

**The Loan Service Line (LSL) provides an easy way to manage your loan over the phone. Simply call between 6am to midnight (Eastern Standard Time) any day of the week.**

- 1300 360 801 (Calls within Australia)
- 0800 360 801 (Calls within New Zealand)
- 612 9225 0853 (Calls from anywhere else in the world)

### **Getting Started**

To access the service you will need an Access Number and Password. The Access Number is a seven digit number, which is mailed to you at settlement of your loan. Your six digit password will be mailed to you separately. For security reasons you will be asked to change it the first time you use the Loan Service Net (LSN). If you forget your password or lose it please contact us immediately.

### **Important Matters**

- At anytime during your call you can skip voice prompts by pressing the key for the service option you require. To return to the main menu press \*.
- To key in an amount simply enter the whole of the amount and press 3. For example \$56.95 you press 5695#, for \$56.00 you press 5600#.
- Confirmation of Transaction- Before the transaction is processed, the amount will be read back to you. You will be asked whether to process the transaction or cancel and return to the main menu. If you choose to process the transaction you will be quoted a receipt number for future reference. The receipt number will appear on your loan statement.
- All transactions completed (where a receipt has been issued) by 1pm will generally be processed by the next business day in Sydney, with the exception of weekends and public holidays in Sydney when it may be the business day after the next business day.

Wilson National Limited  
ABN 62 111 078 114

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6 Nuban Street  
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E: [info@wilsonnational.com.au](mailto:info@wilsonnational.com.au)

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Enter your **Access Number** and press



Enter your **Password** and press



### Main Menu

(friendly voice prompts will direct you)



# Telephone Banking

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**For more information about Wilson National home loan products simply call 1300 288 828 or visit [wilsonnational.com.au](http://wilsonnational.com.au)**

\* This Fact sheet provides general information only and is subject to change . Full details of the loan are set out in the loan agreement. Conditions, fees and charges apply.

