mylifemyfinance.com.au)

### Report a lost or stolen card

During office hours: (03) 9629 4484  
After hours: 1800 252 149

**Telephone:** (03) 9629 4484

**Fax:** (03) 9629 4130

**Freecall:** 1800 013 042 if you live in  
country Victoria.


# Internet Banking: Payments - Make A Payment/ Transfer

Transfer Between My Accounts | [Pay Anyone](#) | Pay BPay Bill

## My BPAY Billers Summary:

**Customer Name:** John Doe  
**Email Address:** JohnDoe@mylifemyfinance.com.au  
**iCom User ID:** 000000000

Pay A Bill

Date	BSB	Account#	Account Name	Reference #	Payment Type	From Account	Amount	
25/10/2016		000000	88888888	John Doe Light Bill	88888888	Pay Now	S01-025	100.00

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Items per page

Pay Now

Future Dated

S01-025

1 - 1 of 1 items

Pay

### Business Hours

Our business hours are from  
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### Report a lost or stolen card

During office hours: (03) 9629 4484  
After hours: 1800 252 149

### Telephone:

(03) 9629 4484

### Fax:

(03) 9629 4130

### Freecall:

1800 013 042 if you live in  
country Victoria.

[Home](#)[Personal ▼](#)[Payments ▼](#)[Help](#)[Logout ▼](#)

# Internet Banking: Payments - Make A Payment/ Transfer

[Transfer Between My Accounts](#) | [Pay Anyone](#) | [Pay BPay Bill](#)

## My BPAY Billers Summary:

Customer Name: John Doe

[Close](#) mylifemyfinance.com.au

[+ Pay A Bill](#)

Date

BSB

25/10/2016



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No

Yes

Pay

1 - 1 of 1 items

## Business Hours

Our business hours are from  
8.30am to 4.30pm Monday to Friday

### MyLife MyFinance

Level 2, 535 Bourke Street  
Melbourne VIC 3000

### General Enquires

[info@mylifemyfinance.com.au](mailto:info@mylifemyfinance.com.au)

### Report a lost or stolen card

During office hours: (03) 9629 4484  
After hours: 1800 252 149

**Telephone:** (03) 9629 4484

**Fax:** (03) 9629 4130

**Freecall:** 1800 013 042 if you live in  
country Victoria.

My BPAY Billers Summary:

Here is your BPAY information history as of: Tuesday, 25 October 2016.

Customer Name: John Doe  
Email Address: JohnDoe@mylifemyfinance.com.au  
iCom User ID: 000000000

Thank you! Your payment was submitted.

Transaction Confirmation:

Reciept Number: C19201611231915369101  
Payment Date: 25/10/2016

iCom User ID: #####654925  
Reference Number: ###90960

Payment Amount: \$100.00  
From Account: ###654925S01-02

Print

Pay A Bill

Payment Date	BSB	Account#	Account Name	Reference #	Payment Type	From Account	Amount			
25/10/2016	000000	88888888	John Doe Light Bill	88888888	Pay Now	S01-025	100.00	x	+ Edit	Pay

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Items per page

Total Amount: \$100.00

1 - 1 of 1 items

Business Hours

Our business hours are from  
8.30am to 4.30pm Monday to Friday

MyLife MyFinance

Level 2, 535 Bourke Street  
Melbourne VIC 3000

General Enquires

info@mylifemyfinance.com.au

Report a lost or stolen card

During office hours: (03) 9629 4484  
After hours: 1800 252 149

Telephone: (03) 9629 4484

Fax: (03) 9629 4130

Freecall:1800 013 042 if you live in  
country Victoria.



# Internet Banking: Payments - Make A Payment/ Transfer

Transfer Between My Accounts | Pay Anyone | [Pay BPay Bill](#)

## My BPAY Billers Summary:

**Customer Name:** John Doe  
**Email Address:** JohnDoe@mylifemyfinance.com.au  
**iCom User ID:** 000000000

[+ Add New Biller](#)

Payment Date	Biller Code	Biller Name	Reference #	Payment Type	From Account	Amount
<div><div><div>⏪</div><div>⏩</div><div>1</div><div>⏪</div><div>⏩</div></div><div><div>0</div><div>▼</div></div><div>Items per page</div></div> <div>0 - 0 of 0 items</div>						

## Business Hours

Our business hours are from  
8.30am to 4.30pm Monday to Friday

### MyLife MyFinance

Level 2, 535 Bourke Street  
Melbourne VIC 3000

### General Enquires

info@mylifemyfinance.com.au

### Report a lost or stolen card

During office hours: (03) 9629 4484  
After hours: 1800 252 149

**Telephone:** (03) 9629 4484

**Fax:** (03) 9629 4130

**Freecall:**1800 013 042 if you live in  
country Victoria.

# Internet Banking: Payments - Make A Payment/ Transfer

Transfer Between My Accounts | Pay Anyone | [Pay BPay Bill](#)

## My BPAY Billers Summary:

**Customer Name:** John Doe  
**Email Address:** JohnDoe@mylifemyfinance.com.au  
**iCom User ID:** 000000000

+

Add New Biller

Payment Date	Biller Code	Biller Name	Reference #	Payment Type	From Account	Amount	
25/10/2016	<div><div></div></div> 000000	BUPA HI PTY LTD 787648 <div>X</div>	88888888	Pay Now	S01-025	400.55	Pay
<div><div><div>⏮</div><div>⏪</div><div>1</div><div>⏩</div><div>⏭</div></div><div>This is a new Biller Name. Would you like to add - 'BUPA HI PTY LTD 7876481' to the list?</div></div>				<div>Pay Now</div> <div>Future Dated</div>	<div>S01-025</div>	0 - 0 of 0 items	

## Business Hours

Our business hours are from 8.30am to 4.30pm Monday to Friday

ADD TO BILLER LIST

Level 2, 555 Bourke Street  
Melbourne VIC 3000

**General Enquires**  
info@mylifemyfinance.com.au

## Report a lost or stolen card

During office hours: (03) 9629 4484  
After hours: 1800 252 149

**Telephone:** (03) 9629 4484  
**Fax:** (03) 9629 4130  
**Freecall:**1800 013 042 if you live in country Victoria.

**Customer Name:** John Doe

femyfinance.com.au

+ Add New Biller

## Payment Date

**Biller  
Code**

25/10/2016



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item per page

Pay

0 - 0 of 0 items

**Freecall:** 1800 013 042 if you live in country Victoria.

My BPAY Billers Summary:

Here is your BPAY information history as of: Tuesday, 25 October 2016.

Customer Name: John Doe  
Email Address: JohnDoe@mylifemyfinance.com.au  
iCom User ID: 000000000

Thank you! Your payment was submitted.

Transaction Confirmation:

Reciept Number: C19201611231915369101  
Payment Date: 25/10/2016

iCom User ID: #####654925  
Reference Number: ###90960

Payment Amount: \$400.55  
From Account: ###654925S01-02

Print

+ Add New Biller

Payment Date	Biller Code	Biller Name	Reference #	Payment Type	From Account	Amount			
25/10/2016	000000	BUPA HI PTY LTD 787648	88888888	Pay Now	S01-025	400.55	x	+ Edit	Pay

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1Items per page

Total Amount: \$400.55

1 - 1 of 1 items

Business Hours

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country Victoria.

THANK YOU  
Gerald Christian | UXD