

## Frequently Ask Questions

#### What is BRED Vanuatu Connect?

BRED Vanuatu Connect is the NEW mobile banking solution. It offers the convenience of 'Banking at your fingertips' with an innovative online banking experience that is easier, faster, and smarter than ever before.

The revamped and enhanced mobile banking app makes it easy to bank on the go 24/7. Manage your everyday banking needs anywhere, anytime directly from your mobile/table device.

#### What can I do with BRED Vanuatu Connect?

Sign up, download today and enjoy the convenience of:

#### Check your account balance(s)

Staying on top of your finance(s) has never been so easy. View up-to-date account balance(s) for your account(s).

#### Check your loan(s)

Avoid late payments by staying up-to-date with your loan(s) balance(s). BRED Vanuatu Connect provides the simplest glimpse of your loan details including repayment amount(s), payment due date(s) and much more.

#### Transfer money

Move money between your eligible account(s) at BRED or other account(s) at BRED or to another local or international bank from the comfort of your smartphone / tablet.

#### Bill payment

Pay your bills on-time with major registered billers in Vanuatu.

#### Statements(s)

View and download your account statement(s), bill payment history and transfer statement(s).

#### Cheque book

Order your cheque book(s) on the go.

#### Report a claim

This app allows you to report any claim(s), problem(s), and feedback(s) or stop your lost card(s).

#### ATM & Branch locator

Find our ATMs and branches by address and map.

### How can I get BRED Vanuatu Connect?

To utilize this free service, you will need to complete a registration form at any BRED Bank branch to register for BRED Vanuatu Connect.

#### I'm a BRED customer

If you are a BRED customer and already signed up for BRED Vanuatu Connect, please proceed and install the application

- Google Play for Android users
- Apple Store for Apple users

#### I'm a BRED customer but

If you are a BRED customer but have not signed up for BRED Vanuatu Connect, please visit your nearest BRED Bank branch and complete the registration processes.

#### I'm a BRED customer using existing mobile application

If you are a customer that has signed up for Internet Banking and you are using the existing mobile application, please visit your nearest BRED Bank branch as you will need to be upgraded to BRED Vanuatu Connect.

# What do I need to register for BRED Vanuatu Connect?

To register for BRED Vanuatu Connect, you will need:

- Your BRED account details
- Your current identification documents. Eg Passport, Driving License, or National ID or VNPF Card.
- Your personal smartphone or tablet
- Your email address

## Are there any fees charged for registration?

There are no fees charged for new BRED Vanuatu Connect registration(s).

## Is it safe to use this application?

#### **BRED Vanuatu Connect Online Guardian**

Your security is our top priority! We take every precaution to ensure that your mobile banking transactions will be safe.

All information transmitted via BRED Vanuatu Connect are protected with highly secure encryption methods that mask sensitive information. A password or fingerprint authentication is required every time you log in on to BRED Vanuatu Connect.

