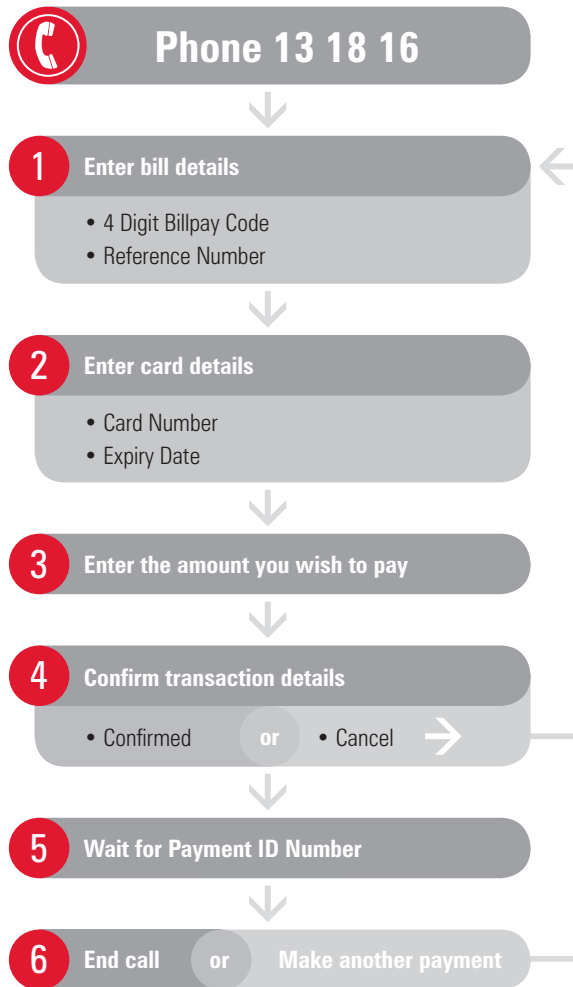


Postbillpay by phone service flow



Postbillpay by phone: Concept Model of Bill Payment Process.

For full terms and conditions
phone **13 18 16** or visit
www.postbillpay.com.au

POST billpay[®]

Pay your bills at anytime from anywhere
with just one phone call



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Postbillpay by phone, anytime, anywhere

The fast, smart and secure way to pay your bills

What could suit your lifestyle better?

Simply call 13 18 16, from anywhere in Australia, at anytime, to pay your bills.

Postbillpay by phone allows you to pay your bills 24 hours a day, 7 days a week from the convenience of your home, workplace or mobile phone¹.

Postbillpay by phone allows you to make payments using your card² quickly and easily and at any time you choose.

It's a service that suits you.

You are in control

It's up to you what bills you pay and how you pay them.

You can pay a number of different bills with the one phone call or pay each bill separately. You can pay each bill on the day it is due or control the amount you wish to pay on each bill. You will also be given a payment identification (ID) number as immediate confirmation of each transaction processed during the call.

Just call 13 18 16

It's easy to use

Our Postbillpay by phone voice system will take you through a simple step-by-step process with clear voice instructions. Using your telephone keypad, enter the Billpay Code and Reference Number, as shown on the bill. Then you will be asked to enter your card details, followed by the amount that you wish to pay. To complete the process, confirm your transaction details and wait for your payment ID number.

From start to finish, Postbillpay by phone offers you a fast, flexible and secure way to pay your bills and specially trained operators are available at any stage throughout the process should you require assistance.

It couldn't be any easier!

Benefits to you, our customer

- The service operates anytime - 24 hours a day, 7 days a week.
- It is convenient to use from anywhere in Australia - home, work or from a mobile phone¹.
- The service is available to you on one central number - 13 18 16 - from anywhere in Australia. Or accessed on + 61 13 18 16 from anywhere outside Australia for the cost of an international call.
- You can pay your bills from your credit card, scheme debit card or charge card².
- Postbillpay operators are available to assist the payment process of the bill, if required.
- You are automatically given a payment ID number as confirmation of each individual payment processed during the call.
- From start to finish, Postbillpay by phone is fast, flexible and easy to use.

Conditions apply:




- 1 Mobile phone calls: Charged at mobile phone rates.
- 2 Card payments: Some billing organisations do not accept card payments, may limit the value of such payments, or only accept payments from nominated card issuers.



Postbillpay by phone
is fast, flexible and
easy to use

Just call 13 18 16

For further information

-  • In person at any post office
-  • Call 13 18 16
-  • Go to postbillpay.com.au