



Frequently Asked Questions:

What fees am I charged for using Medfin Online Services?

You do not have to pay a fee to gain access to Medfin Online Services. Medfin will give you 30 days written notice of any changes to fees and charges.

If you wish to transfer funds between your nominated account to your line of credit, Medfin's standard direct debit fees from time to time will apply to each transaction in accordance with any direct debit service agreement between you and Medfin.

What are the features of Medfin Online Services?

Our Online Services are available 24 hours a day, 7 days a week and enables you to:

- Check the account balance on all your Medfin facilities
- View your available credit and to transfer funds to and from your line of credit to your nominated account. There is no daily transaction limit other than the limit of your facility.
- Change your address details
- Send any enquiries directly to our Client Services Team

Can I allow other people to access my Medfin accounts using Medfin Online Services?

No, we cannot provide access to other people using Medfin Online Services.

If you would like to authorise another person, please contact Client Services on 1300 728 718 for more information.

What do I do if I forget my Access Code?

When logging onto Medfin Online Services, you have up to three attempts to enter your Medfin Client Code and Access Code. If you forget your access code or enter the wrong one too many times you will be asked to re-register with Medfin Online Services with our Client Services Team on 1300 728 718.

What do I do if I think my access code has been compromised?

If you think your access code has been compromised:

- Change your access code immediately within the 'personal' feature of Medfin Online Services, or
- Contact Client Services on 1300 728 718 for assistance.

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Can I have the same password for Medfin Online Services and Medfin Phone Services?

No. This is a security feature. Your Phone Services Pin can only consist of numbers (eg. 918273).

Your Medfin Online Services Access Code, however, must consist of both letters and numbers (eg. MED303).

Who do I contact to report loss on my account?

If you have questions relating to transfers and drawings on your accounts, please contact Client Services on 1300 728 718.

Who do I contact if I want to resolve a problem?

At Medfin we welcome the opportunity to listen to your opinions and to improve our client service in any way possible.

If our service does not meet your expectations or you would like to give us a suggestion about how we can improve, please contact our Client Services Team on 1300 361 122 or [click here](#).

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