

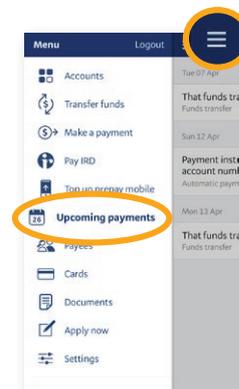
How to change your automatic payments in the BNZ app

This guide will help you to change, pause, or cancel automatic payments in the BNZ app.

To get started, you need to have the BNZ app set up on your smartphone and be registered for Internet Banking. If you're not, don't worry, it's easy to get set up, and we have a supporting guide if you need it. Register at www.bnz.co.nz

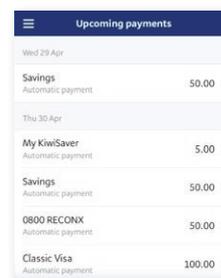


Log in to the BNZ app, tap the **Menu** icon then **Upcoming payments**.



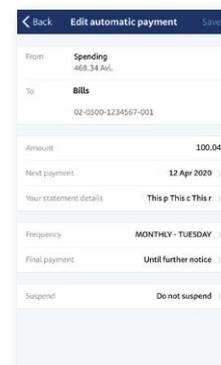
Tap the automatic payment you want to change.

If you can't see the payment, call us on 0800 275 269.

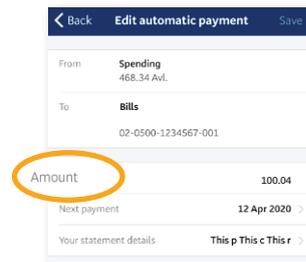


Tap the relevant section to make your changes.

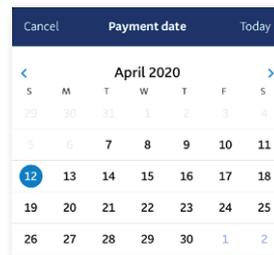
If you're using an iPhone, you'll need to tap the **Edit** icon first.



To change the amount you want to pay, tap in the **Amount** field to enter a new amount.



To change the next payment date, tap **Next payment**.



To change the information that shows on your statement, tap **Statement details**.



To change how often the payment goes out from your account, tap **Frequency**.



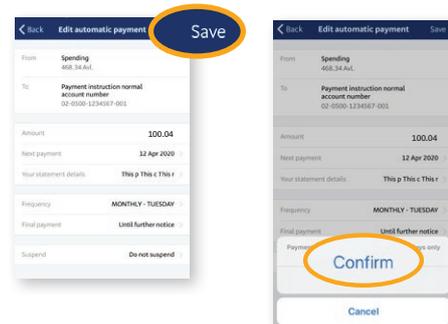
To change your final payment date, tap **Final payment**.



To pause your payment tap **Suspend**.
You can skip up to nine payments.

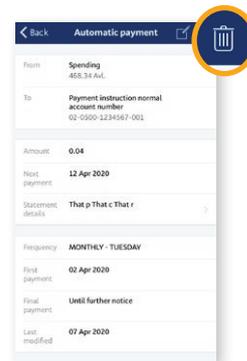


Once you've made the changes you want, tap **Save** in the top-right corner, then **Confirm**.



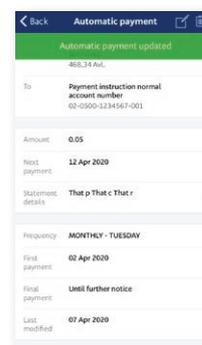
If you want to change the account where your payment comes from, or the account it's going to, you'll need to delete this payment and set up a new one.

If you want to cancel your payment, open the payment then tap the **Delete** icon in the top-right corner if you're on an iPhone. If you're using an Android smartphone tap the red **Delete** button.



Nice work. You've just changed an automatic payment in the BNZ app.

Your changes will take effect straight away, but keep in mind that if you want to change a payment due the same day, you'll need to change it by 5.30 that morning.



Internet Banking terms and conditions apply. Mobile coverage and data required to access the BNZ app. Maintenance sometimes required. All payments are processed on business days only and are subject to sufficient funds on payment date. Apple, the Apple logo, and iPhone, are trademarks of Apple Inc., registered in the U.S. and other countries.