

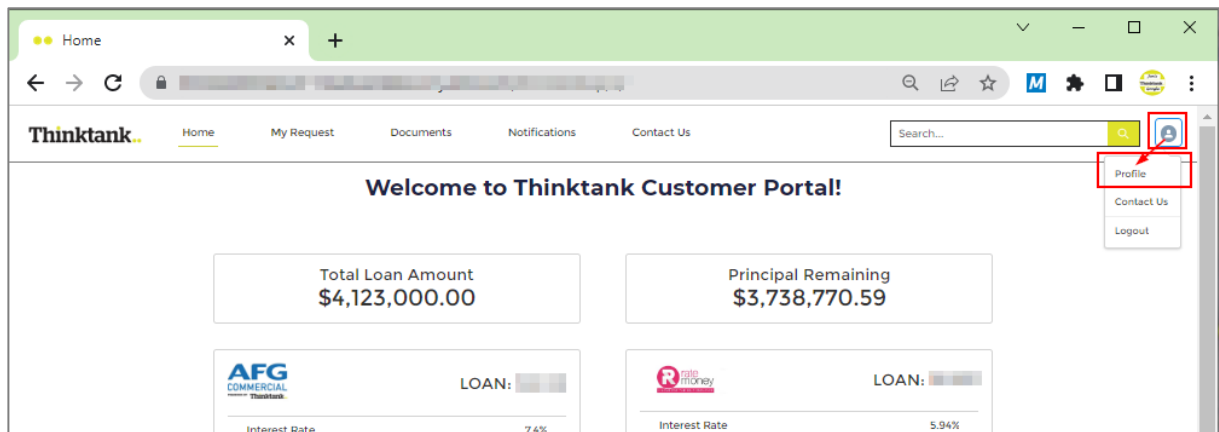
## CHANGE YOUR CONTACT DETAILS

You can change or update your password at any time.

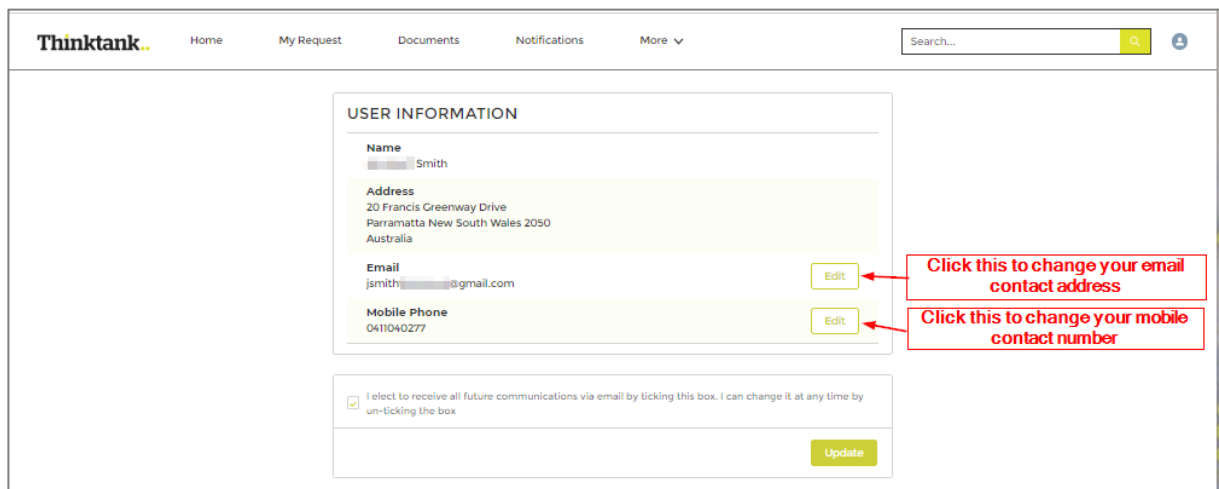
Login and use the Change Password function, or from the Login page, you can click Forgot Your Password

### Reset from your Profile

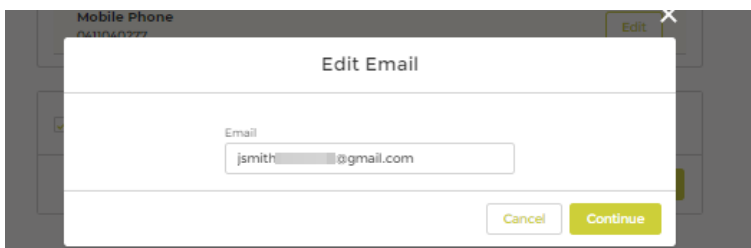
1. From the Home page, click the option arrow for the menu to appear, and select **Profile**.



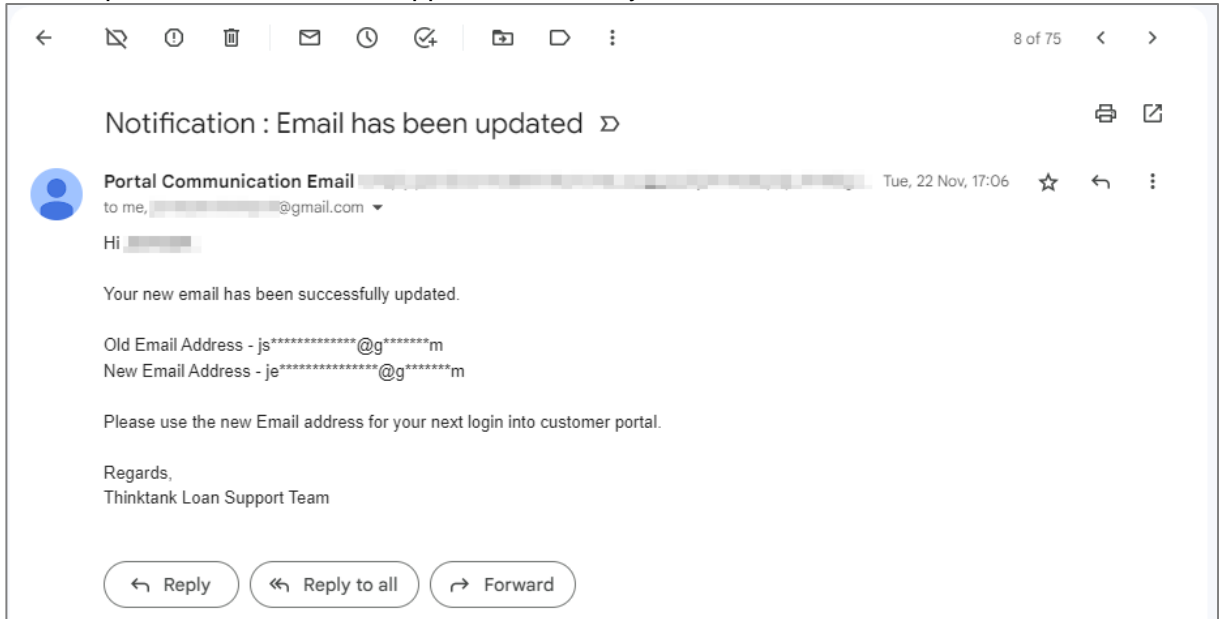
2. Click on the **Edit** button for the contact you wish to change tab.



3. Edit will request the new contact: a notification will be sent to the other contact for you to verify and a notification will follow to confirm the change.



- 4. When your contact details have been changed you will be sent a confirmation email (for either email or mobile change). If you received an email like this and have not changed your contact details, please contact Loan Support immediately.



- 5. Remember to use your new contact details next time you login!

### Account Lockout

If you enter the wrong details, you will see a message appear to “try again”.

Do this 5 times you will see “Maximum retry attempts...” and you must wait 15 minutes to try again.

