

## ANGLICAN DEVELOPMENT FUND – DIOCESE OF MELBOURNE

### ADF Online – Frequently Asked Questions

- 1. Q. What is ADF Online?**

A. ADF Online is an Internet based Service that enables ADF customers to access their accounts to complete a number of services.
- 2. Q. What computer facilities do I need?**

A. You need to have access to the Internet. ADF Online is an Internet based service.
- 3. Q. Do I need any additional software to access and operate ADF Online?**

A. No.
- 4. Q. What services does ADF Online provide?**

A. ADF Online offers:

  - Review of account balances,
  - Review of transaction history,
  - Transfer of funds between ADF accounts,
  - Transfer of funds to the bank accounts of the account owner,
  - Transfer of funds directly to the accounts of third parties,
  - Bill payment through BPay.
- 5. Q. How do I get access to these services?**

A. You must apply for ADF Online using the ADF Online Application Form, which is available from the ADF directly or from the ADF website, [www.adfmelbourne.org.au](http://www.adfmelbourne.org.au).
- 6. Q. Do I need any special form of identity to get access to ADF Online?**

A. Not specifically related to ADF Online. However, if your details provided to the ADF were supplied before the beginning of 2010, it is unlikely that you have provided sufficient information to comply with current legislation. In this case, further information may be requested.

If you are a signatory to a parish ADF account, then you will need to provide the necessary information to confirm your identity in the normal way.
- 7. Q. What happens after my Application Form has been sent?**

A. Once your Application Form has been received and processed, you will be issued with a Membership Number and Password. These will be sent to you separately. The Membership Number will be sent to the Email address supplied. The initial Password for each individual will be sent by post to the home address that has been provided for that person.

You will be required to change your initial Password on your first successful login to the Service.

- 8. Q. What if I have forgotten or lose my membership Number and/or Password?**
- A. You should contact the ADF. Staff will ask you personal questions (the answers to which have been provided on the ADF Online Application Form), to verify your identity. Once this has been completed, then a Membership Number and/or default Password will be emailed to you. In the case of a Password, you will subsequently again be asked to change your Password when you next login to ADF Online.
- 9. Q. What service(s) will I have access to?**
- A. Your level of access will be a combination of the access granted you by the Account owner, and the capabilities and product features of the Account(s) to which you have access.
- 10. Q. How large a transaction can I make on ADF Online?**
- A. Each account has both a single transaction limit and a daily limit per account owner. These will be notified to you in the message confirming your Password.
- 11. Q. What if I need higher limits than those pre-approved?**
- A. You should make a formal request to the ADF. This may or may not be agreed to. These limits are set to minimise the amount at risk in each transaction to the account owner and the ADF, and to mitigate any liquidity issues for the ADF.
- We recommend that you transact using the limits that have been provided for a few weeks to confirm whether or not they are suitable.
- 12. Q. What happens when I submit a transaction?**
- A. When you submit a transaction using your Membership Number and Password, a SMS of a one-time Code will be sent to your nominated phone number. This Code must be entered in the appropriate box on the screen to confirm the transaction.
- If the transaction is for an account requiring two authorisers, then the SMS will be sent to the nominated telephone number of the second authoriser.
- 13. Q. How long do I have to enter to enter this one-time Code?**
- A. You have five minutes from the one-time Code being sent, to enter this Code. After that, that Code becomes invalid and the transaction will need to be resubmitted, for which a new one-time Code will be issued.
- 14. Q. How secure are my transactions?**
- A. Your transactions are secure. ADF has taken all reasonable means to ensure that ADF Online is secure including firewalls, data encryption and the use of appropriate passwords.
- Account owners are responsible for their own anti-virus and security measures, and for those of any authorised user.
- 15. Q. What if I have problems with the operation of ADF Online?**
- A. You are very welcome to ring ADF at (03) 9653 4220 during normal business hours (9.00am – 5.00pm Monday to Friday) for advice.