

Changing your direct debit bank details on My Family Lounge App



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This guide will assist with editing / updating direct debit payment details through the My Family Lounge App.

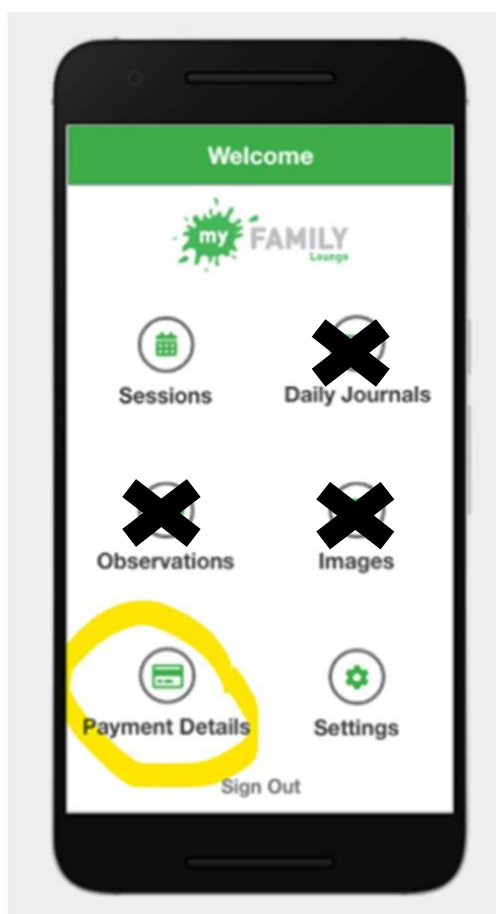


If you are unable to use the App, please contact the Service at naria.admin@spcc.nsw.edu.au or 0249606685 to complete the manual form to update your bank details.

Account holders can update their bank account or credit card details via the My Family Lounge App.

Log into MFL App

Select **Payment Details**

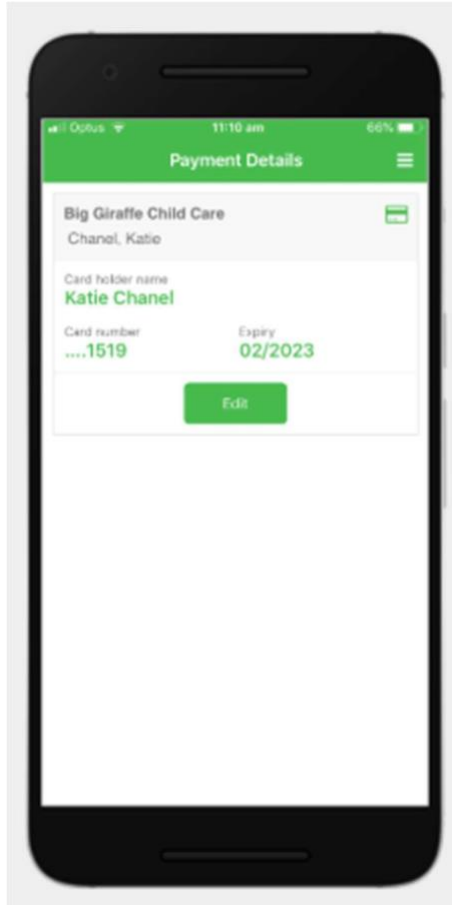


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Select **Edit**



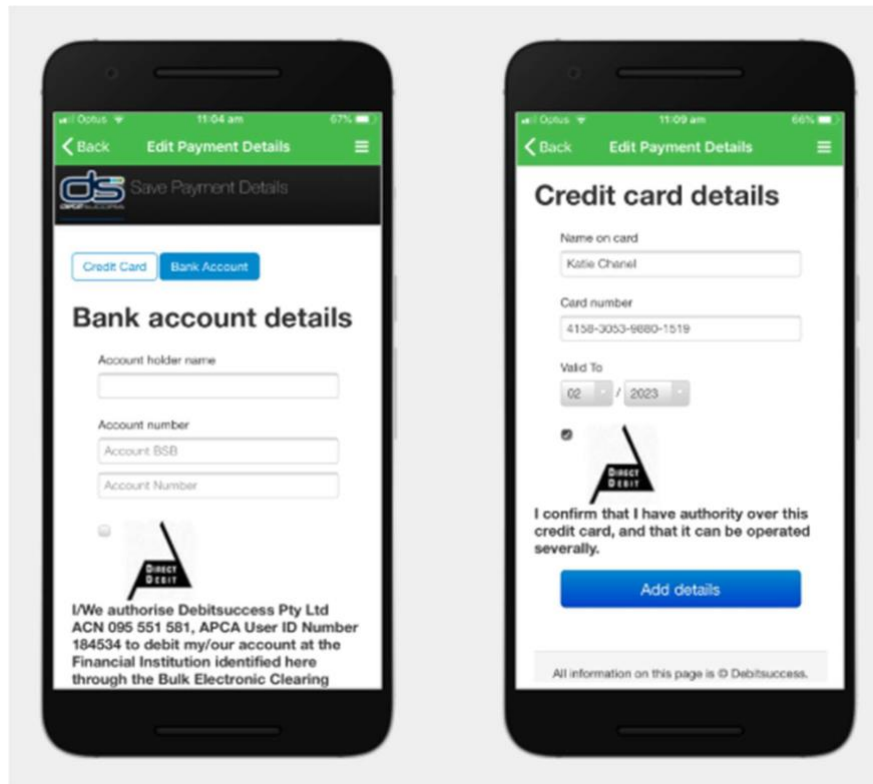
*You will be redirected to the **Debit Success** secure processing landing page*

Enter **Updated Details** for **BANK ACCOUNT** or **CREDIT CARD**

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*You will be then redirected back to the **My Family Lounge App***

View MFL Account notification for **Updated Payment Details**

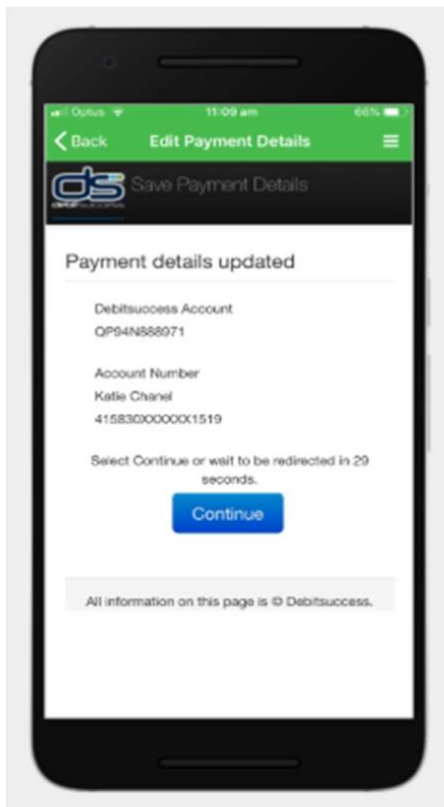
All payment information will display as encrypted with 'XXXX' for data security

Select **Continue** when you are finished updating

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Error Guide

Error: Unable to view payment details. There are active direct debits setup.

Issue: The service you are attempting to update the details for does not currently have the options activated for account holders to update their details.

Action: Contact the service directly to discuss options for updating the details.

