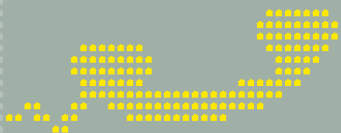


# starcall



## ACCESS YOUR LOAN ACCOUNT BY PHONE

**StarCall** is your 'around the clock' automated customer service centre. Any touch-tone telephone now gives you control over your loan account with the convenience of 24-hour access.

### HOW DO I GET CONNECTED?

Your confidential PIN number will be mailed to you five business days after settlement. Your Loan ID number can be obtained from the bottom of your loan statement, or from your Direct Debit Confirmation request letter which will be mailed to you four business days after settlement.

Once you have received your PIN number call Australia **1300 300 988**

Enter your 'Loan ID' number followed by the # (hash).

Enter your 'PIN Number' followed by the # (hash). Follow the simple directions to access your loan account options. Press:

- |                                      |   |
|--------------------------------------|---|
| <b>1</b> for current loan balance    | <b>6</b> to change your PIN               |
| <b>2</b> for recent transactions     | <b>7</b> to request a statement           |
| <b>3</b> to make a repayment         | <b>8</b> for another linked/split account |
| <b>4</b> for redraw or transfer      | <b>9</b> to select another loan           |
| <b>5</b> for current banking details |   |

 **PLAN LENDING**

**StarCall Australia 1300 300 988**  
**Loan ID number:** \_\_\_\_\_

Always keep your PIN confidential

**CUSTOMER CARE**

For exceptional customer service call 1300 669 764

The logo for StarNet, with 'starnet' in a lowercase sans-serif font. The 'a' and 'n' are white, and the 'e' is yellow. A thin white underline is positioned beneath the text.

## ACCESS YOUR LOAN ACCOUNT FROM YOUR COMPUTER

**StarNet** provides you with a secure connection to your loan account from your computer. To protect you against unauthorised access all information is encrypted, while your Loan ID and PIN number provide additional security.

### How do I get connected?

Your confidential PIN number will be mailed to you five business days after settlement. Your Loan ID number can be obtained from the bottom of your loan statement, or from your Direct Debit Confirmation request letter which will be mailed to you four business days after settlement.

Enter your Loan ID number and PIN number at the Login screen, then click on submit. Click on the menu buttons to access your loan account options available.

- Accounts
- Statements
- Loan Summary
- Payment details
- Personal details
- Recent transactions
- Once off payments
- Ongoing payment
- Change frequency
- Redraw
- Transfer
- Change PIN



PLAN LENDING

StarNet

[www.planlending.com.au](http://www.planlending.com.au)

Loan ID number: \_\_\_\_\_

Always keep your PIN confidential

CUSTOMER CARE

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