



get ME on the case.

Report unauthorised use, loss or theft ASAP – call ME on 1300 658 108.

Contact us immediately if you discover that your customer ID, access code or password has been lost, stolen or used by someone else, or that your access code or password may have become known to someone else. This includes if your mobile phone is lost or stolen (SMS is used for additional security).

If you don't notify us within a reasonable time you may be liable for losses which occur as a result of your delay.

Our Business Online Savings Account Terms and Conditions set out in full the situations where you could be liable for unauthorised electronic transactions involving use of your customer ID, access code or password. Your liability for losses resulting from unauthorised electronic transactions will be determined under our Business Online Savings Account Terms and Conditions.

You can get a copy of our Business Online Savings Account Terms and Conditions by calling us on **1300 658 108** or by visiting **mebank.com.au**

Members Equity Bank Limited ABN 56 070 887 679
AFSL and Australian Credit Licence 229500 ME0220.v01

mebank.com.au
1300 658 108

stay safe.

Simple tips to keep your cash secure.





lock it down!

It's important to keep your account info secure. Anything that could give other people access to your account puts your hard earned money at risk. If you smell something fishy, get ME on the case. Report any unauthorised or suspicious transactions on **1300 658 108**.

keep it hands off.

Never let anyone else use your account. Along with possible theft, you risk your account being used for illegal purposes, which may implicate you in a criminal offence (imagine explaining that to your friends).

visit ME regularly.

Get into the habit of checking your account regularly via internet or mobile banking – that way you'll catch any suspicious activity sooner rather than later.

keep it between you and ME.

Your access code for internet and phone banking and password for operator assisted banking are like the keys to your digital bank vault – keep them safe.

- Keep your customer ID, access code and password to yourself. Don't share them with anyone. That includes close family or a friend – not even a really, really good friend.
- Choose a password that is hard to guess – that means birthdays are out. The same goes for addresses, phone numbers, names or an alphabetical password that is a recognisable part of your name.
- It's best to memorise your customer ID, access code and password. If you have to write these details down, don't keep a record on the same document or on something that could be lost or stolen.
- Never let anyone else see or hear you enter your customer ID, access code or password when using internet, phone or operator assisted banking.

See mebank.com.au/security for more information on password and access code security.



play it safe around internet banking.

- Make sure the lock symbol is showing in your browser while you're using internet banking.
- Log out as soon as you're finished.
- Keep your anti-virus software up to date, and do virus scans regularly. Don't log in on public computers as they may not be protected with the latest anti-virus software. No-one likes viruses.
- Never enter your password or personal details into a web page that you reached by either clicking on a link or a pop up window that has appeared on your screen.



lock up your phones and tablets.

Smartphones and tablets can be easy for other people to get access to, so it's worth taking some extra precautions:

- Lock your devices when you're not using them – if criminals don't get into them, the kids will.
- Don't let your devices 'remember' user names and passwords for your banking accounts.
- Never disclose your customer ID, personal details, access number or password via email or text message.

See mebank.com.au/security for more information on keeping your account secure while using internet banking.