

Credabl Mobile App User Guide

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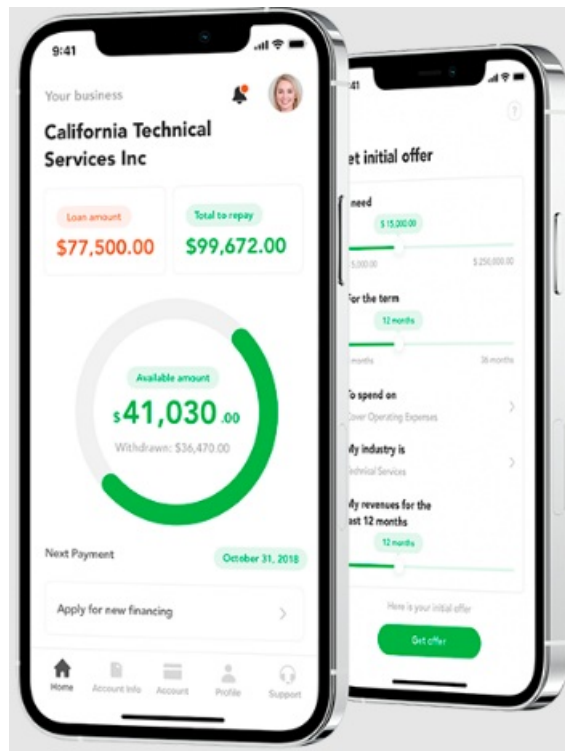
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Credabl Mobile App

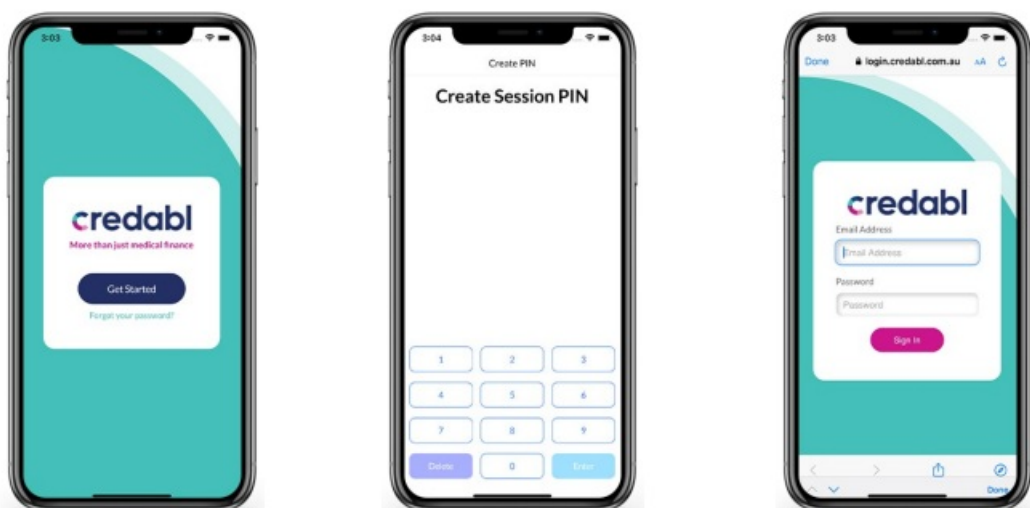


The purpose of this document is to outline use of the Credabl Mobile App. If you encounter any issues, please contact the Credabl Client Service team on clientservices@credabl.com.au or call 1300 27 33 22.

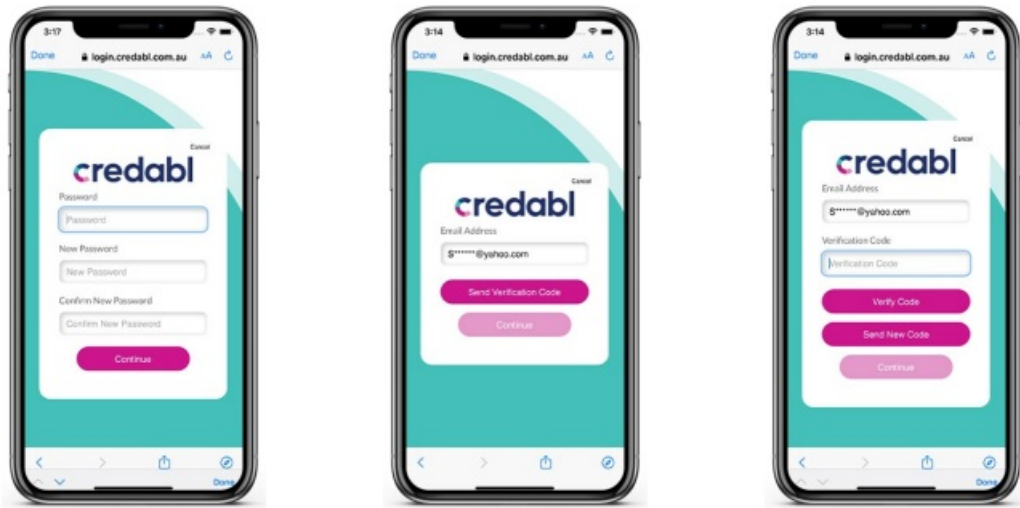
Getting Set Up

Access to the App is for existing clients of Credabl with an active commercial contract. Individual borrowers will automatically receive Transact Access. Guarantors will receive View Only Access. When your contract settles, you will automatically be registered for your App access. Once registered, you will be emailed a temporary password. Once you have downloaded the App from the Apple Store or Google Play, you can get started.

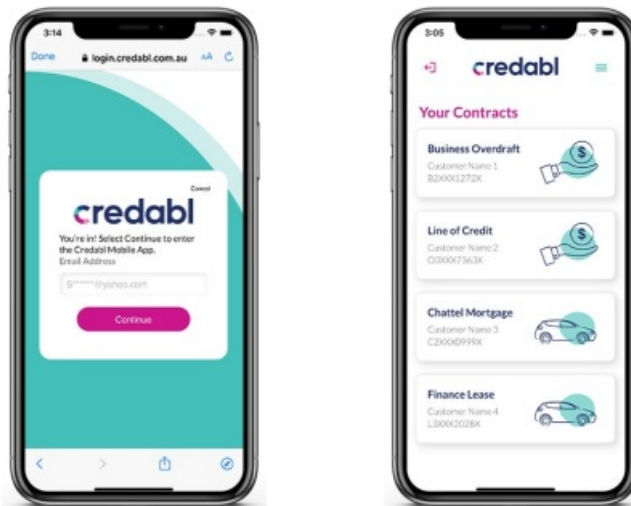
First Time Login



1. Open the App and tap the Get Started.
2. Decide on a PIN to use later when you are accessing the App. You will need to enter this twice to confirm.
3. Enter your registered email address and password from your Credabl registration email and tap Sign In.

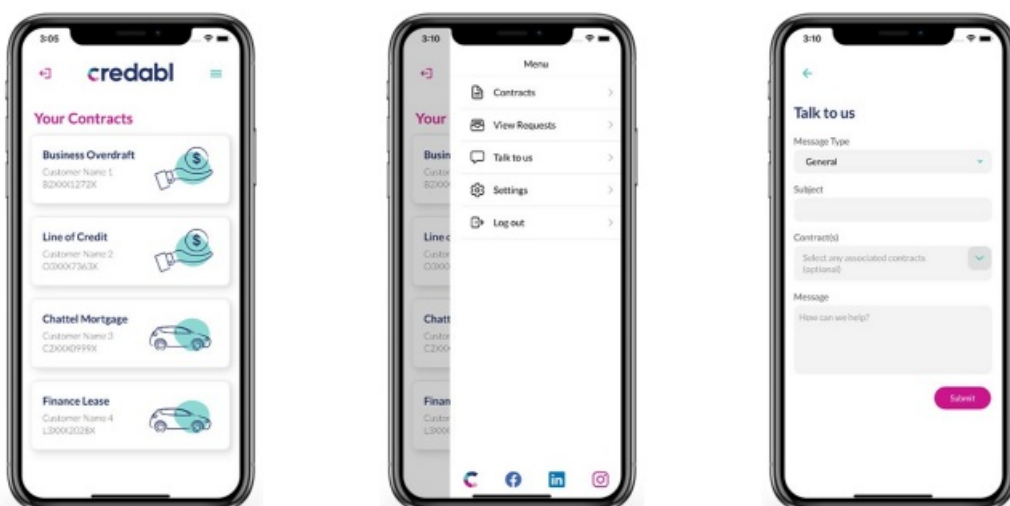


4. Set your new password for your Credabl account and click Continue.
5. Click Send Verification Code and Credabl will send you an email with your 6-digit verification code.
6. Enter the verification code you received in your email and click Verify Code to verify.

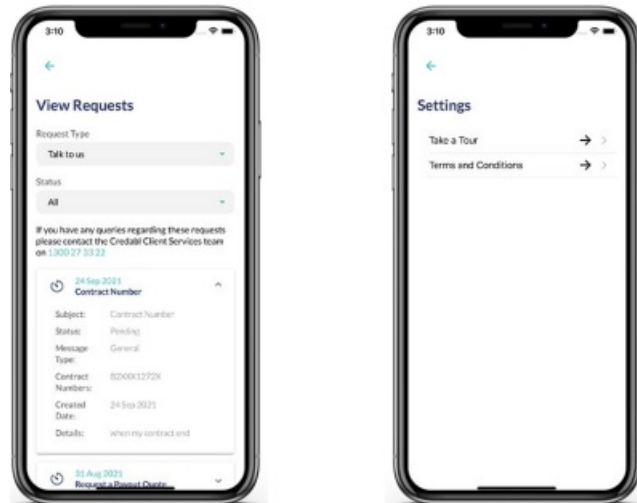


7. Once your email address has been verified, click Continue.
8. YAY! You have successfully registered and signed in for the first time. Please take the time to read through and accept the Terms and Conditions. You will then be taken through a short tour of the App and then to the Your Contracts page. Have fun.

Main Menu



1. Click on the menu icon () in the top right of the screen to bring up the main menu.
2. From the main menu, you can return to your contracts page, view your past requests, get in touch with Credabl, view your settings or log out of the App.
3. Talk to Us allows you to send a secure message to Credabl. You may choose any message type, including General, Feedback, Change Address, Change Phone or Change Email.

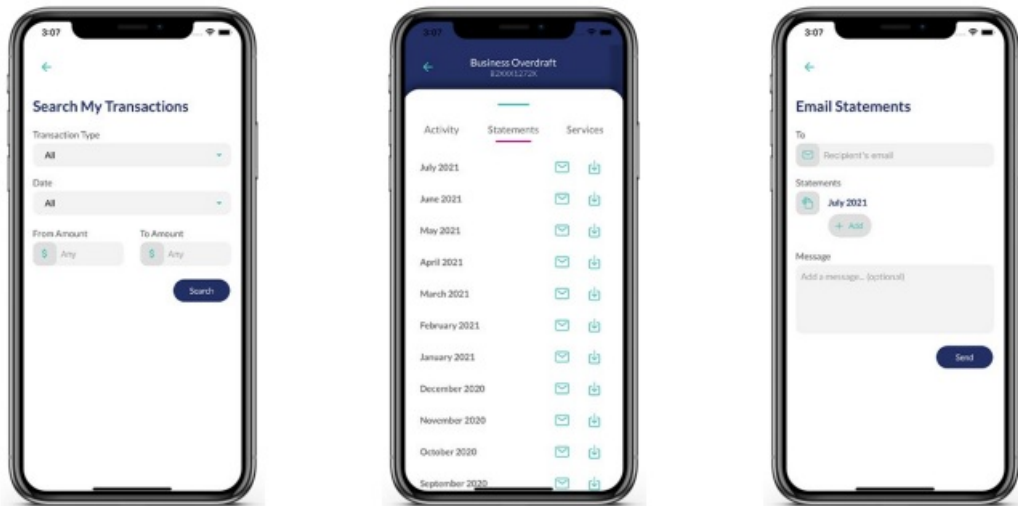


4. View Requests allows you to see all your previously submitted requests. You can filter by request type and status.
5. The Settings menu will allow you to review the Take a Tour and Terms and Conditions sections.

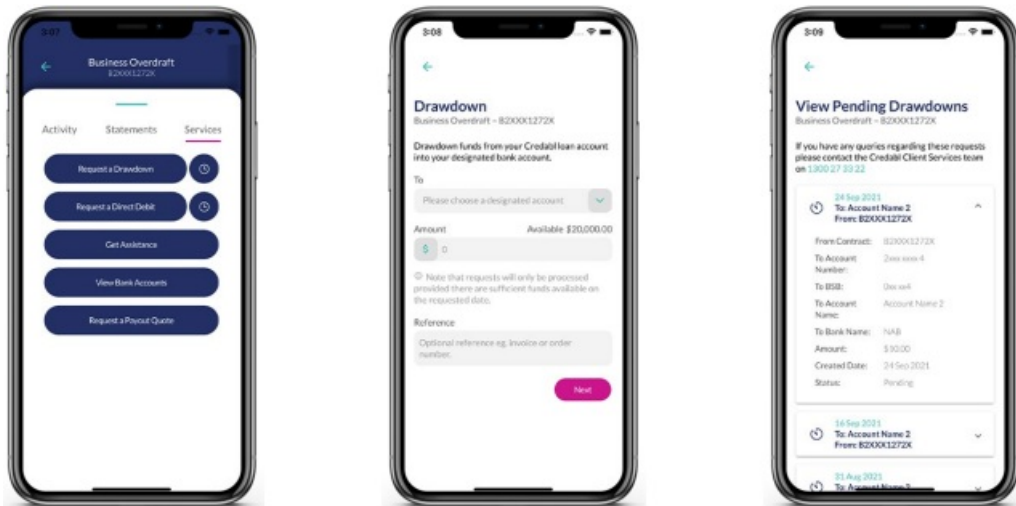
Contracts and Services



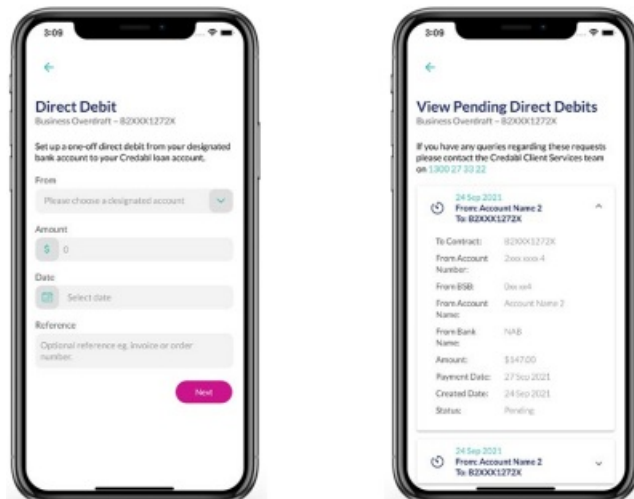
1. The Your Contracts page shows a list of your contracts. You can tap on a contract to view its details.
2. Once you enter a contract you will be shown the details of that contract. You can customise the name of the contract using the edit icon in the upper right corner.
3. To view a list of transactions, pull up the white section at the bottom of the contract screen, or tap Activity tab.



4. Tap Search My Transactions while viewing the activity page to filter by transaction type, date and/or amount.
5. To view your statements, tap the Statements tab. To download a copy of the statement to your device, click on the download button (). If you wish to share your statements via email, click on the email button ().
6. On the Email Statements page, you can add more statements by clicking on the + Add button.

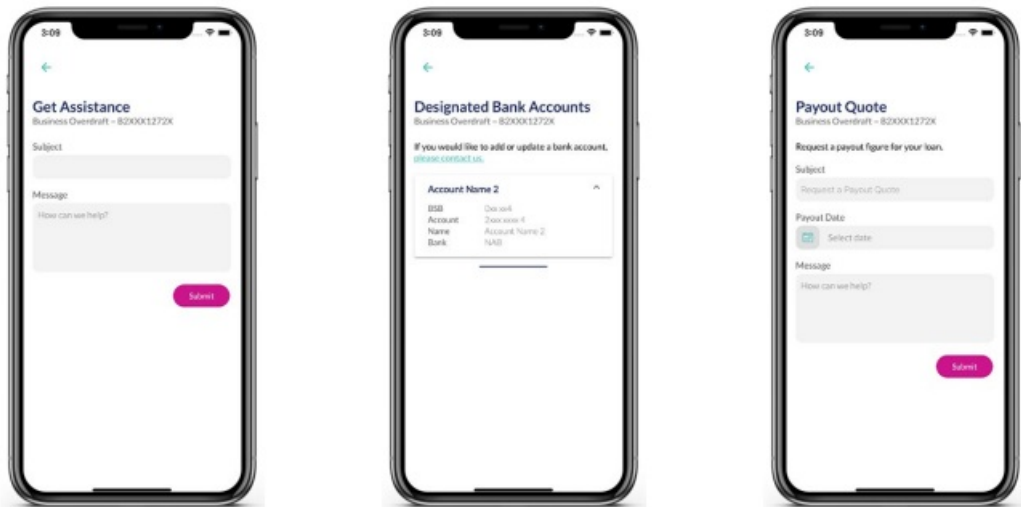


7. To view the available services on your contract, tap on the Services tab.
8. To request a drawdown on your contract, tap Request a Drawdown and select the amount and account to be credited.
9. If you have pending requests, you will see the Pending Requests button () to the right of the Request a Drawdown button. Click it to show all your pending drawdown requests.




10. To perform a direct debit, click on Request a Direct Debit and select the date, amount, and account to be debited.

11. If you have pending requests, you will see the Pending Requests button () to the right of the Request a Direct Debit button. Click it to show all your pending drawdown requests.
12. If you need help with a particular contract, you can use the Get Assistance feature to submit a query or suggestion to Credabl.



13. To view your designated bank accounts, click on View Bank Accounts. You will be shown a list of all designated bank accounts linked to that contract.
14. To request a payout figure, click on Request a Payout Quote and select the date for the payout. Credabl will contact you in relation to this request via your preferred contact method.

Documents / Resources

	<p>credabl Credabl Mobile App [pdf] User Guide Credabl Mobile, App, Credabl Mobile App</p>
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References

- [Credabl's Mobile App | Credabl](#)