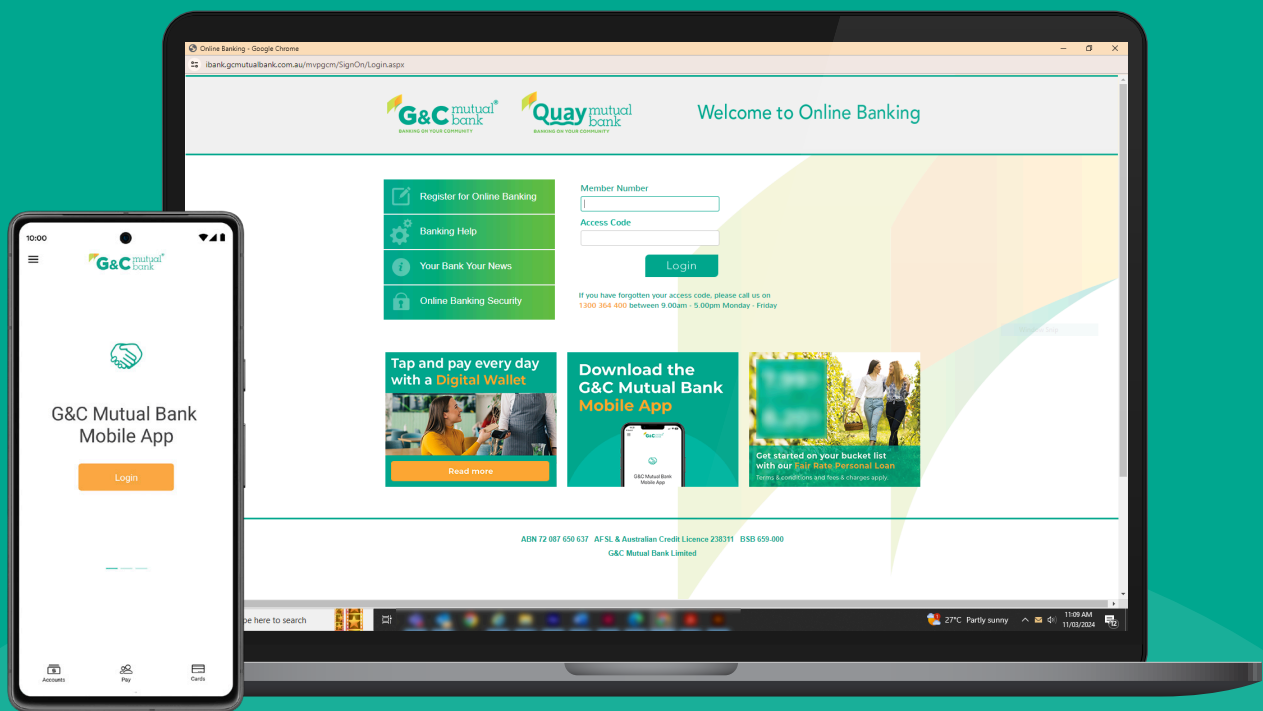


We're ready to help you transition smoothly

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 round-the-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	✓	X
Safe and secure	✓	✓



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

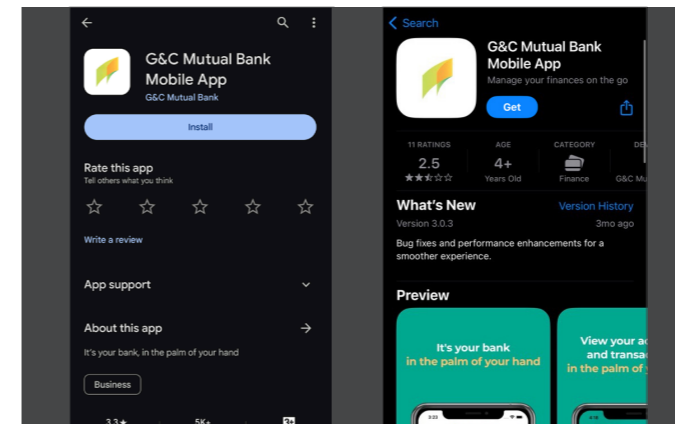
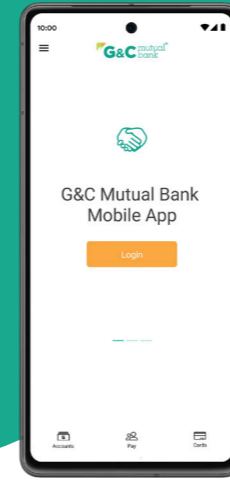
For more information on how to navigate and use the features of G&C Mutual Bank's Online Banking and Mobile App, please visit our Banking Guides page and the Online Banking and Mobile App FAQ pages on our website:

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

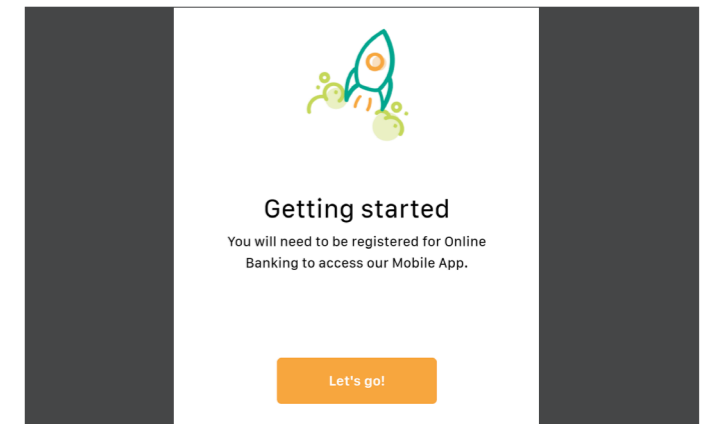
Online Banking FAQ:
<https://www.gcmutual.bank/online-banking-faq/>

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

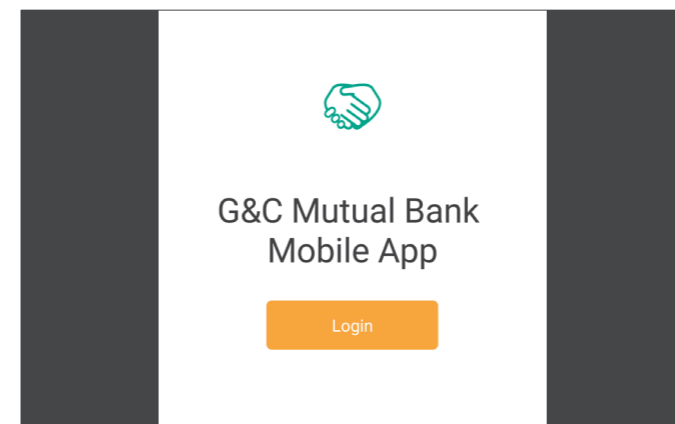
Mobile App login guide



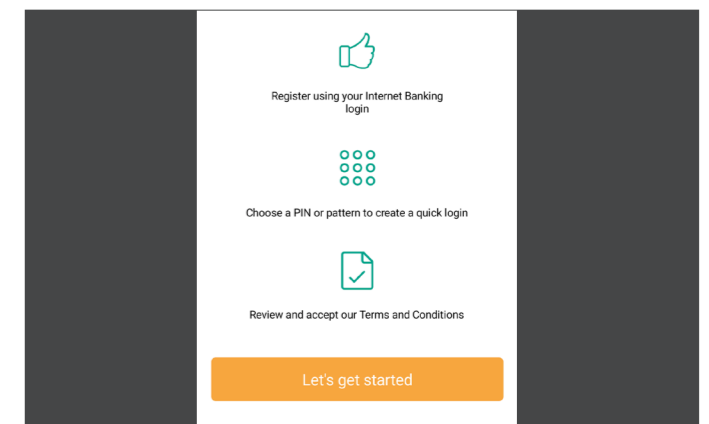
1 Download the G&C Mutual Bank Mobile App from the App Store or Google Play Store



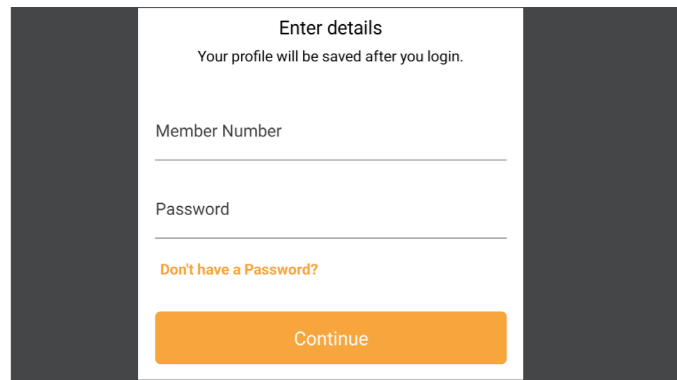
2 Navigate through the 'Getting Started' screens



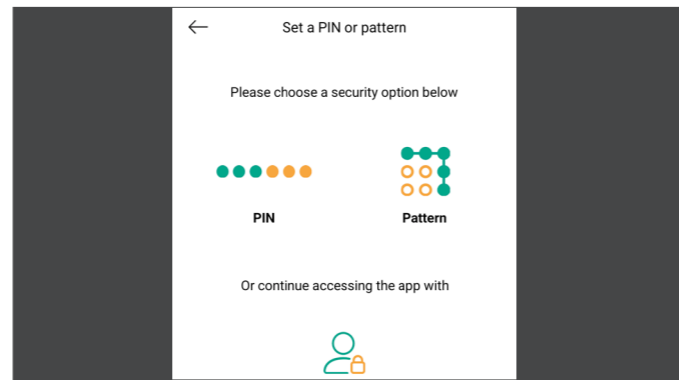
3 On the welcome screen, select 'Login'



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

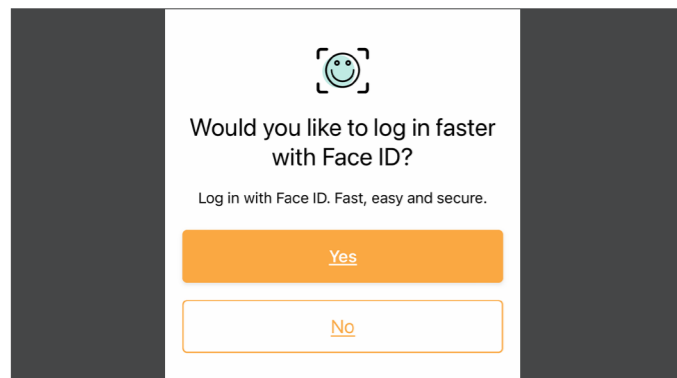


5 Enter your Member Number and Password (Access Code), then select 'Continue'.*

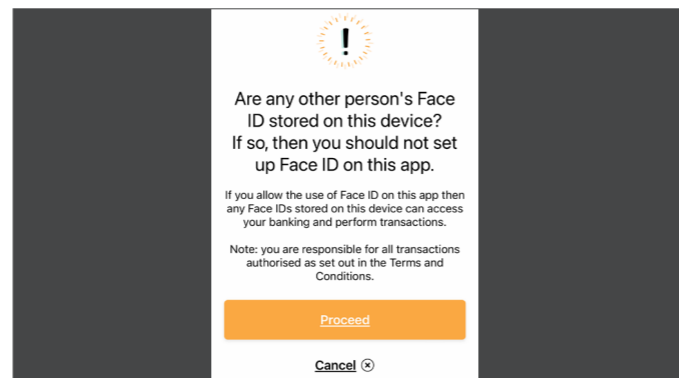


6 Choose a method to sign in, using either a 6-digit PIN, a Pattern, or your Member ID only

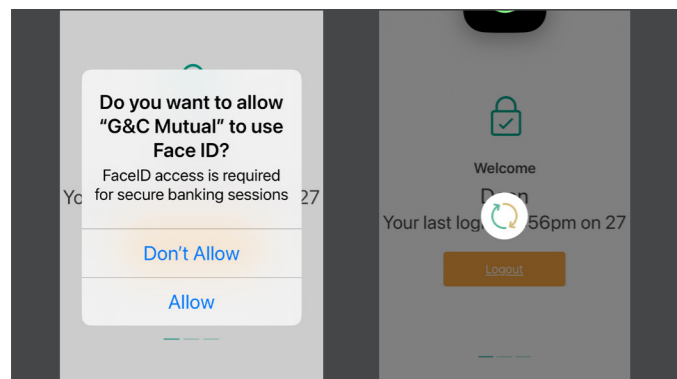
For Apple device users



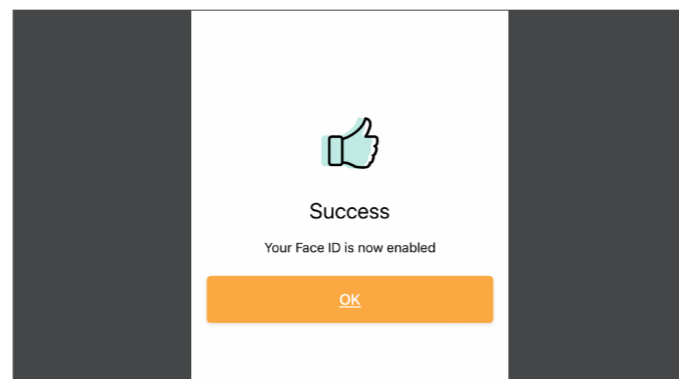
7a If you would like to enable Face ID, select 'Yes'



8a If you agree to the conditions, select 'Proceed'



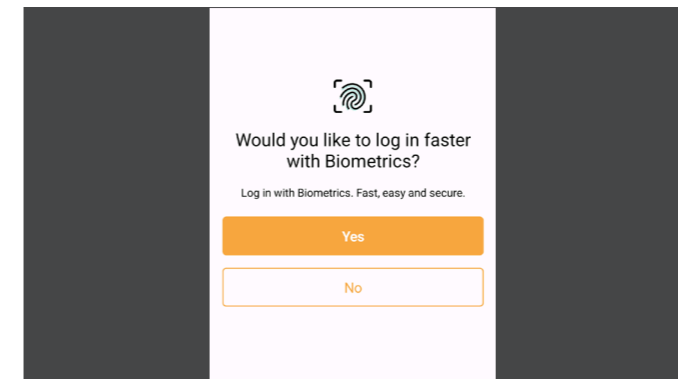
9a Select 'Allow'



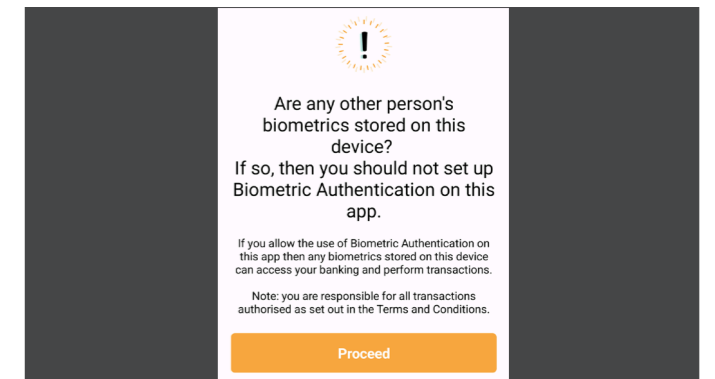
10a Face ID is now enabled

*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 temporary 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.

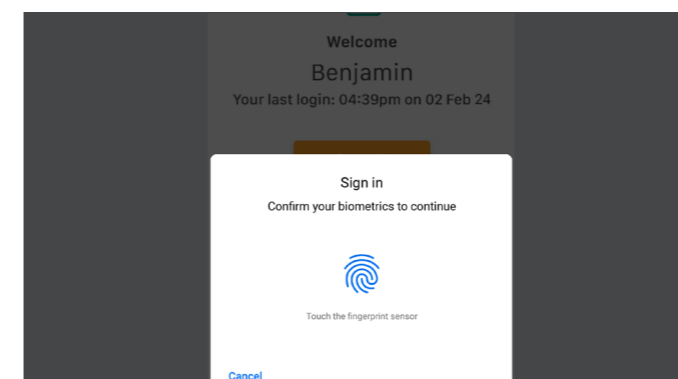
For Android device users



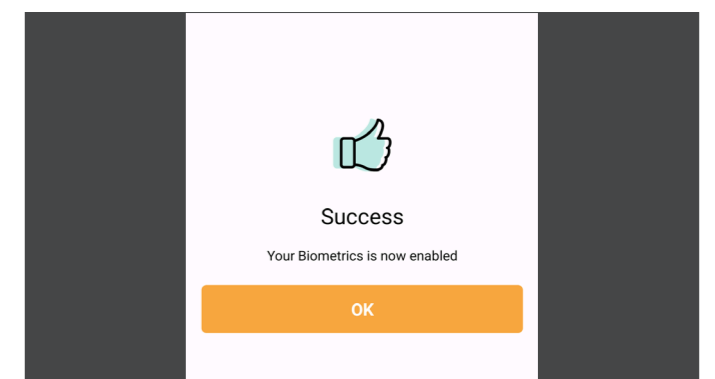
7b If you would like to enable Biometrics, select 'Yes'



8b If you agree to the conditions, select 'Proceed'

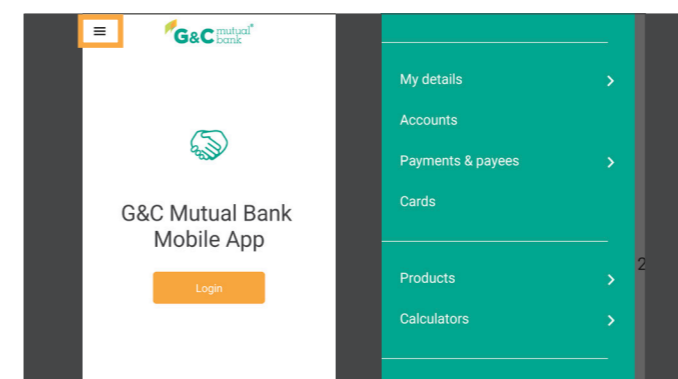


9b Press your finger on the screen

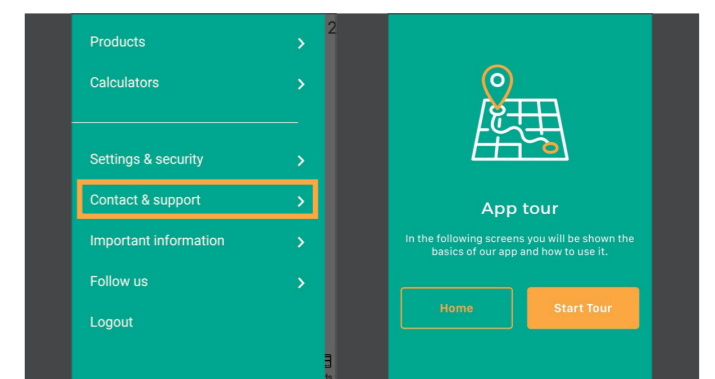


10b Biometrics is now enabled

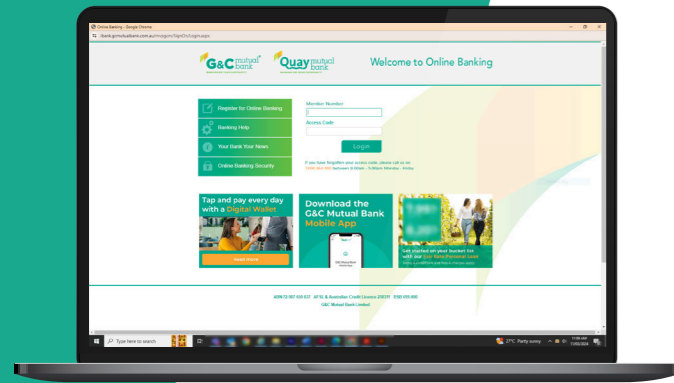
App tour and service quick links



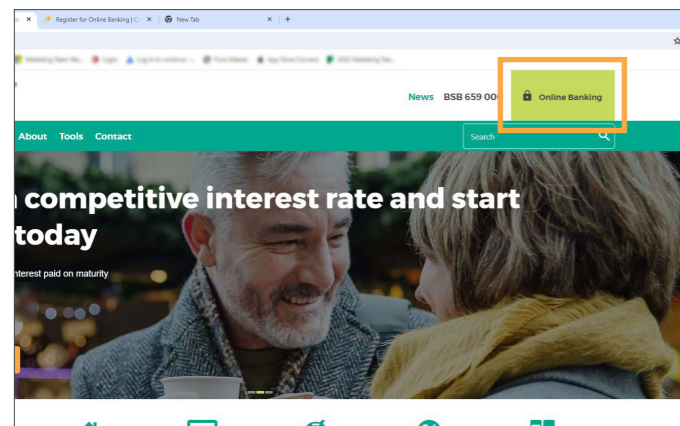
1c Select the menu in the top left corner of the home screen to navigate banking services



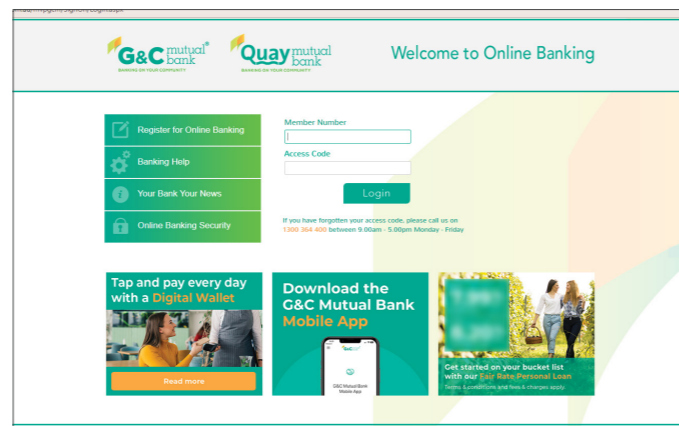
2c For a tour of our Mobile App, select 'Contact & Support', then 'App guided tour'



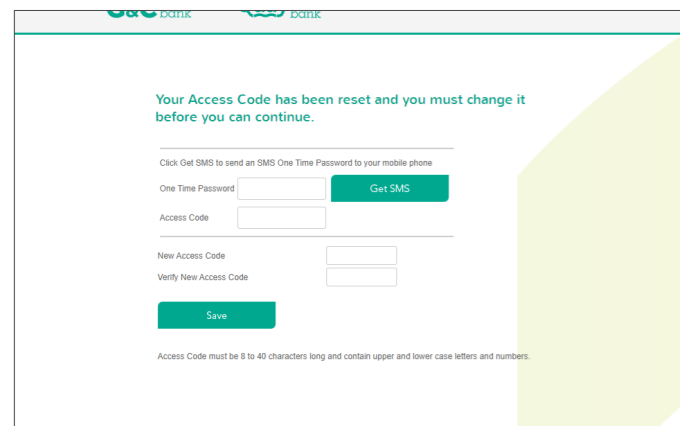
Online Banking login guide



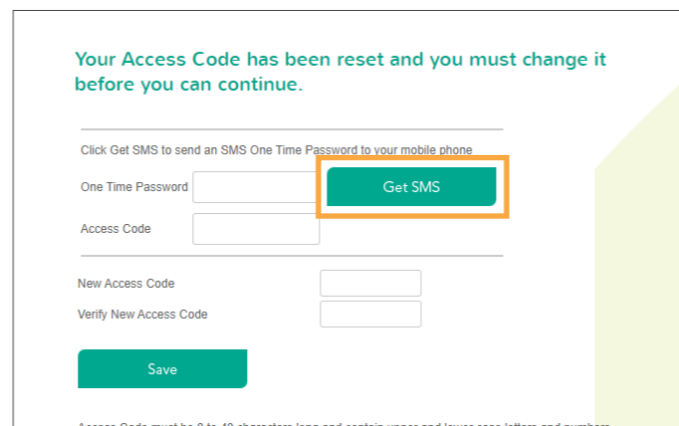
1 On the homepage of the G&C Mutual Bank website, select 'Online Banking' in the top right corner



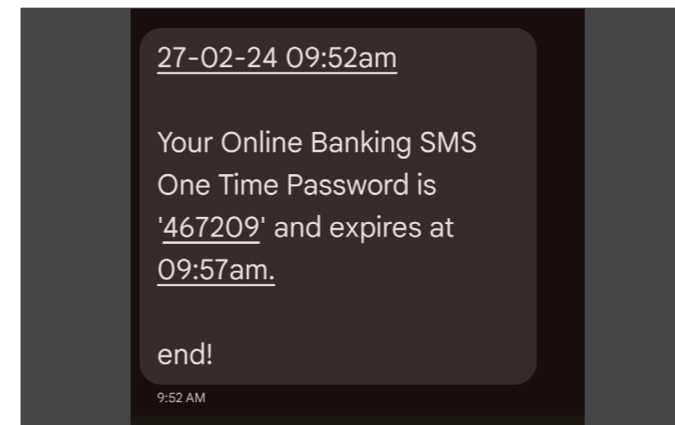
2 Enter your Member Number and the temporary Access Code supplied to you*



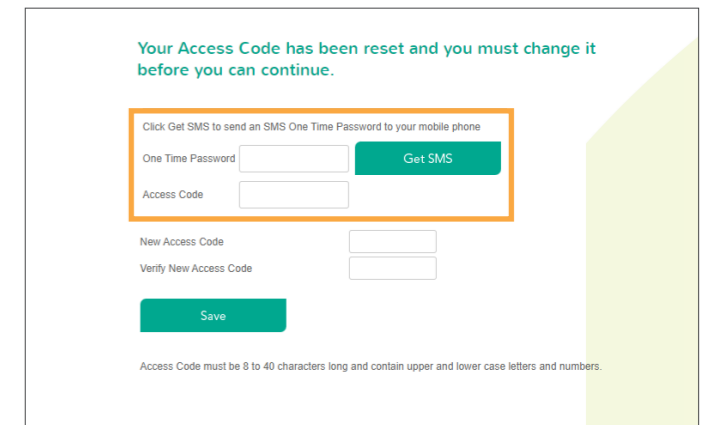
3 When logging in for the first time, you will be prompted to reset your Access Code



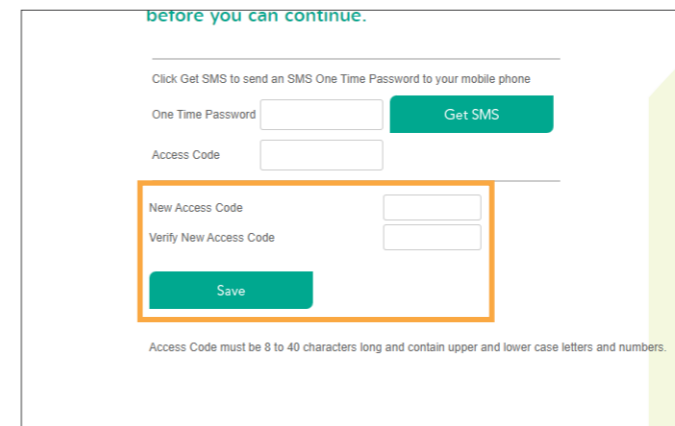
4 Select 'Get SMS' to receive your SMS One Time Password



5 Don't share your SMS One Time Password with anyone. We will never ask you for this password



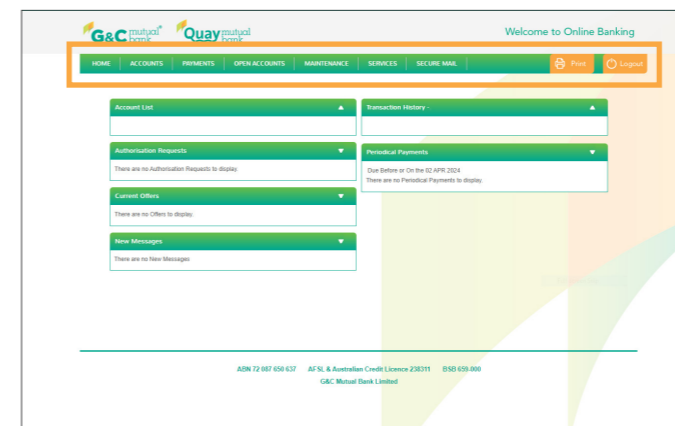
6 Enter the One Time Password delivered via SMS to your mobile device and your temporary Access Code



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



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



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.

It'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

