

# Credabl Mobile App

## User guide



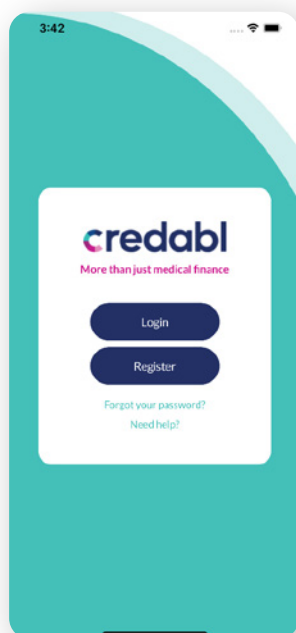
The purpose of this document is to outline use of the Credabl mobile app. If you encounter any issues, please contact the Credabl Client Service team on [clientservices@credabl.com.au](mailto:clientservices@credabl.com.au) or call 1300 27 33 22.

### 1. Getting Set Up

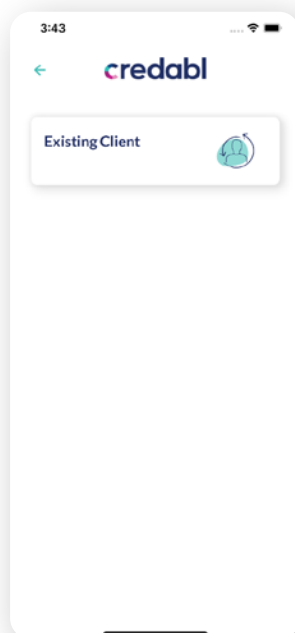
Access to the app is for existing clients of Credabl with an active commercial contract.

Individual borrowers will automatically receive “transact” access, guarantors will receive “view only” access.

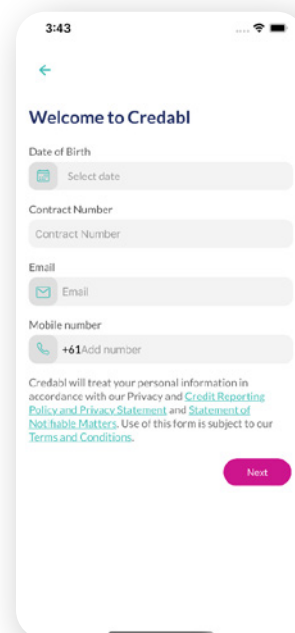
Follow the instructions below to register in the app for the first time as a new client.



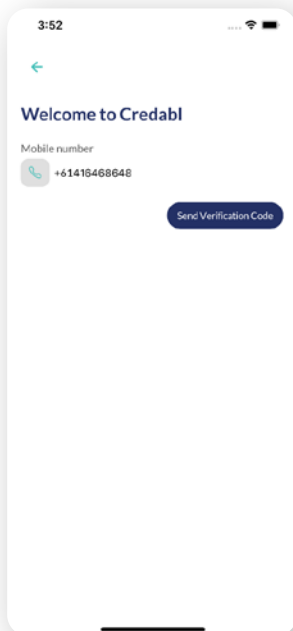
1.1. Open the app and tap the **'Register'** button.



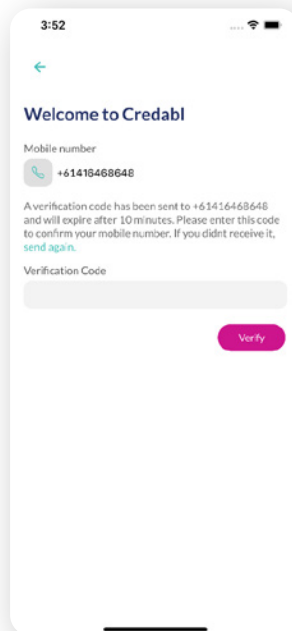
1.2. Tap the **'Existing Client'** button.



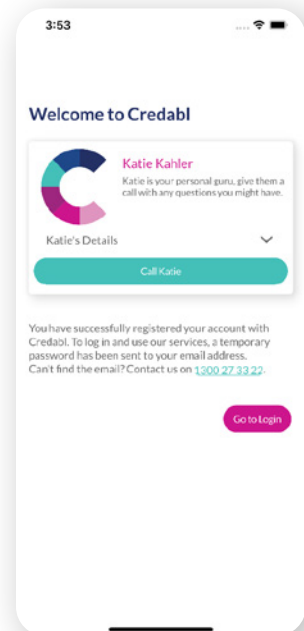
1.3. Enter the required information, then tap the **'Next'** button.



1.4. Tap the '**Send Verification Code**' button and Credabl will send you a 6-digit SMS verification code to the number you entered at registration.



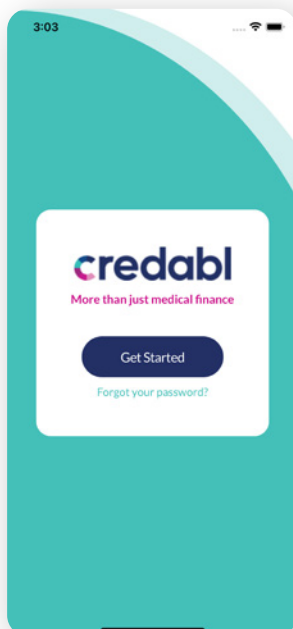
1.5. Enter the code you received via SMS, then tap the '**Verify**' button.



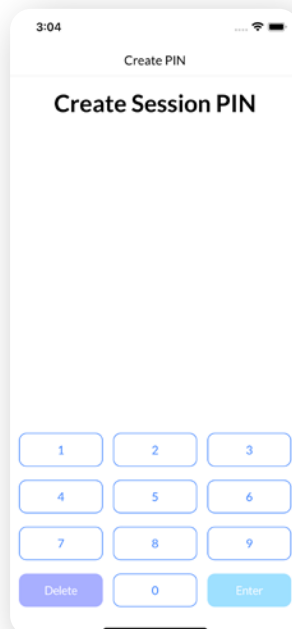
1.6. Your consultant's details will be displayed here. You can contact them by tapping the '**Call Consultant Name**', which will initiate a call using your phone data.

Tap the '**Go to Login**' button to access the application.

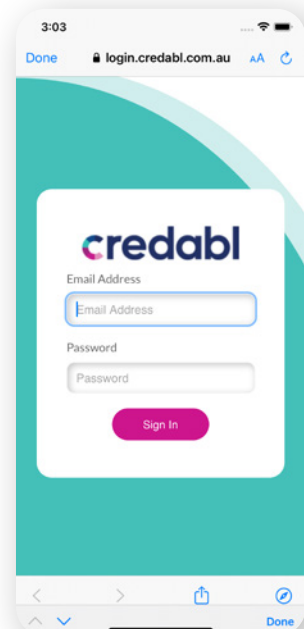
## 2. First Time Login



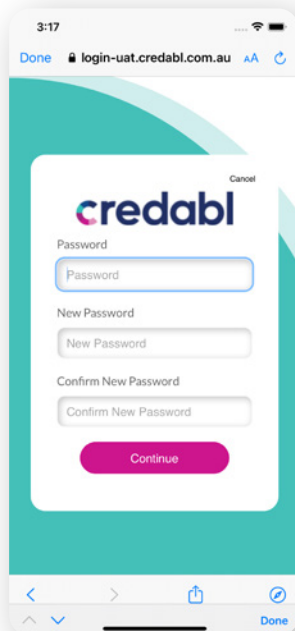
2.1. Open the app and tap the '**Get Started**' button.



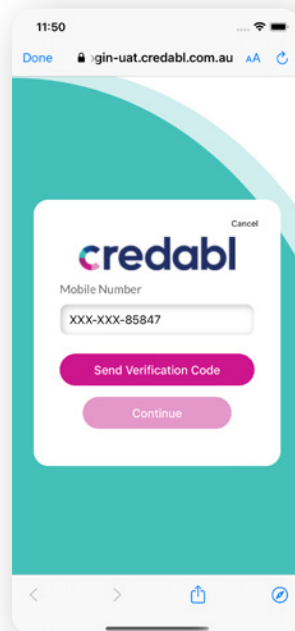
2.2. Decide on a PIN to use later when you are accessing the app. You will need to enter this twice to confirm.



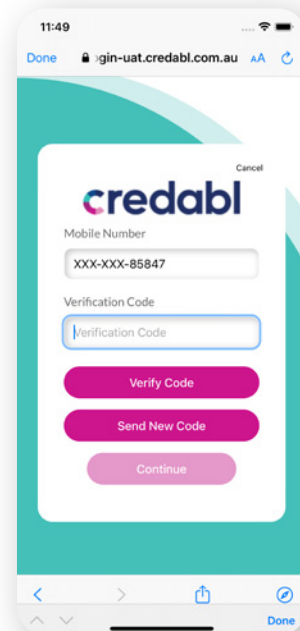
2.3. Enter your registered email address and password from your SMS and tap the '**Sign in**' button.



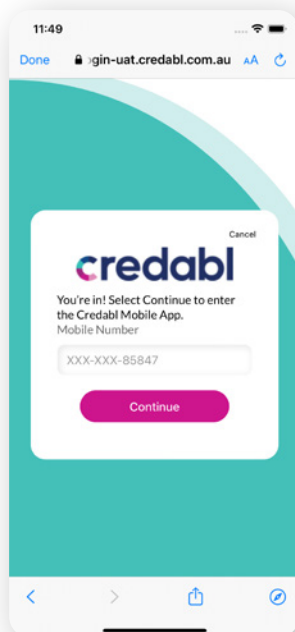
2.4. Set your new password for your Credabl account and tap **'Continue'**.



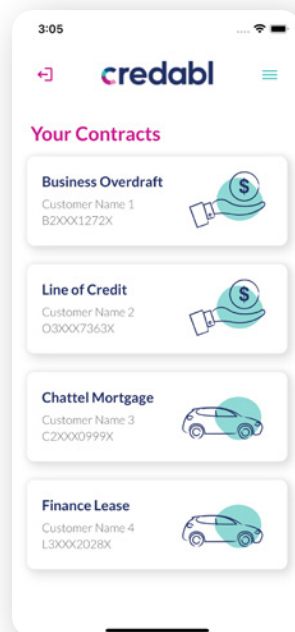
2.5. Tap **'Send Verification Code'** and Credabl will send you an SMS with your 6-digit verification code.



2.6. Enter the verification code you received in your SMS and tap **'Verify Code'** to verify.

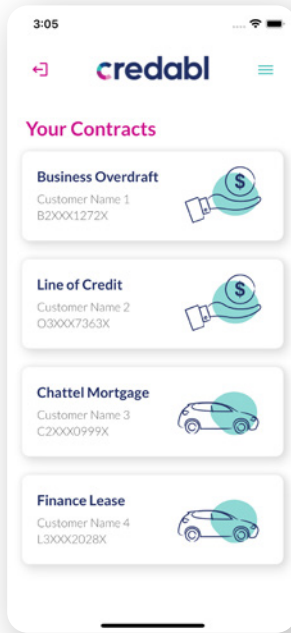


2.7. Once your mobile number has been verified, tap **'Continue'**.

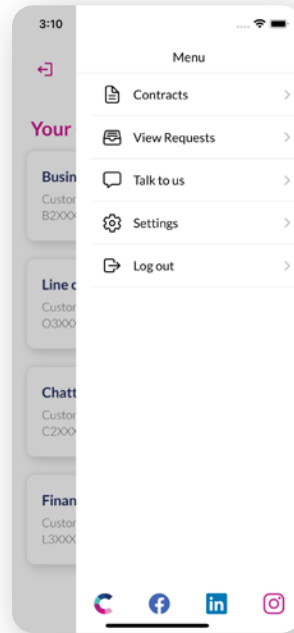


2.8. YAY! You have successfully registered and signed in for the first time. Please take the time to read through and accept the terms and conditions. You will then be taken through a short tour of the app and then to the **'Your Contracts'** page. Have fun!

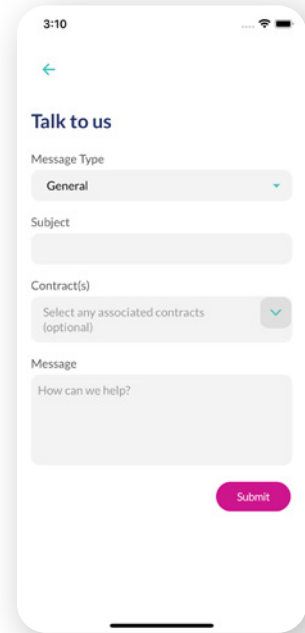
### 3. Main Menu



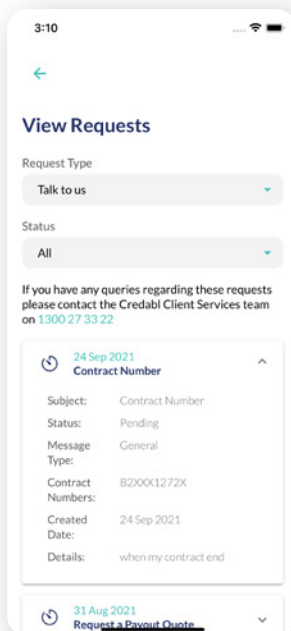
3.1. Tap on the menu icon (≡) in the top right of the screen to bring up the main menu.



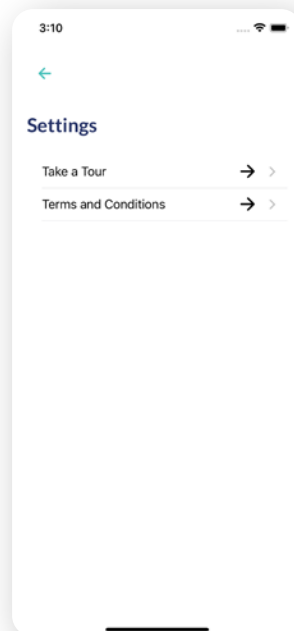
3.2. From the main menu, you can return to your contracts page, view your past requests, get in touch with Credabl, view your settings or log out of the app.



3.3. 'Talk to Us' allows you to send a secure message to Credabl. You may choose any message type, including *general*, *feedback*, *change address*, *change phone* or *change email*.

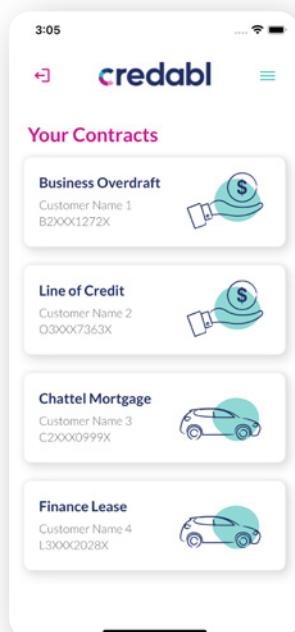


3.4. 'View Requests' allows you to see all your previously submitted requests. You can filter by request type and status.

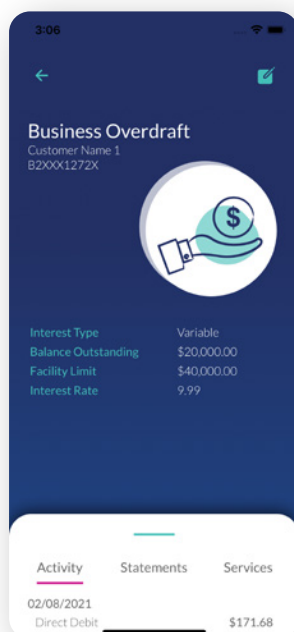


3.5. The 'Settings' menu will allow you to review the 'Take a Tour' and 'Terms and Conditions' sections.

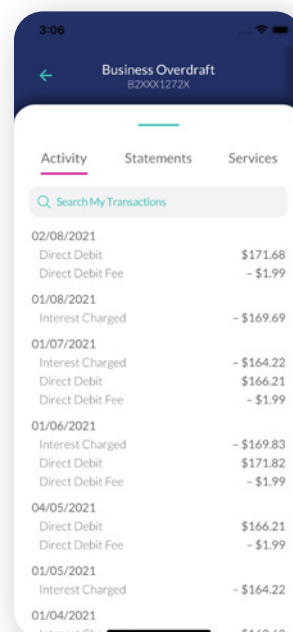
## 4. Contracts and Services



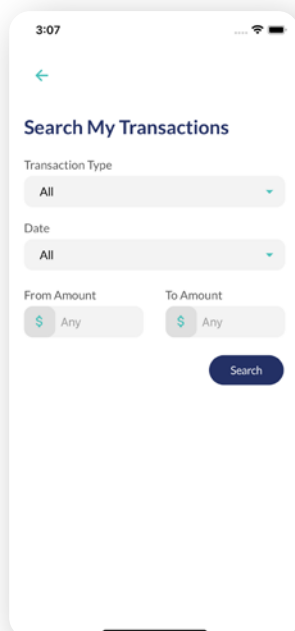
4.1. The **'Your Contracts'** page shows a list of your contracts. You can tap on a contract to view its details.



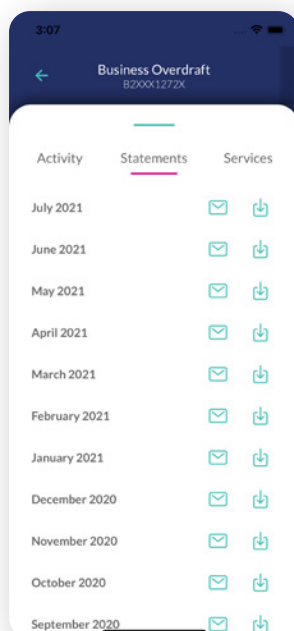
4.2. Once you enter a contract, you will be shown the details of that contract. You can customise the name of the contract using the edit icon in the upper right corner.



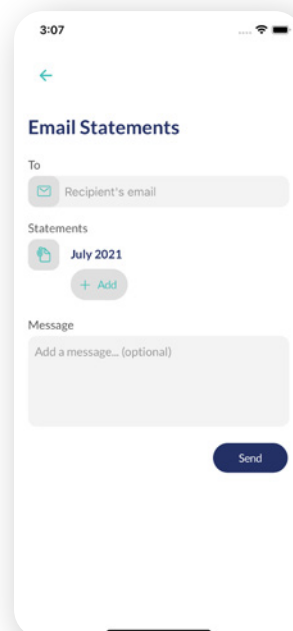
4.3. To view a list of transactions, pull up the white section at the bottom of the contract screen, or tap **'Activity'** tab.



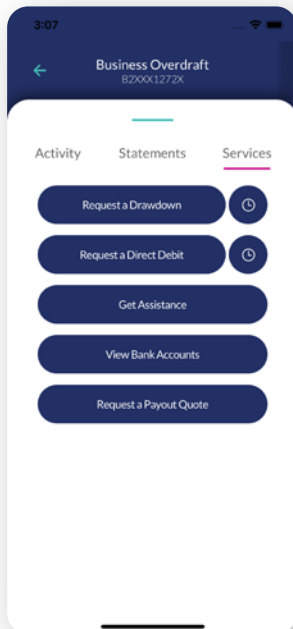
4.4. Tap **'Search My Transactions'** while viewing the activity page to filter by transaction type, date and/or amount.



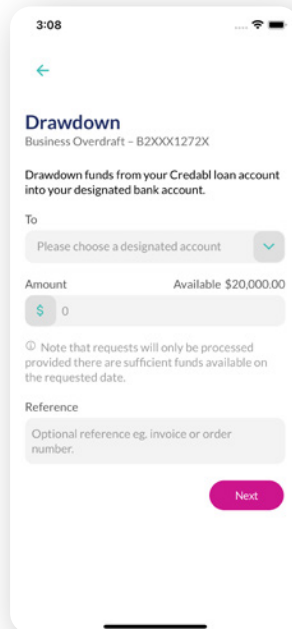
4.5. To view your statements, tap the **'Statements'** tab. To download a copy of the statement to your device, tap on the download button (📄). If you wish to share your statements via email, tap on the email button (✉).



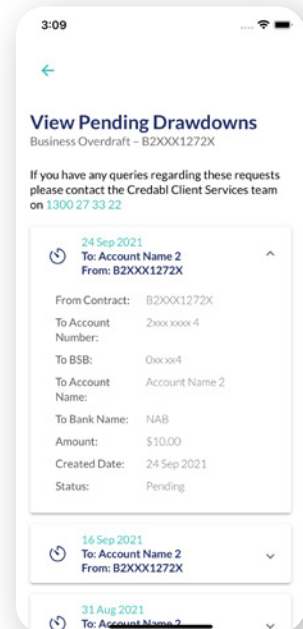
4.6. On the **'Email Statements'** page, you can add more statements by tapping on the **+ Add** button.



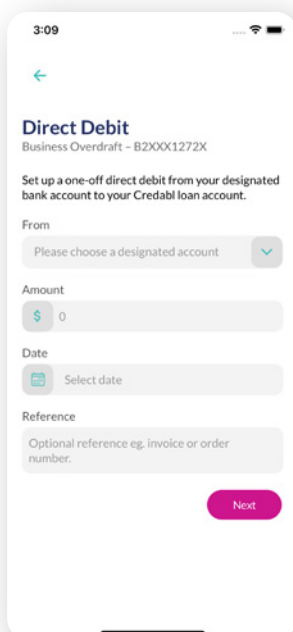
4.7. To view the available services on your contract, tap on the **'Services'** tab.



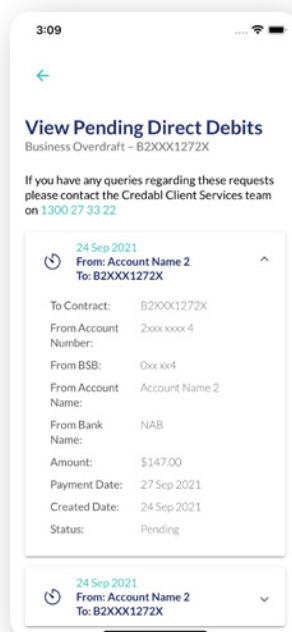
4.8. To request a drawdown on your contract, tap **'Request a Drawdown'** and select the amount and account to be credited.



4.9. If you have pending requests, you will see the **'Pending Requests'** button (🕒) to the right of the **'Request a Drawdown'** button. Tap on it to show all your pending drawdown requests.



4.10. To view the available services on your contract, tap the **'Services'** tab.



4.11. To request a drawdown on your contract, tap **'Request a Drawdown'** and select the amount and account to be credited.

**Please note:**

- 🕒 Pending requests
- ✅ Completed requests
- ❌ Cancelled requests

4.12. If you need help with a particular contract, you can use the '**Get Assistance**' feature to submit a query or suggestion to Credabl.

Account Name 2	
BSB	0xx xxx4
Account	2xxxxxxx4
Name	Account Name 2
Bank	NAB

4.13. To view your designated bank accounts, tap on '**View Bank Accounts**'. You will be shown a list of all designated bank accounts linked to that contract.

4.14. To request a payout figure, tap on '**Request a Payout Quote**' and select the date for the payout. Credabl will contact you in relation to this request via your preferred contact method.