

My Resolution Life

How to Guide

Change of billing details

A step by step guide to update customer billing details

Resolution Life

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Log in and [access Customer view](#). From the dashboard menu on the left of the screen:

Step 1

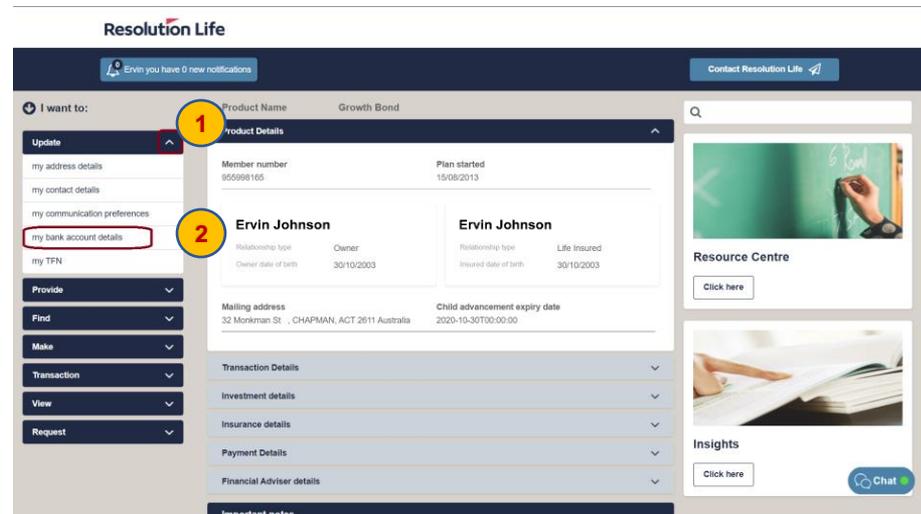
- Select the drop-down icon on **Update**

Step 2

- Select **[my bank account details]**

Please note this functionality is only available for Australia

New Zealand customers cannot update bank/credit card details online. They must phone the contact centre and choose the Payments option.



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Step 3

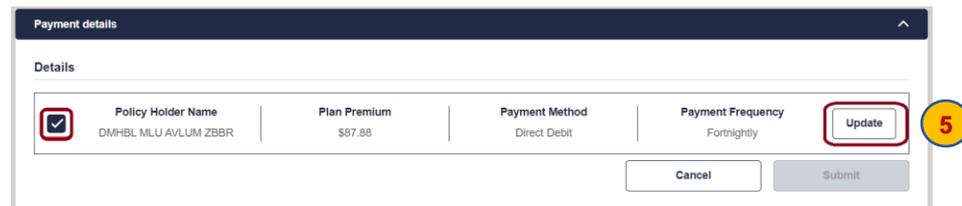
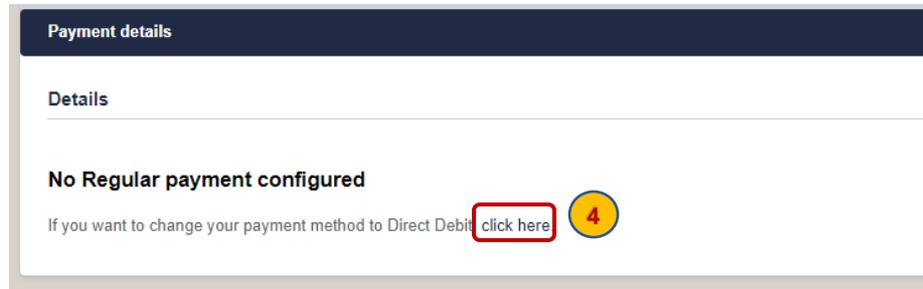
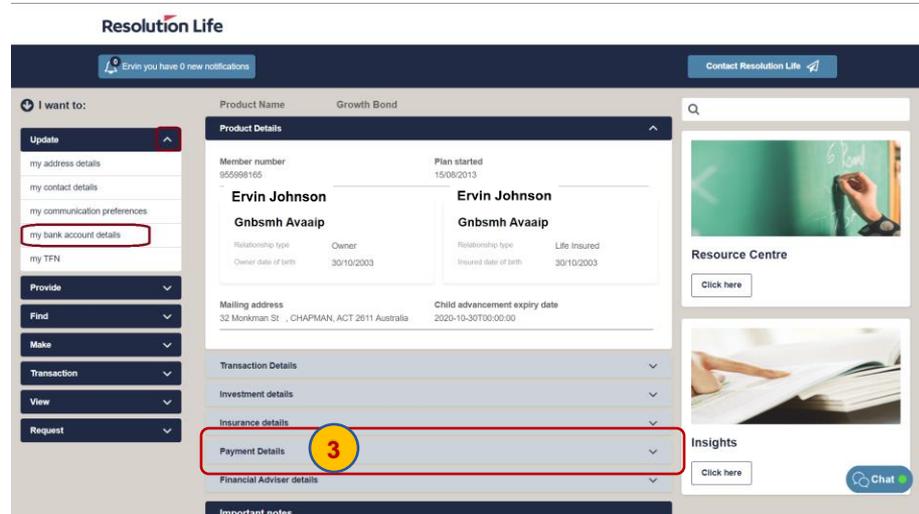
- Select **[payment details]**
- Select account to be changed

Step 4

- You can change the payment method to a direct debit (if this hasn't been done already)

Step 5

- Select **[Update]**
- Select **[Edit]** if you are updating another bank account (or credit card* if required)



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Step 6

- Select **[Bank Details]** or **[Credit Card Details*]**
- Enter bank details or credit card details (*these details will be validated before proceeding to submit updates*)

Step 7

- Select tick box to acknowledge statements
- Select **[Submit]**
- Confirmation message will display as per illustration

The screenshot shows the 'Resolution Life' portal interface for updating billing details. At the top, there are 'View' and 'Apply' dropdown menus. Below them, a 'Details' section shows a table with columns for 'Policy Holder Name', 'Plan Premium', 'Payment Method', and 'Payment Frequency'. The 'Policy Holder Name' is 'DMHBL MLU AVLUM ZBDR', 'Plan Premium' is '\$87.88', 'Payment Method' is 'Direct Debit', and 'Payment Frequency' is 'Fortnightly'. An 'Update' button is next to this table. Below the table, a message states: 'You can choose between providing your bank account details or your credit card details for payment'. There are two tabs: 'Bank Details' (selected) and 'Credit Card Details'. A yellow circle with the number '6' is overlaid on the 'Bank Details' tab. The 'Bank Details' section contains several input fields: 'BSB Number' (735047), 'Name of institution' (DMHBL MLU AVLUM ZBDR), 'Account name' (DMHBL MLU AVLUM ZBDR), and 'Account number' (904507). There is also a 'Branch location' field. At the bottom of this section, there is an 'Edit' button with a pencil icon, and 'Cancel' and 'Submit' buttons.

The screenshot shows the 'Resolution Life' portal interface for the 'Acknowledge statements' step. It features the same 'Bank Details' form as in Step 6, but with a red box highlighting the 'BSB Number', 'Name of institution', 'Account name', 'Account number', and 'Branch location' fields. Below the form, there is an 'Acknowledgements' section with a list of bullet points: 'I We have read and understood the information provided on the direct debit request information sheet', 'I We have read and agree to the terms of the direct debit service agreement', 'I We request AMP Life (User ID: 103) to debit my plan as outlined above, until further notice.', and 'I We request AMP Life to debit any outstanding payments (if applicable) from the account details provided on this form.' A checkbox is checked, and the text 'I acknowledge the statements above.' is displayed. A yellow circle with the number '7' is overlaid on the checkbox. At the bottom, there is an 'Edit' button with a pencil icon, and 'Cancel' and 'Submit' buttons. A 'Chat' button is visible in the bottom right corner.

✓ Your change of details have been received. Please allow up to 5 business days for your details to be updated within the Portal.

Thank you

What you need to know

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