

## PayID FAQs

### 1. What is PayID?

PayID is an instant payment method that leverages Australia's New Payments Platform (NPP) to enable near real-time, account-to-account transfers, usually within seconds. It operates 24/7, including weekends and public holidays.

A unique PayID is linked to your loan account. Funds sent using PayID are generally credited to your Offset or Redraw facility shortly after the payment is processed by your bank.

### 2. Where can I find my PayID?

Your PayID details are available in the Customer Portal. You can find them under the Payment Details tab, where you will see the PayID details, description, and status.

### 3. How do I use my PayID?

Log in to your bank's website or mobile app, select the transaction account you want to transfer funds from, and choose PayID as the payment option.

When you enter the PayID, you will see "Thinktank Property Finance – Payment for..." followed by your name or your borrowing entity name. This confirms that you are transferring funds to the correct loan.

Payment availability, limits, and processing times are determined by your financial institution.

### 4. How does PayID benefit me?

Payments are usually received in near real time, including after hours, weekends, and public holidays, subject to your bank's processing and controls.

## 5. Is PayID secure?

Yes. PayID is part of Australia's New Payments Platform (NPP) and includes confirmation of the payee's name before you complete the transfer.

Once you have entered the PayID we have provided, you will see "Thinktank Property Finance – Payment for..." followed by your name or your borrowing entity name. This helps ensure you are transferring funds to the correct loan Offset or Redraw facility.

You are responsible for checking that the payee details displayed by your bank are correct before confirming the payment.

## 6. What if my bank is not on the NPP platform and I can't use PayID?

If your bank does not support PayID, you can continue to make payments using BPAY. You can find your BPAY biller details by logging in to the Customer Portal.

## 7. Are there any fees to use PayID or BPAY?

Thinktank does not charge a fee for PayID or BPAY payments.

Your bank may charge fees or apply limits in accordance with its own terms and conditions.

## 8. What happens if I send a payment in error?

PayID payments are generally irreversible once completed. Always check the payee's name and payment details displayed by your bank before confirming the transfer.

Thinktank may not be able to recover funds sent in error. If you believe you have made a mistaken payment, please contact our Client Services team and notify your bank immediately.

## 9. Who do I contact if I need help with PayID?

If you have questions or experience issues, please contact our Client Services team.

## 10. Are there limits on how much I can pay using PayID?

Limits on PayID payments are set by your bank and may vary depending on your account, security settings, and transaction type.

## **11. Can I schedule or automate PayID payments?**

Some banks allow scheduled or recurring PayID payments, while others do not. This functionality is determined by your bank, not Thinktank.

## **12. What happens if there is a delay in my PayID payment?**

While PayID payments are usually processed in near real time, delays may occur due to bank system issues, transaction reviews, or outages. If your payment does not appear as expected, please contact your bank first, then our Client Services team.

## **13. Does using PayID change my loan terms or repayment obligations?**

No. Using PayID is simply an alternative payment method and does not change your loan terms, interest calculations, or contractual repayment obligations.

## **14. What should I do if I suspect fraud or a scam?**

If you suspect fraudulent activity, do not proceed with the payment. Contact your bank immediately and notify our Client Services team as soon as possible.