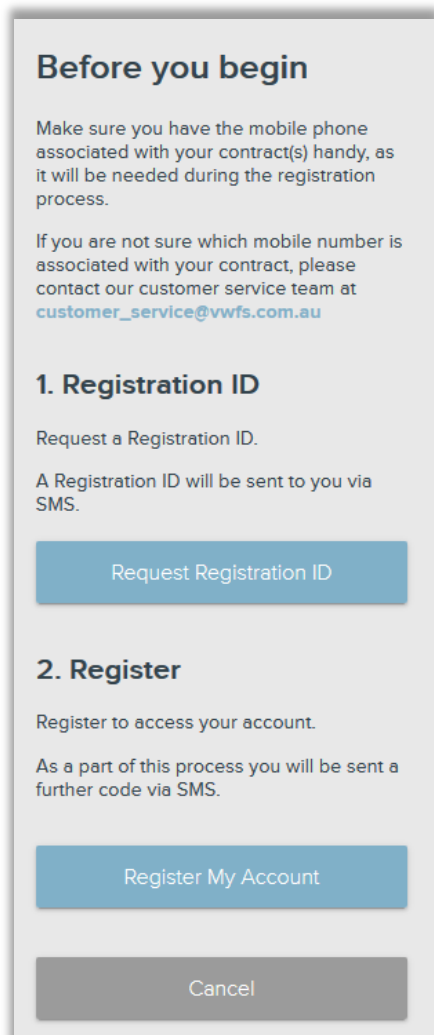


# VWFSA myFinance Portal

## User Guide

# How to register online

Please ensure you have your mobile phone nearby in order to securely complete your online registration. From the home screen, click **'Register'** to begin the registration process.



## 1. Registration ID

Request a Registration ID by clicking the button and an SMS will be sent to your mobile.

Enter in the following details receive a verification code and then your registration ID:

1. First Name
2. Last Name
3. Date of Birth (DD/MM/YYYY)
4. Mobile Number

Once you have entered your details, click **'Get ID'**.

- You'll receive a verification code first to ensure the entered details are correct.

- Enter the verification code to receive your **Registration ID**. Make sure you keep it handy for the next step.

## 2. Register

To proceed you will then need to read and agree to all terms and conditions, click **'Accept'**, and input the following details:

1. Your online Registration ID
2. Your Mobile Number
3. Email address
4. Confirm email address
5. Enter a Password
6. Confirm Password

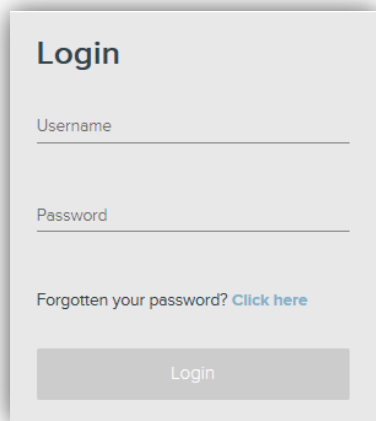
\*The details you provide must match the details that Volkswagen Financial Services Australia (VWFSA) holds on file. If your mobile number has changed since your loan was settled, **please contact our Customer Service Team** on **1300 734 567** to have your mobile number updated.

# Compromised Password

If your password has been compromised, please follow the following steps to update your password:

1. Log in to your account as normal.
2. Click on your Username (top right corner).
3. Select **'Settings'**.
4. In the **Login Details** section, click **'Edit Password'** and enter your existing password followed by your new password.
5. Click **'Update Password'** to save your changes and be sure to keep your new password secure.

# Resetting your Password



**Login**

Username \_\_\_\_\_

Password \_\_\_\_\_

Forgotten your password? [Click here](#)

Login

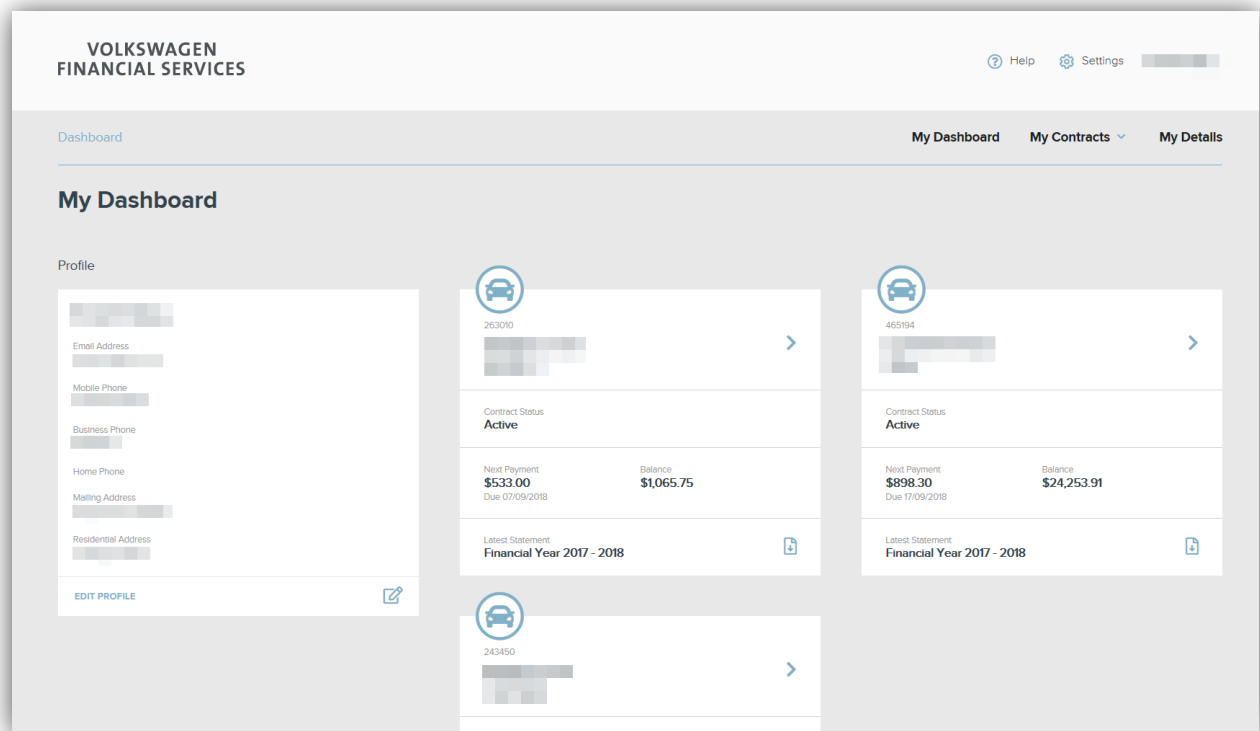
In order to reset your password in the case that it has been forgotten, select the **forgotten password** option on the login screen. Make sure you have your mobile handy to receive an SMS.

You will need to provide your email address and mobile number. To begin the process, click **'Reset Password'**.

An email will be sent to the nominated email address with a reset password link. Select this link and follow the prompts in order to reset your password for your online access.

# Navigating

'My Dashboard' is the home page where all contracts will be listed along with the current loan status. Select the relevant contract that you are enquiring about to see further information.



**VOLKSWAGEN FINANCIAL SERVICES** Help Settings

Dashboard My Dashboard My Contracts My Details

### My Dashboard

Profile

Email Address \_\_\_\_\_

Mobile Phone \_\_\_\_\_

Business Phone \_\_\_\_\_

Home Phone \_\_\_\_\_

Mailing Address \_\_\_\_\_

Residential Address \_\_\_\_\_

EDIT PROFILE

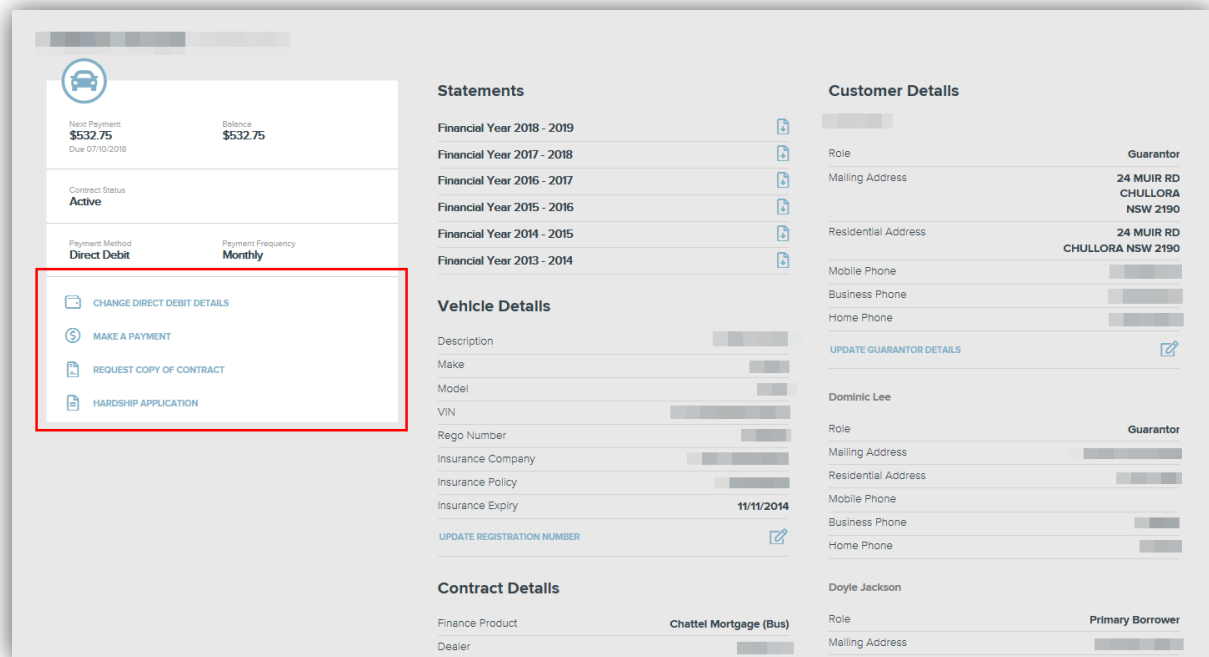
Contract ID	Contract Status	Next Payment	Balance
263010	Active	\$533.00 Due 07/09/2018	\$1,065.75
465194	Active	\$898.30 Due 17/09/2018	\$24,253.91
243450			

Once the relevant contract has been selected, you can make changes on the screen below.

You will have the following options:

- Change direct debit details
- Make a payment
- Request a copy of your contract
- Request Hardship

This screen will also allow you to update personal details, banking details as well as registration details. Each contract will allow its own changes.

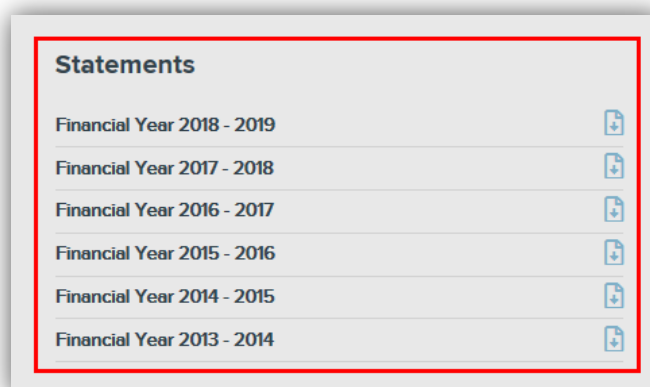


By selecting ‘**Change direct debit details**’ you will be prompted with the direct debit screen where you can update your BSB and account number. Once updated, the changes are effective immediately.

By selecting ‘**Make a payment**’ you will be provided with manual payment options in order to make your monthly instalments, payout your loan or make a lump sum payment.

Click ‘**Request copy of contract**’ to submit a request for a copy of your contract via email.

To apply for Financial Hardship, select ‘**Hardship Application**’ to go to the Hardship screen. Here you can find some general information on Hardship and how to apply.



To **download a statement**, select the download icon corresponding to the relevant Financial Year. You will have the option to open or save your file.

# Updating your personal details

To update your personal details select the 'My Details' tab and then select the edit icon in order to update the relevant details as required.

Dashboard > My Details

## Individual Details

**Customer Info**

Name	Drivers Licence
Date of birth 30/11/1930	Gender Male

**Email**

Email Address

[EDIT EMAIL ADDRESS](#)

**Phone numbers**

Mobile Phone	Business Phone
Home Phone	

[EDIT PHONE NUMBERS](#)

**Addresses**

Mailing Address  
24 MUIR RD  
CHULLORA  
NSW 2190

[EDIT MAILING ADDRESS](#)

Residential Address  
24 MUIR RD  
CHULLORA NSW 2190

[EDIT RESIDENTIAL ADDRESS](#)

**Contact preferences**

Preferred contact method Email	Receive marketing updates Yes
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[EDIT CONTACT PREFERENCES](#)

## Updating Marketing Preferences

Select the edit icon next to 'Edit Contact Preferences' to update marketing consent.

Select the tick box should you wish to receive information about product updates and special offers.

Contact preferences

Preferred contact method Email	Receive marketing updates No
-----------------------------------	---------------------------------

[EDIT CONTACT PREFERENCES](#)

**Update contact preferences**

Please choose the primary way you'd like us to make initial contact with you should we need to.

You can also choose whether you'd like to hear from us regarding product information and special offers.

Preferred contact method  
Email

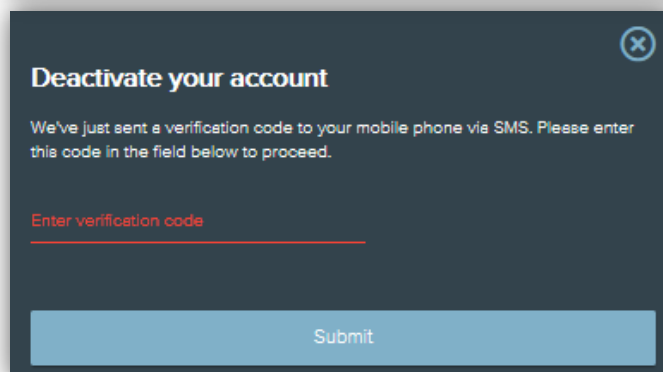
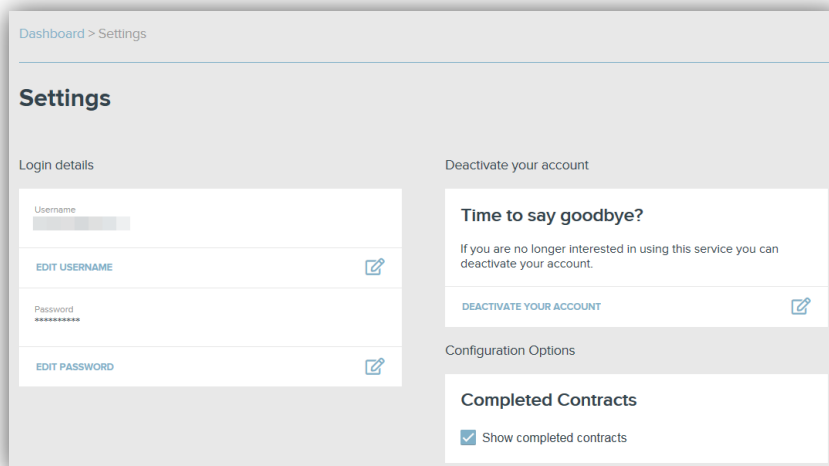
Receive information about product updates and special offers

Save changes

# Deactivating your Account

If it is time to say goodbye and you wish to deactivate your account, simply select the **'Settings'** tab and click **'Deactivate Account'**.

You will need to provide verification in order to deactivate. This will be sent to your mobile phone prior to deactivating.



# Reactivating your Account

If you would like to reactivate your deactivated account, you will need to renew your registration by following the steps provided on page 2.

## Contact Us.

If you require further assistance in accessing or navigating the portal, please contact our Customer Service Team:

✉ [myfinanceportal@vwfs.com.au](mailto:myfinanceportal@vwfs.com.au)

☎ 1300 017 163 (Mon-Fri 9:00am – 5:00pm Sydney time)