



Frequently Asked Questions:

What is the Medfin Phone Service?

Medfin Phone Service is convenient and easy to use. There are two options *available*:

Automated Medfin Phone Service

With the automated Medfin Phone Service you can:

- Check your account balance and available credit
- Transfer funds to and from your nominated account. Medfin's standard direct debit terms and conditions and fees apply
- Access our phone system 24 hours, 7 days a week - at a time that best suits you.

Client Services – Phone Service

Alternatively, you can call our Client Services Team on 1300 728 718 between 8.30am and 5.30pm (EST) on standard working days, a friendly staff member will assist you with transfers to your accounts and general enquiries. For security reasons all callers will need to undertake a quick ID check.

What call charges are involved for Medfin Phone Service?

When calling 1300 728 718 locally or interstate, the most you will be charged is the cost of a local call. When calling from a mobile phone you will be charged the cost of a local call, plus any mobile carrier charges that are applicable. When calling from overseas, calls will be charged at standard overseas rates.

What fees am I charged for using Medfin Phone Service?

You do not have to pay a fee to gain access to Medfin Phone Service. 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.

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What are the features of Medfin Phone Service?

When you call our Client Services Team on 1300 728 718 between 8.30am and 5.30pm (EST) on standard working days, a friendly staff member will assist you with transfers to your accounts and general enquiries. For security reasons all callers will need to undertake a quick ID check.

Our automated Phone Service is available 24 hours a day, 7 days a week and enables you to:

- Check the account balance and the credit available on your Medfin line of credit
- 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.

Can I allow other people to access my Medfin accounts using Medfin Phone Service?

We cannot provide access to our automated Phone Service to other people.

We can provide access to other people when calling our Client Services Team on 1300 728 718 between 8.30am and 5.30pm (EST) on standard working days.

You can authorise any other person to have access to one or more of your accounts. You can also:

- Select which of your accounts you would like the other person to access
- Restrict the information that is available to them
- Authorise them to make transfers on your line of credit

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 pin for the Medfin Phone Service?

When using Medfin Phone Service, you have up to three attempts to provide your Medfin Member Number and pin. If you forget your pin or enter the wrong one too many times you will be asked to re-register with Medfin Phone Service with our Client Services Team on 1300 728 718.

What do I do if I think my pin for the automated Medfin Phone Service has been compromised?

If you think your pin has been compromised:

- Change your pin immediately, 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 Service?

No. This is a security feature. Your Phone Service 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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