

Onboarding Frequently Asked Questions

- 1. I will be away in June and won't be able to complete the application form online or access my funds – what do I need to do?***

Answer:

As per the letter you received from CBB, please contact them direct.

- 2. When can I expect to receive my Salary Packaging and/or Meal Entertainment Card?***

Answer:

All cards will be ordered from 1st June.

Cardholders will receive their PIN first. The card will be received a few days later. You will be able to use your card after you have completed the online Membership Application form (not applicable for existing Beyond Bank customers), and have activated your card.

- 3. I have not received my Salary Packaging and/or Meal Entertainment card. What should I do?***

Answer:

All cards will be ordered from 1st June.

All enquiries for cards not received should be referred either to the Beyond Bank Member Contact Centre on 13 25 85, or by visiting a Beyond Bank branch.

- 4. A CBB customer would like to close their Salary Packaging and/or Meal Entertainment card. What should I do?***

Answer:

Any request to close a Salary Packaging or Meal Entertainment card through Beyond Bank staff will be directed back to CBB.

CBB will arrange to include the customer's details in a report and supply that via email to Beyond Bank for the accounts to be closed by the 31st of March or 2 months from the closure request (whatever comes first).

- 5. I didn't receive an email with instructions on how to become a Beyond Bank member. What should I do?***

Answer:

Contact Beyond Bank Member Contact Centre who will assist you by sending another email to you.

Beyond Bank staff can access the email through:

Athena > Beyond Bank Info > CBB Information

Beyond Bank

A U S T R A L I A

6. *I don't have the Primary or Secondary ID requirements for the online Membership Application. What should I do?*

Answer:

If you do not have the ID on the form, please refer to the CBB page at www.beyondbank.com.au/cbb to view other ID you can use.

You will be asked to save the online Membership Application and record the reference number on the form. You can then email a certified copy of your ID to avokacbbalerts@beyondbank.com.au.

Remember to quote the reference number from your form.

7. *Can I provide my ID in a branch rather than complete the online Membership Application form?*

Answer:

You are welcome to come into a Beyond Bank branch to complete the online Membership Application form. One of our experienced Beyond Bank staff will be happy to assist.

Beyond bank staff will locate your membership details in our system and will then assist you with completing the online form. You will need to bring in your identification documents and we will use these to help you complete the form.

Beyond Bank staff can access the online Membership Application form at www.beyondbank.com.au/cbb

Beyond Bank staff will use your membership number on the form and fill in the form with you. We will also upload any Secondary identification documents if required.