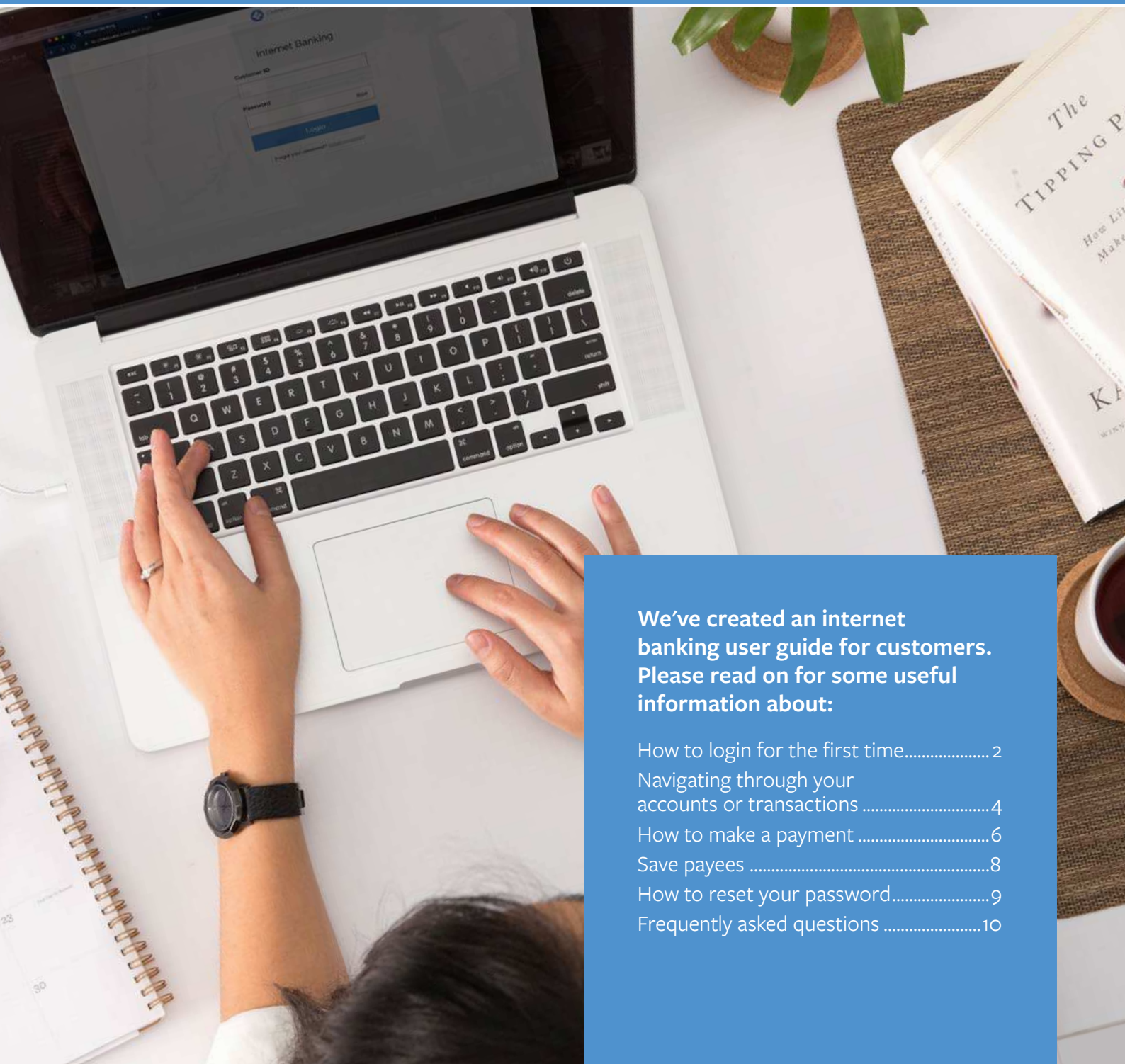




Connective Elevate

Internet Banking User Guide



We've created an internet banking user guide for customers. Please read on for some useful information about:


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1. How to login for the first time

Once you have received your welcome email, please follow the steps below (please refer to your welcome email for your username and temporary password).

1

Click 'login' to go to the internet banking login page or type <https://ib.chleivate.com.au> in your browser. A login link is also provided in the 'Welcome to Connective Elevate internet banking' email.



Welcome to Connective Elevate internet banking


Please use your customer ID and the temporary password below to login to Internet banking for the first time:

Customer ID: 219068419
Temporary password: zm*jpMrN

Login

2

Use the internet banking customer ID and temporary password provided in the 'Welcome to Connective Elevate internet banking' email.



Internet Banking

Customer ID


Password

[Show](#)

Login

3

Set up your new password (minimum 8 characters).



Internet Banking

Set a new password

Your new password must be at least 8 characters long.

Update password


4

Once you click "Update Password", the system will send a one-time pin (OTP) to your registered mobile number.

< **NOTICE** **DELETE**

SMS/MMS


Tuesday, 26 October 2021



117862 is the security code for your Connective Elevate account. If you didn't request this code, please call **13 35 88**. Do not reply by SMS.

10:02 am

5 Enter the OTP and click 'verify'



Internet Banking


Verify your identity
Enter the security code sent to your mobile number 04XX XXX 234.

[Send code](#)

Verify

Still can't login? Please call [13 35 88](tel:133588)

6 Login and accept the terms and conditions



Loan internet access terms and conditions

These terms and conditions govern how you may access your loan account via the internet. You may use loan internet access to your loan to obtain account information, to transfer money to third parties and between your accounts.

Read these terms and conditions carefully. By logging into your loan internet access account for the first time, you agree to these terms and conditions.

If there is any inconsistency between these terms and conditions and your loan agreement, the terms of your loan agreement prevail.

1. About loan internet access

We may from time to time offer you access to your loan account via the internet. Loan internet access may not always be available. You can

I have read and agree

2. Navigating through your accounts or transactions

The internet banking portal has many features, giving you access to your:

1. Loan details under the “Your Accounts” tab
2. Statements under the “Statements” tab
3. Scheduled payments under the “Scheduled Payments” tab.

1

Loan details

To open loan details, click on the loan account from the features panels on the left side of the screen or click the arrow from the main page for each loan account.

The screenshot shows the 'Your Accounts' page. On the left, there is a sidebar with three main sections: 'Your Accounts' (containing 'Connective Elevate Full Variable', 'Connective Elevate Full - 3 years Fixed', and 'Statements'), 'Statements', and 'Scheduled payments'. The main content area shows details for 'Connective Elevate Specialist+ - Full Variable 2.44% p.a.' with account number 201456602 and BSB 067-953. It displays a loan balance of -\$100,000.00 and a redraw amount of \$0.00. A blue button labeled 'Pay or transfer' is at the bottom. A dashed orange box labeled 'Option 1' points to the 'Your Accounts' sidebar, and another dashed orange box labeled 'Option 2' points to the right arrow next to the loan name.

2

An example of the loan details features showing your loan details, redraw settings and account details

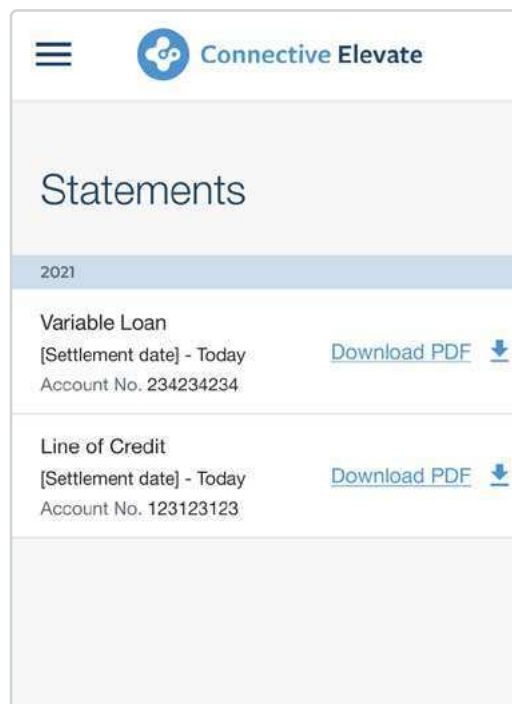
3

Clicking on your loan account will also let you see the transaction history under each loan account.

The screenshot shows the loan details and transaction history page. The left sidebar contains 'Account details' with fields for Interest rate (2.44% p.a.), Rate type (Variable), Repayment type (Principal and interest), Loan commenced on (14 April 2017), and Loan term (30 years). The main content area is divided into two sections: 'Scheduled payments' and 'Past transactions'. The 'Scheduled payments' section shows a payment of \$XXX.XX on 12 JULY 2021. The 'Past transactions' section shows a repayment of \$XXX.XX on 1 JUNE 2021, interest applied of -\$480.34 on 1 JUNE 2021, and a withdrawal redraw of -\$480.34 on 17 MAY 2021. A dashed orange box labeled 'Option 1' points to the 'Account details' sidebar, and another dashed orange box labeled 'Option 2' points to the 'Transactions' header.

Statements

To download a statement, select “Statements” from the features tab and click the download button for the relevant loan account. Downloadable statements are dated the day after the last bi-annual statement until today:



Connective Elevate

Statements

2021

Variable Loan
[Settlement date] - Today
Account No. 234234234 [Download PDF](#) ↓

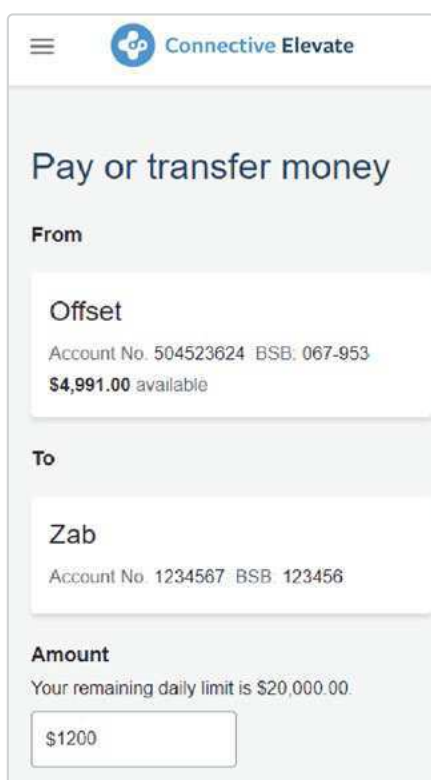
Line of Credit
[Settlement date] - Today
Account No. 123123123 [Download PDF](#) ↓

Scheduled payments

You have the option to schedule payments for a future date, either once off or on a recurring basis. Payments can be made weekly, fortnightly or monthly from either a redraw or offset account.

After selecting your payee and the amount, click on “Schedule Payment” button and select the start date, frequency and end date, and confirm your payment.

You can view and delete any scheduled payments by clicking on the “Scheduled Payment” option in the navigation window, and clicking the delete button.



Connective Elevate

Pay or transfer money

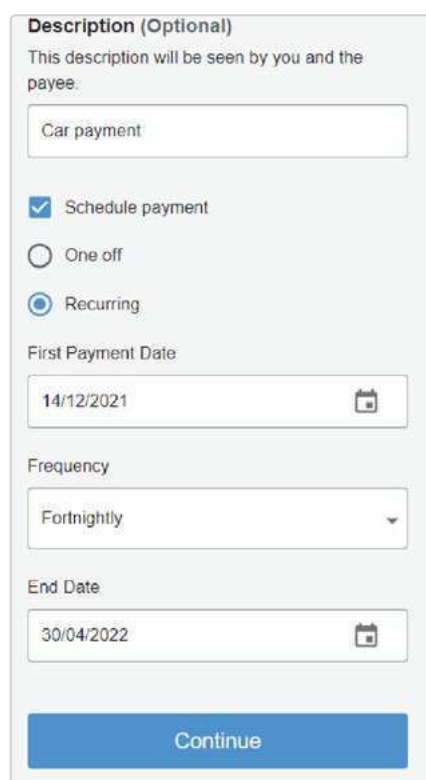
From

Offset
Account No. 504523624 BSB: 067-953
\$4,991.00 available

To

Zab
Account No. 1234567 BSB 123456

Amount
Your remaining daily limit is \$20,000.00
\$1200



Description (Optional)
This description will be seen by you and the payee.

Car payment

☒ Schedule payment
☐ One off
☐ Recurring

First Payment Date
14/12/2021

Frequency
Fortnightly

End Date
30/04/2022

[Continue](#)

3. How to make a payment

1

Under your loan account, click the “Pay or transfer” button to transfer funds to another bank account.

Prime - Full - 3 years fixed interest only
Acct: XXXXXXXXX BSB: XXX-XXX

Loan balance
- \$657,644.66

Redraw
\$0.00
2.44% p.a.

Pay or transfer ↔

— Account details

Interest rate	2.44% p.a.
Rate type	Variable
Repayment type	Principal and interest
Loan commenced on	14 April 2017
Loan term	30 years

2

Fill out the required details and click ‘Continue’ to proceed. Please note - you’re unable to withdraw more than the available redraw balance in your loan account.

Enter an Australian bank account to send money to.

Account name

BSB

Account number

Amount

Continue

3

A summary page will pop up. Check the details, then click “Pay now” or “Back”.

- a. If you have clicked the “Back” button, you will return to the previous page, allowing you to edit the pay/transfer details.
- b. If you have clicked “Pay Now”, the payment will be processed.

4

Once processed, you will have the option to return to the account page or make another payment if needed.

Payment confirmed

i Most payments will be received straightaway. However, depending on the bank it can take up to 3 days.

Your reference

10656752

Payment sent: 3:45pm, 23rd April 2021

To Processing payment

Anne

Account



Payment details

\$700.00

Description: Accommodation

From

Payment confirmed

i Most payments will be received straightaway. However, depending on the bank it can take up to 3 days.

Your reference

10656752

Payment sent: 3:45pm, 23rd April 2021

To

Anne Turner

Account No. 5647822215 BSB: 586-556

Payment details

\$700.00

Description: Accommodation

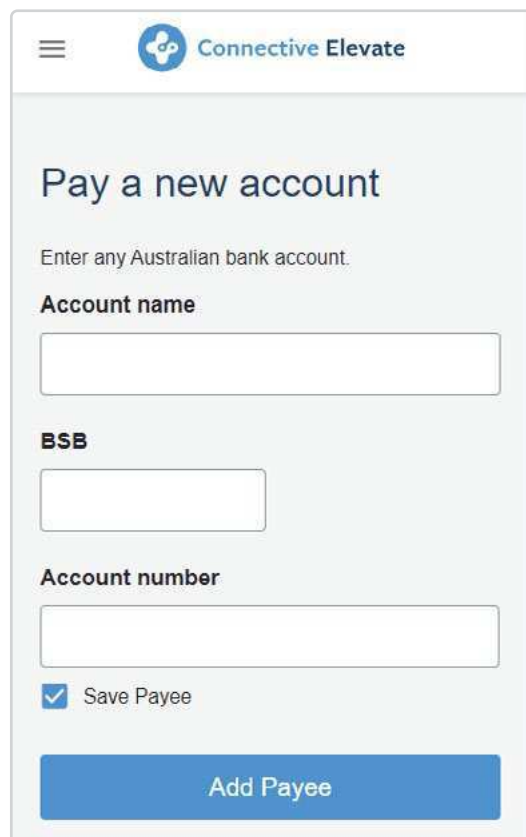
From

4. Save payees

You can add and save new payees so you don't have to enter the same details when you want to make payments.

The bank account you use to make your loan repayments is also saved automatically, so you can pay into it without having to enter and save those details each time.

When you click the "Pay or Transfer" button, you have the option of using a saved account, or adding a new account which can be saved. Just select the "Save Account" button when you enter the details for your payee and it will be saved for future use.



The screenshot shows the 'Pay a new account' form in the Connective Elevate app. At the top, there is a hamburger menu icon and the Connective Elevate logo. The title 'Pay a new account' is prominently displayed. Below the title, a subtitle reads 'Enter any Australian bank account.' The form contains three input fields: 'Account name', 'BSB', and 'Account number'. Below the 'Account number' field, there is a checkbox labeled 'Save Payee' which is checked. At the bottom of the form is a blue button labeled 'Add Payee'.

Connective Elevate

Pay a new account

Enter any Australian bank account.

Account name

BSB

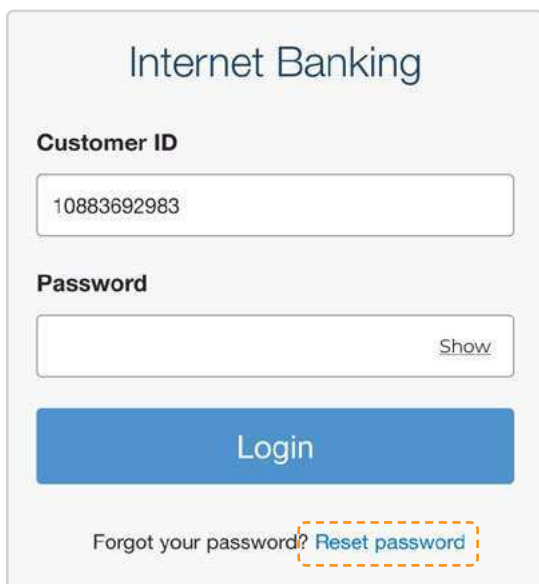
Account number

☒ Save Payee

Add Payee

5. How to reset your password

- 1 If you forget your password, you can click on the “Reset password” hyperlink in the login page.



Internet Banking

Customer ID

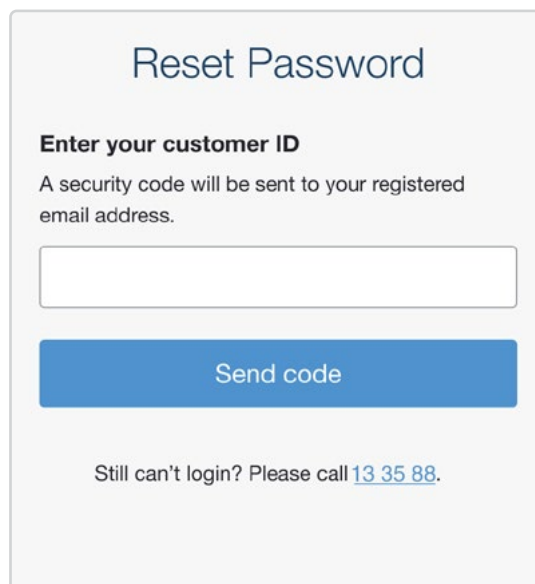
Password

[Show](#)

Login

Forgot your password? [Reset password](#)

- 2 Enter your registered email on file and click “Send Code”.



Reset Password

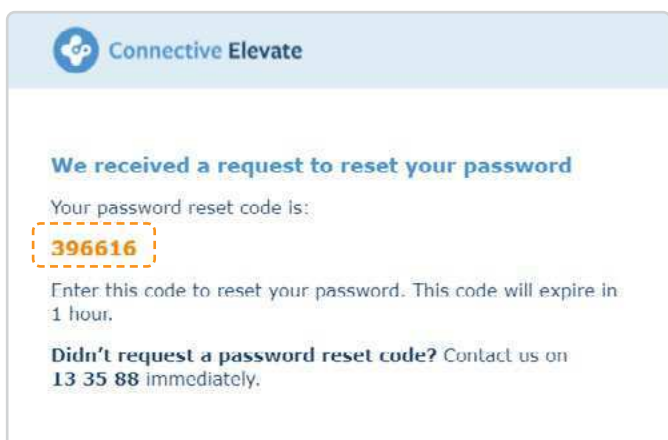
Enter your customer ID

A security code will be sent to your registered email address.

Send code

Still can't login? Please call [13 35 88](tel:133588).

- 3 You will receive the reset code via email. Enter the reset code in the internet banking verification field. You will then need to set up a new password.



Connective Elevate

We received a request to reset your password

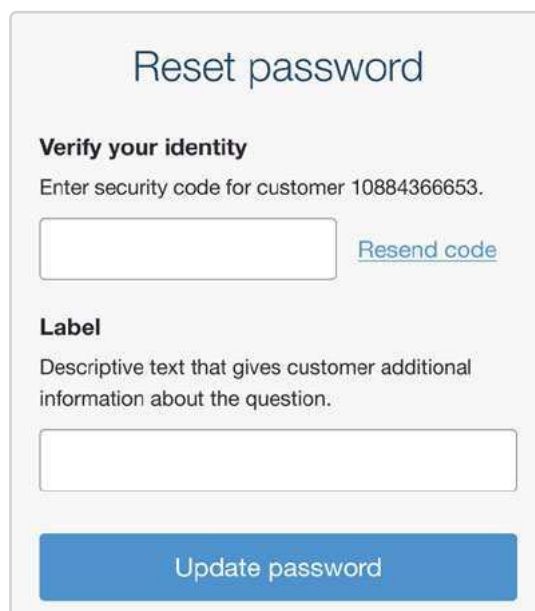
Your password reset code is:

396616

Enter this code to reset your password. This code will expire in 1 hour.

Didn't request a password reset code? Contact us on **13 35 88** immediately.

- 4 If you didn't receive the code via email, click “resend code” to generate another email.



Reset password

Verify your identity

Enter security code for customer 10884366653.

[Resend code](#)

Label

Descriptive text that gives customer additional information about the question.

Update password

- 5 If you are still unable to login, please contact 13 35 88.

6. Frequently asked questions

1 Why can't I see the Pay or transfer button on my internet banking?

There are several reasons why you may not be able to pay or transfer from your internet banking:

- You have a fixed loan account, which doesn't have a redraw
- Your redraw is locked because of a settlement agreement
- Your redraw is locked because your account is in arrears
- Your redraw is locked because your loan is pending discharge

2 What happens if I lose my email address or change a phone number?

Both your email and phone number are essential for you to login to your internet banking. If you change either of them you should call **13 35 88** to update your details with Bluestone's customer service team.

After you have updated your details you will be able to login with your mobile or change your password with your new email address.

3 What if I can't download my statements?

If you are unable to download your statements, please contact us at **13 35 88**. We will generate the statement for you and sent it to you via email.