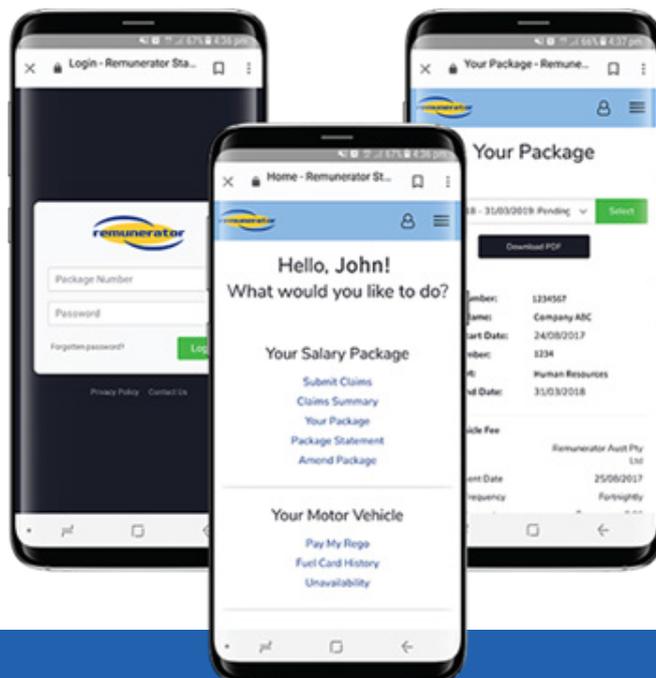




## Web statements has had a makeover!

Web statements is now called **Your Package** and is mobile friendly.



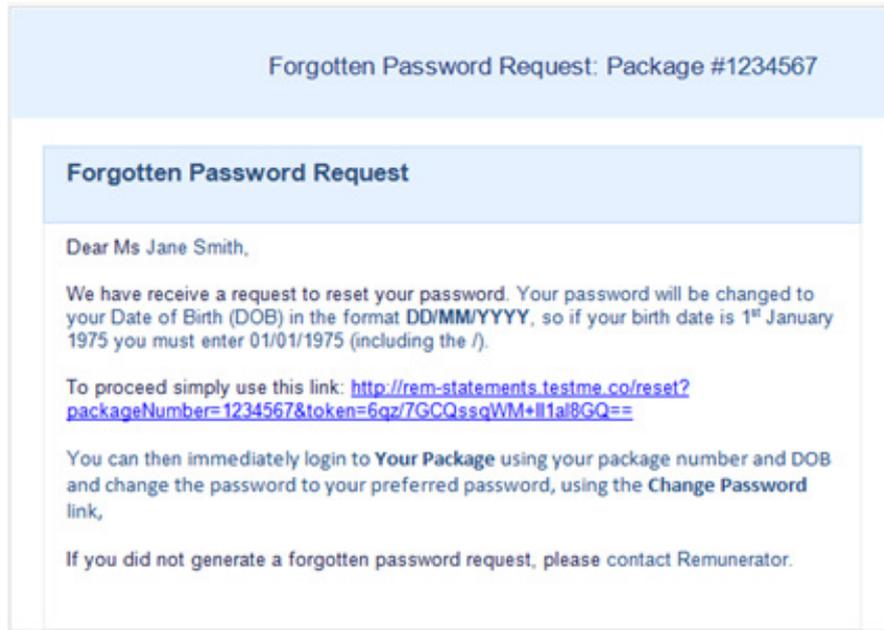
## Will my login id and password change?

No, you login with the exact same details as you used to login to web statements, i.e., with your package number and the same password.

Unless you have already changed your password yourself, your password is your Date of Birth, entered in the format DD/MM/YYYY, e.g. 01/01/1975.

## I have forgotten my password, what will I do?

That's easy, all you need to do is use the Forgotten Password link in the Login area. You will receive an email from us detailing how to reset your password.



Forgotten Password Request: Package #1234567

**Forgotten Password Request**

Dear Ms Jane Smith,

We have receive a request to reset your password. Your password will be changed to your Date of Birth (DOB) in the format DD/MM/YYYY, so if your birth date is 1<sup>st</sup> January 1975 you must enter 01/01/1975 (including the /).

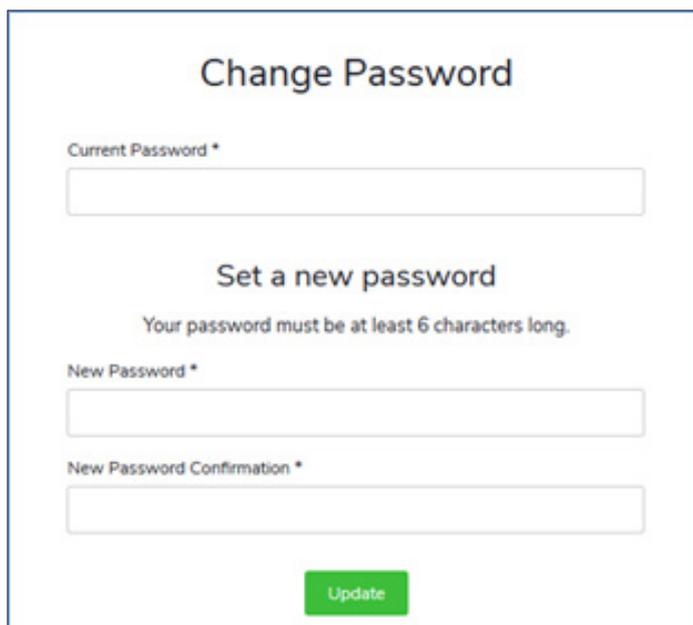
To proceed simply use this link: <http://rem-statements.testme.co/reset?packageName=1234567&token=6qz7GcQssqWM+l1al8GQ==>

You can then immediately login to **Your Package** using your package number and DOB and change the password to your preferred password, using the **Change Password** link,

If you did not generate a forgotten password request, please contact Remunerator.

## How do I change my Password?

Once you have logged in to Your Package, select Change Password. Your password must be at least 6 characters long.



**Change Password**

Current Password \*

**Set a new password**

Your password must be at least 6 characters long.

New Password \*

New Password Confirmation \*

**Update**

## Can I update my Bank Account Details online?

You will be able to do this soon! You will be requested to take a photo or upload a scanned copy of your bank statement showing your name and account number to substantiate your request.

This enhancement is a security feature ensuring that only you can request changes to the account that your funds are transferred to.

## I cannot see where to submit an odometer reading, why is this?

The FBT Rules changed and it is no longer a requirement.

## I want to make changes to my package can I do this in My Package?

Yes, just select Amend Package and complete the Amend Form.

## Changing Your Annual Budget for any Benefit:

If you want to change the annual budget for any of your benefits, just enter the Benefit Name and in the Action column select Change, then enter the Amount you want the annual budget for the benefit to be changed to. If you want to make changes to more benefits, just click on Add Row.

## Adding a New Benefit:

If you want to add a benefit to your package, just enter the Benefit Name, in the Action column select Add, then enter the Amount you want the annual budget for the benefit to be.

Note: depending on the benefit you have asked to be added, Remunerator may have to request you to email us the required substantiation so that the benefit can be set up.

## Amend Package

### Package Without a Motor Vehicle:

The screenshot shows the 'Amend Package' form. At the top, there are fields for 'Email Address \*' (jane.smith@test.com) and 'Contact Number \*' (0400222333). Below these is a 'Change Personal Details?' section with radio buttons for 'Yes' and 'No', where 'No' is selected. The 'Manage Benefits' section contains a table with columns 'Benefit Name', 'Action', and 'Amount'. The table has one row with an empty 'Benefit Name' field, a 'Select Action' dropdown menu, and an 'Amount' field containing '0.00'. An 'Add Row' button is located below the table. At the bottom, there is an 'Other Information Section' with a text area labeled 'Please add any other details if required' and a green 'Submit' button.

### Package With a Motor Vehicle:

The screenshot shows the 'Amend Package' form. At the top, there are fields for 'Email Address \*' (tom.gones@test.com) and 'Contact Number \*' (0400111222). Below these is a 'Change Personal Details?' section with radio buttons for 'Yes' and 'No', where 'No' is selected. The 'Manage Vehicle Benefits' section includes an 'Available Vehicles \*' dropdown menu with 'Select Vehicle' as the current selection. Below this is a table with columns 'Benefit Name', 'Action', and 'Amount'. The table has one row with an empty 'Benefit Name' field, a 'Select Action' dropdown menu, and an 'Amount' field containing '0.00'. An 'Add Row' button is located below the table. Below the table is an 'Amend Another Vehicle' button. The 'Manage Other Benefits' section contains a table with columns 'Benefit Name', 'Action', and 'Amount'. The table has one row with an empty 'Benefit Name' field, a 'Select Action' dropdown menu, and an 'Amount' field containing '0.00'. An 'Add Row' button is located below the table. At the bottom, there is an 'Other Information Section' with a text area labeled 'Please add any other details if required'.

## I want to update my personal details, how do I do this?

All you need to do is select Contact Details and update any of the displayed details.

You can also advise of some changes to your personal details when you are submitting the Amend Form. Just click on Yes in the Change Personal Details field.

## Why can't I see the reimbursement claims I recently submitted on the Claims Summary?

Your reimbursement claims should be included in the Claims Summary within 2 business days after you submit them to us.

You can also advise of some changes to your personal details when you are submitting the Amend Form.

Just click on Yes in the Change Personal Details field.

### Contact Details

Title

First Name \*

Surname \*

Email Address \*

Date of Birth \*  Phone

Postal Address \*

Suburb \*

State \*  Postcode \*

Residential Address is the same as Postal Address

Residential Address

Suburb

State  Postcode

### Amend Package

Email Address \*  Contact Number \*

Change Personal Details?  Yes  No

Enter the details which need to be changed \*