We're ready to help you transition smoothly

G&C Mutual Bank Online Banking and Mobile App login guide



We're ready to help you 1300 364 400 | www.gcmutual.bank It's your bank, because you own it.



G&C Mutual Bank Online Banking and Mobile App login guide

We've prepared this guide to help you login for the first time and transition to using our Online Banking service and Mobile App. Online Banking and Mobile App are convenient and secure alternatives to Phone Banking, so you can enjoy peace of mind with secure access and roundthe-clock availability for all your banking needs.

Key Features	Online Banking	Mobile App
Balance check	 ✓ 	 ✓
Transfer funds	 ✓ 	 ✓
View transactions	 ✓ 	 ✓
Pay bills using BPAY	 ✓ 	 ✓
View statements online	 ✓ 	×
Safe and secure	V	 ✓



If you need any assistance, please call us on 1300 364 400 (9.00am - 5.00pm weekdays) or email us at info@gcmutual.bank.

For more information on how to navigate and use the features of G&C Mutual Bank's Online Banking and Mobile App, please visit our Banking Guides page and the Online Banking and Mobile App FAQ pages on our website:

Banking Guides: https://www.gcmutual.bank/banking-guides/

Online Banking FAQ: https://www.gcmutual.bank/online-banking-fag/

Mobile App FAQ: https://www.gcmutual.bank/mobile-app-faq/







Download the G&C Mutual Bank Mobile App from the App Store or Google Play Store



select 'Login'

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries and regions. App Store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC. *Please note, you will need to be registered for Online Banking to access the G&C Mutual Bank Mobile App. If you are not already registered, you can visit our website to register for Online Banking or call us on 1300 364 400.

Mobile App login guide







On the registration screen, select 'Let's get started'*



5

Enter your Member Number and Password (Access Code), then select 'Continue'.* Choose a method to sign in, using either a 6-digit PIN, a Pattern, or your Member ID only

For Apple device users –

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*Please note, if you are accessing our Mobile App before setting up Online Banking, you will need to follow the prompts to reset your Access Code by entering your temorary password (Access Code) and the One Time Password delivered to your mobile device via SMS. If you need any assistance, please call us on **1300 364 400**.



7b

If you would like to enable Biometrics, select 'Yes'



9b

Press your finger on the screen

App tour and service quick links



1c

Select the menu in the top left corner of the home screen to navigate banking services

For Android device users



If you agree to the conditions, select 'Proceed'







For a tour of our Mobile App, select 'Contact & Support', then 'App guided tour'



Online Banking login guide

<u>27-02-24 09:52am</u>
Your Online Depling SMS
One Time Password is
' <u>467209</u> ' and expires at
<u>09:57am.</u>
end!
9:52 AM
Don't share your SMS One Time

Password with anyone. We will

never ask you for this password





On the homepage of the G&C Mutual Bank website, select 'Online Banking' in the top right corner



Enter your Member Number 2 and the temporary Access Code supplied to you*

Your Access Code has been reset and you must change it	Yo be
	Clic
Click Get SMS to send an SMS One Time Password to your mobile phone	010
One Time Password Get SMS	On
Access Code	Acc
New Access Code	
Verify New Access Code	Nev
Save	Veri
	_
Access clobe must be a to 40 characters long and comain upper and lower case letters and numbers.	
	Acc

Click Get SMS to send an SMS One T	ime Password to your mobile phon	e
One Time Password	Get SMS	
Access Code		- 1
New Access Code		
Verify New Access Code		



When logging in for the first time, you will be prompted to reset your Access Code



Select 'Get SMS' to receive your SMS One Time Password

New Access Code Verify New Access Code Access Code must be 8 to 40 characters long and contain upper and lower case letters and r

Click Get SMS to send an SMS One Time Password to your mobile phone

before you can continue.

One Time Password Access Code



5

In the section below, enter and verify your new Access Code*, then select 'Save'



9

Explore the top menu bar on the **Online Banking homepage to use** the banking services

*Please note, you will need to be registered for Online Banking. If you are not already registered, select 'Register for Online Banking' on the login page.

*Please note, your Access Code must be 8 to 40 characters long and contain upper and lower case letters and numbers. We recommend a passphrase using four or more random words for enhanced security.

Click Get SMS to send an SMS C	ne Time Password to your mobile phone
Access Code	
New Access Code Verify New Access Code	
Save	



Enter the One Time Password delivered via SMS to your mobile device and your temporary Access Code

HOME ACCOUNTS PAYMENTS	OPEN ACCOUNTS	MAINTENANCE	SERVICES	SECURE MAIL	🔒 Print	🔿 Loge
Account List		•	Transaction H	listory -	•	
Authorisation Requests		•	Periodical Pay			
There are no Authorisation Requests to	fisplay.		Due Before or There are no Pe	On the 02 APR 2024 eriodical Payments to display.		7
Current Offers						-
There are no Offers to display.						
New Messages		•				
There are no New Messages						
	100 33 683 676 693		0.001			



If your Access Code reset was successful, you will be directed to the Online Banking homepage

lt's your bank, because you own it.

G&C Mutual Bank

1300 364 400 info@gcmutual.bank www.gcmutual.bank

G&C Mutual Bank Limited ABN 72 087 650 637 | AFSL and Australian Credit Licence 238311

