

VWFSA myFinance Portal

User Guide

How to register online

Please ensure you have your <u>mobile phone</u> 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	l
Password	l
Forgotten your password? Click here	l
	l

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 you 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.

FINANCIAL SERVICES				🕜 Help 🔯 Settin	gs
Dashboard				My Dashboard My Contracts	 My Detail
My Dashboard					
Profile					
Email Address		263010	>	465194	>
Mobile Phone Business Phone		Contract Status Active		Contract Status Active	
Home Phone Mailing Address		Next Payment Balance \$533.00 \$1,065.75 Due 07/09/2018		Next Payment Balance \$898.30 \$24,253.91 Due 17/09/2018	
Residential Address		Latest Statement Financial Year 2017 - 2018	÷	Latest Statement Financial Year 2017 - 2018	4
EDIT PROPILE	Ľ	243459	>		

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.

		Statements		Customer Details	
Next Payment \$532.75	Balance \$532.75	Financial Year 2018 - 2019	l)		
Due 07/10/2018	•	Financial Year 2017 - 2018	J	Role	Guarant
Contract Status		Financial Year 2016 - 2017	₽.	Mailing Address	24 MUIR F
Active	Financial Year 2015 - 2016			NSW 21	
Payment Method	Payment Frequency	Financial Year 2014 - 2015		Residential Address	24 MUIR R
Direct Debit	Monthly	Financial Year 2013 - 2014	J.	Mobile Phone	CHULLORA NSW 219
2				Business Phone	
CHANGE DIRECT DE	3IT DETAILS	Vehicle Details		Home Phone	
S MAKE A PAYMENT		Description		UPDATE GUARANTOR DETAILS	17
REQUEST COPY OF C	CONTRACT	Make			
	ION	Model		Dominic Lee	
		VIN		Polo	Guarant
		Rego Number		Mailing Address	Guarant
		Insurance Company		Recidential Address	
		Insurance Policy		Mobilo Phone	
		Insurance Expiry	11/11/2014	Rusiness Phone	
		UPDATE REGISTRATION NUMBER	C	Home Phone	
		Contract Detalls		Doyle Jackson	
		Finance Product	Chattel Mortgage (Bus)	Role	Primary Borrow
		Dealer		Mailing Address	

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.

Statements	
Financial Year 2018 - 2019	
Financial Year 2017 - 2018	Ţ.
Financial Year 2016 - 2017	F
Financial Year 2015 - 2016	
Financial Year 2014 - 2015	F
Financial Year 2013 - 2014	(†

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.

ndividual Deta	ails				
Customer Info			Addresses		
Name Date of birth 30/11/1930	Drivers Licence Gender Male		Mailing Address 24 MUIR RD CHULLORA NSW 2190		
mail			EDIT MAILING ADDRESS		ľ
Email Address			Residential Address 24 MUIR RD CHULLORA NSW 2190		
EDIT EMAIL ADDRESS		Ľ	EDIT RESIDENTIAL ADDRESS		C
hone numbers			Contact preferences		
Mobile Phone	Business Phone		Preferred contact method Email	Receive marketing updates Yes	
Home Phone			EDIT CONTACT PREFERENCES		10

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.

Preferred contact method Email	Receive marketing updates
EDIT CONTACT PREFERENCE	s 🖸
	(x
Update contact pref	erences
Please choose the primary way should we need to.	you'd like us to make initial contact with you
Please choose the primary way should we need to. You can also choose whether y nformation and special offers.	you'd like us to make initial contact with you ou'd like to hear from us regarding product
Please choose the primary way should we need to. You can also choose whether y nformation and special offers. Yreferred contact method	you'd like us to make initial contact with you ou'd like to hear from us regarding product
Please choose the primary way should we need to. You can also choose whether y nformation and special offers. Preferred contact method Email	you'd like us to make initial contact with you ou'd like to hear from us regarding product
Please choose the primary way should we need to. You can also choose whether y nformation and special offers. Preferred contact method Email	you'd like us to make initial contact with you ou'd like to hear from us regarding product
Please choose the primary way should we need to. You can also choose whether y nformation and special offers. Preferred contact method Email Receive information about	you'd like us to make initial contact with you ou'd like to hear from us regarding product t product updates and special offers

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.

ashboard > Settings		
Settings		
ogin details		Deactivate your account
Usemame		Time to say goodbye?
EDIT USERNAME	ď	If you are no longer interested in using this service you can deactivate your account.
Password *******		DEACTIVATE YOUR ACCOUNT
EDIT PASSWORD	C	Configuration Options
		Completed Contracts
		Show completed contracts
Deactivate your a We've just sent a verification this code in the field below	ccount	e phone vie SMS. Pleese enter
	o proceea.	
Enter verification code	o proceed.	

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

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