

## Westpac Fiji FAQs – eStatements

### What are the benefits of eStatements?

How going paper-free can help?

- **More secure:** Protect yourself and lower the risk of identity theft.
- **Environmentally friendly:** Play your part for the environment by reducing paper waste, rubbish and carbon emissions.
- **Convenient:** Can be viewed in the Westpac Fiji App and Online Banking, anytime, anywhere.
- **Clutter-free:** Store your statements electronically for up to 7 years.

### Are eStatements secure?

eStatements are stored securely within Online Banking so you're protected against identity and mail theft that can be associated with paper statements. They are much more secure than paper copies of your bank records.

### Are there security issues I need to be aware of?

Ensure you always keep your Online Banking password secure and like all banking passwords – they shouldn't be shared with anyone. In order to protect your account information, you also need to ensure you close all windows that have been opened to display your eStatements.

Viewing the eStatement on a mobile device may make it available after you have signed out of Online Banking. When you sign out of Online Banking, please ensure you close any eStatements windows that are still open.

### Will my Credit Card and Loan Account eStatement still be mailed to me?

No. From 15 May 2024, for Loan Account and Credit Card customers, Westpac Fiji will discontinue the printing and mailing of statements. Customers will only be able to access their Credit Card or Loan Account e-statements via Mobile Banking using the Westpac Fiji App and through Internet Banking.

### What should I do to access my statements going forward?

You will need to sign up now to either Westpac Fiji Mobile Banking or Internet Banking.

# FAQs

## **What happens once I've signed up?**

Log into your Westpac Fiji Mobile Banking App or Online Banking and follow these steps.

### **Via the Westpac App**

1. Click on credit card account number to show the most recent statements.
2. The next screen will show the last 3 statement cycles.
3. Select the one you want and select download.

### **Via Online Banking**

1. Select **View Statements** on the menu bar.
2. Select account number and input data range.
3. Click on **Retrieve Statements**.
4. Statements will be opened as PDF documents and can be saved.

## **Can I view Statements after an account has been closed?**

Once an account has been closed, you can no longer access it online. Statements for closed accounts can be collected from any of our branches. Overseas customers can contact our customer care team on +679 3217 800 or [westpacfiji@westpac.com.fj](mailto:westpacfiji@westpac.com.fj) for further assistance.

## **Can I access someone else's eStatements?**

E-statements can only be accessed by the account holder. Physical copies of statements can be collected by a third party at any of our branches if a letter of authorisation is provided by an account holder or there is third party access loaded on our customer records.

## **Unable to view loan account or credit card account on Westpac Fiji Mobile Banking App or Internet Banking?**

Please contact our customer care team on [westpacfiji@westpac.com.au](mailto:westpacfiji@westpac.com.au) or 132 032 or +679 3217 800 for all customers, including those residing overseas.

## **Is there any change to Term Deposit statements?**

No, there is no change to Term Deposit Statements.

## **Is there any change to Transaction Account?**

No, there is no change to Transaction Account. Statements for transaction accounts are available via Mobile Banking App or Internet Banking.

## **What do I do if I have further questions or need clarification?**

Please contact our customer care team on [westpacfiji@westpac.com.au](mailto:westpacfiji@westpac.com.au) or 132 032 or +679 3217 800 for customers currently residing overseas.