

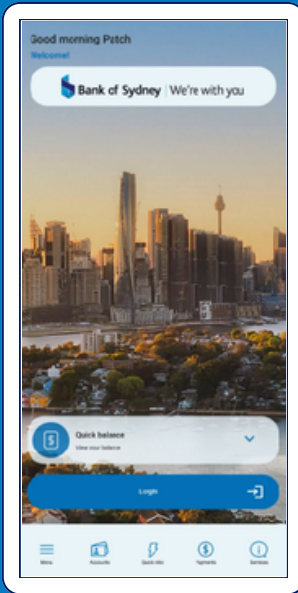
Mobile Banking App

How to submit a Service Request

Submit a Service Request via the Bank of Sydney Mobile Banking App.

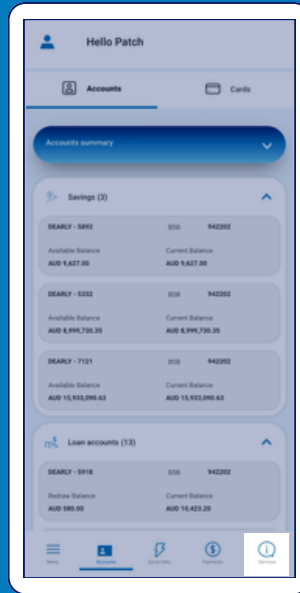
1

Log into the Bank of Sydney Mobile Banking App



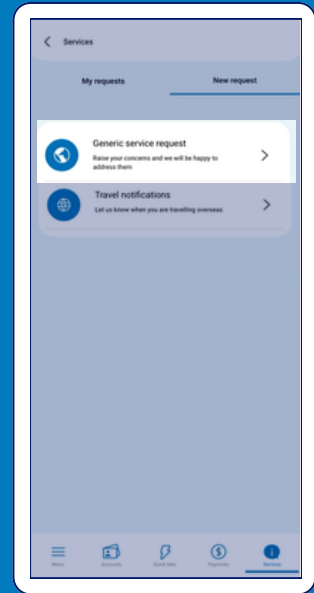
2

Tap 'Service' in the bottom menu



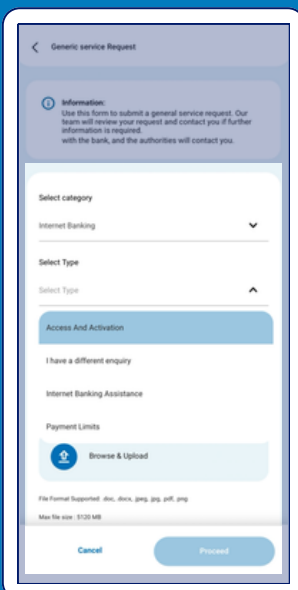
3

Tap 'Generic Service Request'



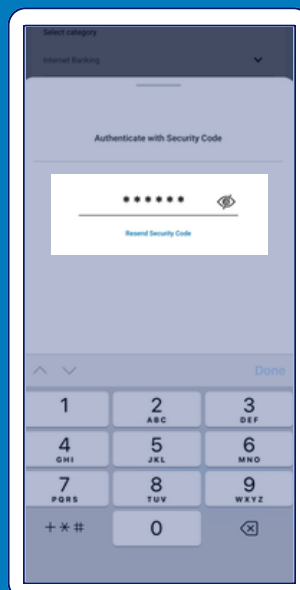
4

Fill in the Service Request form, then tap 'Proceed'



5

Enter the 6-digit security code that was sent to your mobile phone, then tap 'Confirm'



6

You will see the 'Successful' confirmation screen and Reference ID when complete

