



Notifications and Alerts

Effective date 21 August 2018

Some alerts are mandatory which we will send you automatically. These are for security and information purposes and will be sent via email and Secure Mail on Internet and Banking Apps. We will never ask for your Member Number or password in any communication we send you.

To update your notifications and alerts preferences:

1. Navigate to the manage alerts page: Settings > My Settings > Manage alerts
2. Click 'Yes' next to each alert to choose to receive your alert via Secure Mail, email or SMS
3. Click 'Submit'

Alerts	IB Mail	E-Mail	SMS	Subscribed
Successful payment	Yes	Yes	Yes	Yes <input type="checkbox"/> Update
Authorised payment	Yes	Yes	Yes	Yes <input type="checkbox"/> Update
Batch Payment requiring authorisation	Yes	Yes	Yes	Yes <input type="checkbox"/> Update
BPAY Payment requiring authorisation	Yes	Yes	Yes	Yes <input type="checkbox"/> Update
Osko Payment requiring authorisation	Yes	Yes	Yes	Yes <input type="checkbox"/> Update
Pay Anyone payment requiring authorisation	Yes	Yes	Yes	Yes <input type="checkbox"/> Update
Authorised payment deleted	Yes	Yes	Yes	Yes <input type="checkbox"/> Update
Declined payment	Yes	Yes	Yes	Yes <input type="checkbox"/> Update
Funds Transfer requiring authorisation	Yes	Yes	Yes	Yes <input type="checkbox"/> Update

Notifications and alerts for multi-sign accounts

Business Members with multi-sign accounts are able to subscribe to a range of alerts via Internet Banking. You can opt to receive these alerts via email, Secure Mail and SMS. The alerts you can subscribe to are:

Alert	When you will be alerted
Osko [®] Payment requiring authorisation	An Osko Payment has been initiated by another user and requires your authorisation.
Batch Payment requiring authorisation	A Batch Payment has been initiated by another user and requires your authorisation.
BPAY [®] Payment requiring authorisation	A BPAY Payment has been initiated by another user and requires your authorisation.
Funds Transfer requiring authorisation	A Funds Transfer has been initiated by another user and requires your authorisation.
Pay Anyone payment requiring authorisation	A Pay Anyone Payment has been initiated by another user and requires your authorisation.
Authorised payment	A payment which you initiated has been approved by another user.
Declined payment	A payment which you initiated has been rejected by another user.
Authorised payment deleted	A pending payment initiated or authorised by you has been deleted.

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