

EML Salary Packaging Mastercard®* verification

Step-by-step guide

Before we send out your new EML Salary Packaging Mastercard, there is a process we need to run through and some details that need to be confirmed to make sure EML have everything required to send out your new card to you. Here is your guide to EML Salary Packaging Mastercard verification.

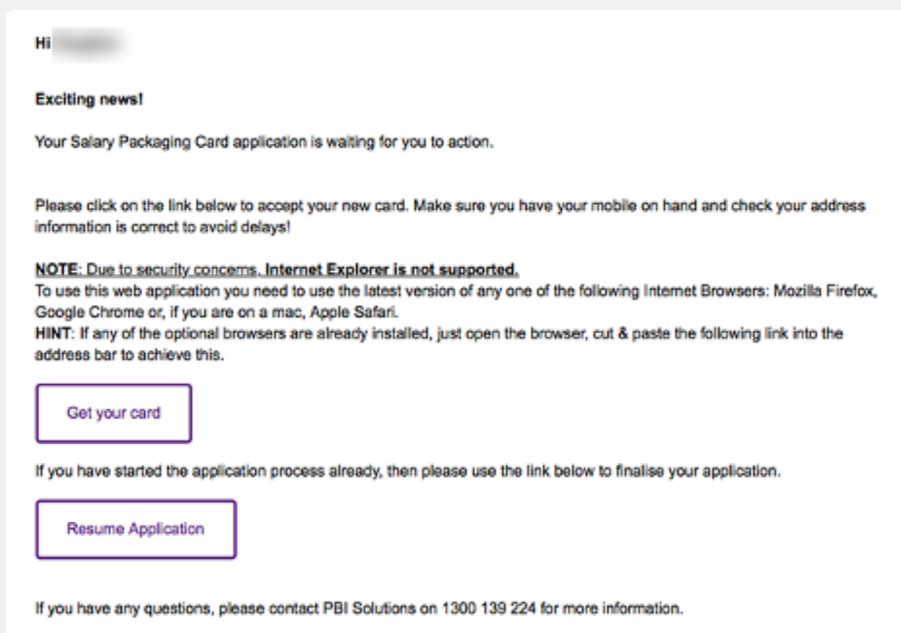
What's covered in this user guide:

- Step-by-step card verification process.
- Frequently asked questions.

STEP-BY-STEP CARD VERIFICATION PROCESS

> Step 1

You will receive an email invitation, start by clicking 'Get your card'.



* The EML Salary Packaging Mastercard is also known as the PBI Benefit Solutions Salary Packaging and Meal Entertainment Mastercard as referred to in the PDS. See the PDS document for full Terms and Conditions.
The EML Salary Packaging Mastercard is a prepaid, reloadable Mastercard issued by EML Payment Solutions Limited ABN 30 131 436 532 AFSL 404131 pursuant to license by Mastercard Asia/Pacific Pte. Ltd. Consider if the card is right for you. Read the PDS for more information. Mastercard and the Mastercard brand mark are registered trademarks, and the circles design is a trademark of Mastercard International Incorporated.

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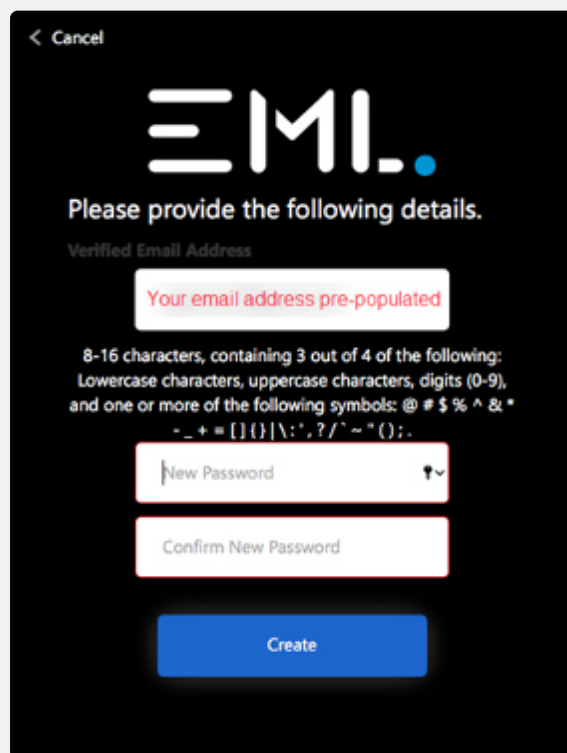
> Step 2

A browser window will prompt you to create a new password.

Your password must be 8–16 characters, containing 3 out of 4 of the following: lowercase characters, uppercase characters, digits (0–9), and one or more symbol.

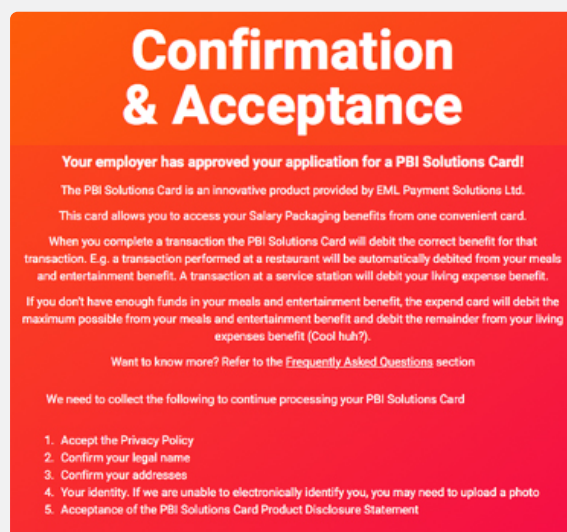
Note: we have identified that some employer networks or workplace firewalls are causing issues with the link provided by EML. This may result in either a blank screen or a request to log in before you have created a password. (i.e. you do not see the above screen after clicking 'Get your card').

Many customers have had success opening the 'Get your card' link in another browser outside of employer's network. Also, please note that the EML online portal is not compatible with Internet explorer. We recommend using Chrome or Firefox.



> Step 3

Complete the application process. This involves eight steps to confirm and agree to the terms of service.



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> Step 4

Read the *Privacy Policy* (simply follow the link to read) and then click 'Next' to accept.

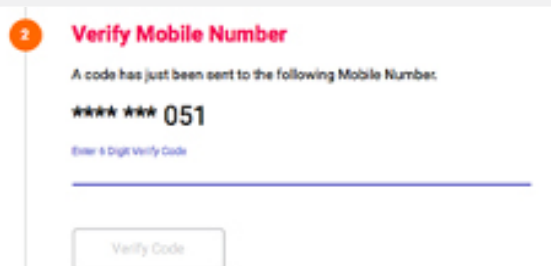


> Step 5

Click the 'Get Verification Code' button.

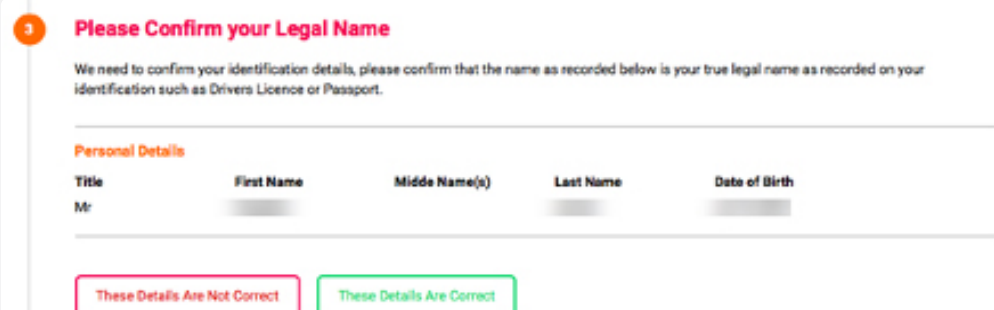
A 6-digit verification code sent to your mobile number. Enter the verification code onto the screen shown below and click 'Verify Code' to proceed.

If you do not receive a code, or your mobile number on is incorrect/has changed, please contact us to update your details.



> Step 6

Next review your personal details and confirm they are correct by clicking the green button. If you need to update your personal details, please contact us.



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> Step 7

You'll also need to confirm your residential and postal address. Then click the 'Next' button to proceed. After logging in you will have the opportunity to update your addresses if necessary.

The screenshot shows a web form titled "Please Confirm your Addresses" with a red header and a question mark icon. Below the title is the text "Are the addresses below correct?". The form is divided into two sections: "Residential Address" and "Postal Address". Each section contains fields for "Building", "Address Line 1", "Address Line 2", "Suburb", "Select State" (a dropdown menu), "Select Country" (a dropdown menu), and "Postcode". In the "Residential Address" section, the "Suburb" field is filled with "SYDNEY", the "Select State" dropdown is set to "NSW", and the "Select Country" dropdown is set to "Australia". The "Postcode" field is filled with "2000". In the "Postal Address" section, the "Suburb" field is filled with "SYDNEY", the "Select State" dropdown is set to "NSW", and the "Select Country" dropdown is set to "Australia". The "Postcode" field is empty. At the bottom of the form is a green "Next" button.

> Step 8

Next review your personal details and confirm they are correct by clicking the green button. If you need to update your personal details, please contact us.

The screenshot shows a web form titled "Accept the Terms & Conditions of your PBI Solutions Card" with a red header and a question mark icon. Below the title is the text "I have read, understood and accept the PBI Solutions Card [Product Disclosure Statement](#)". Below this is the text "By clicking 'I Accept' Below the following facilities will be created for you:". Below this is a list of facilities, with "PBI Solutions Card" listed. At the bottom of the form are two buttons: a red "I Do Not Accept" button and a green "I Accept" button.

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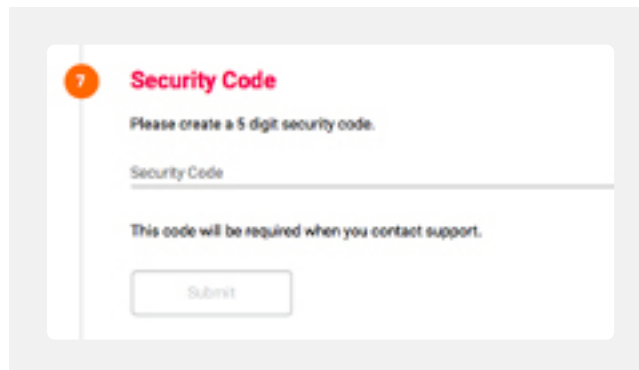
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> Step 9

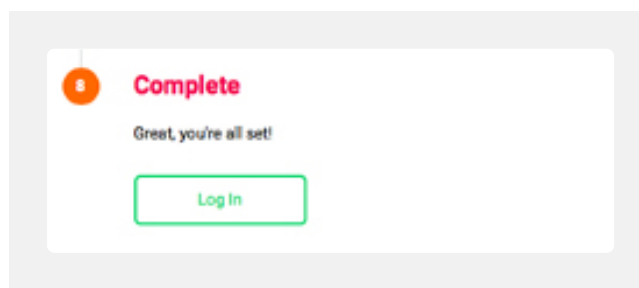
Create a personal 5-digit security code. It is important to remember this code as it will be required when you contact EML customer support to verify your identity, and will be requested when activating your card through the automated voice telephony system.

Note: This code is not your PIN and will not be used for financial transactions.



> Step 10

That's it! All steps have been completed. Click 'Login' and you will be directed to the cardholder dashboard.



FREQUENTLY ASKED QUESTIONS

> Why is there only one card?

This is one of the great features of the EML product and means less plastic in your wallet. The money will come out of your meal entertainment account whenever the merchant code is recognised as meal entertainment, and all other transactions will come from your living expenses account.

> What is a proxy?

Proxy is another word for your plastic card. The physical card that you receive in the mail.

> Where can I find my PIN?

The PIN number is found on the bottom right hand corner of the letter you receive with your proxy card. Simply, peel back the plastic carefully. The PIN is displayed on the plastic sheet.

If you want to change your PIN or have forgotten it, you can update it using the EML Online Card Management Portal or EML Mobile App.