

Change Bank Details for Direct Debit Payment – My Family Lounge



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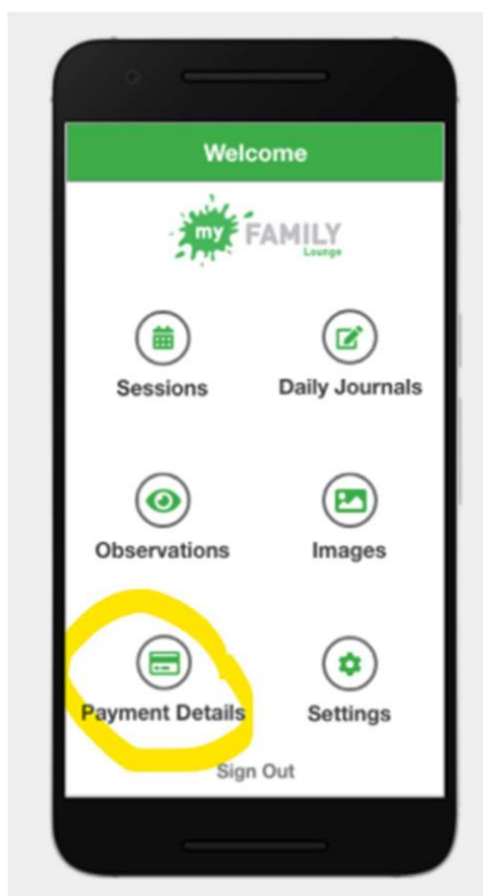
This guide will assist with editing / updating direct debit payment details through the My Family Lounge App.



Account holders can update their bank account or credit card details via the **My Family Lounge App**. (If you are not able to access the My Family Lounge App, please contact the Narnia Administration and Enrolment Officer who will send you a manual form to complete.)

Log into MFL App

Select Payment Details

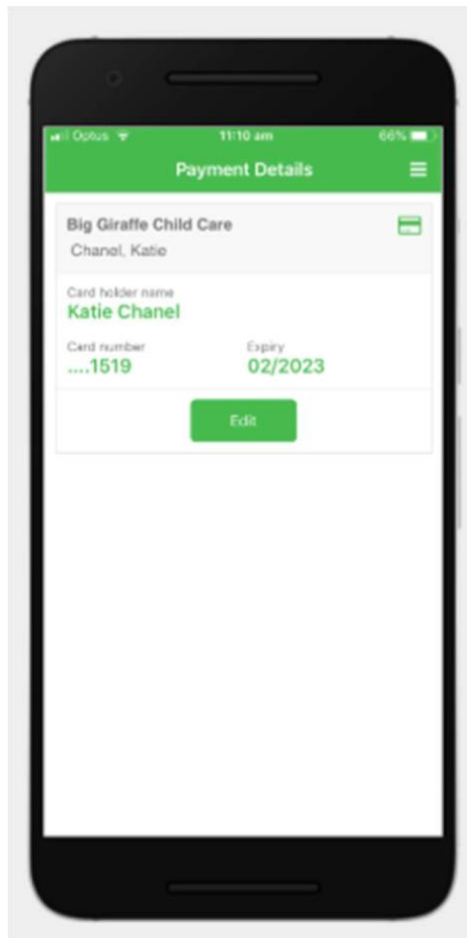


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Select Edit



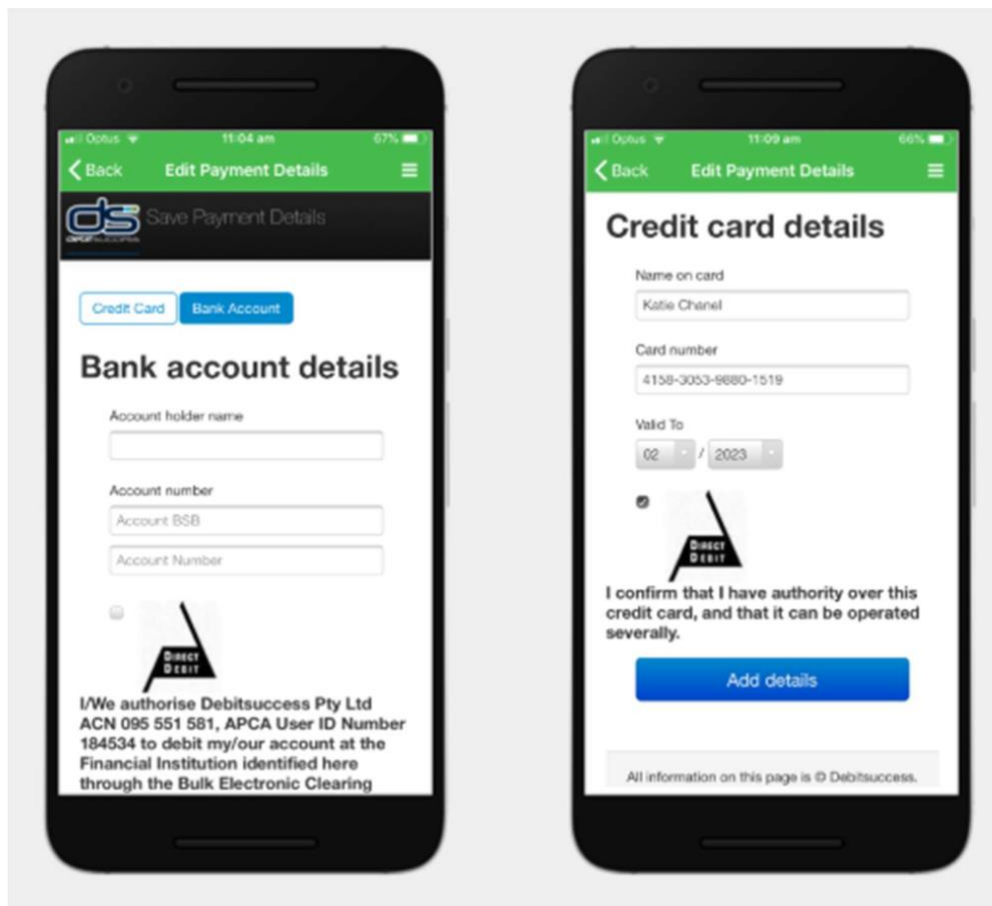
You will be redirected to the **Debit Success** secure processing landing page

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

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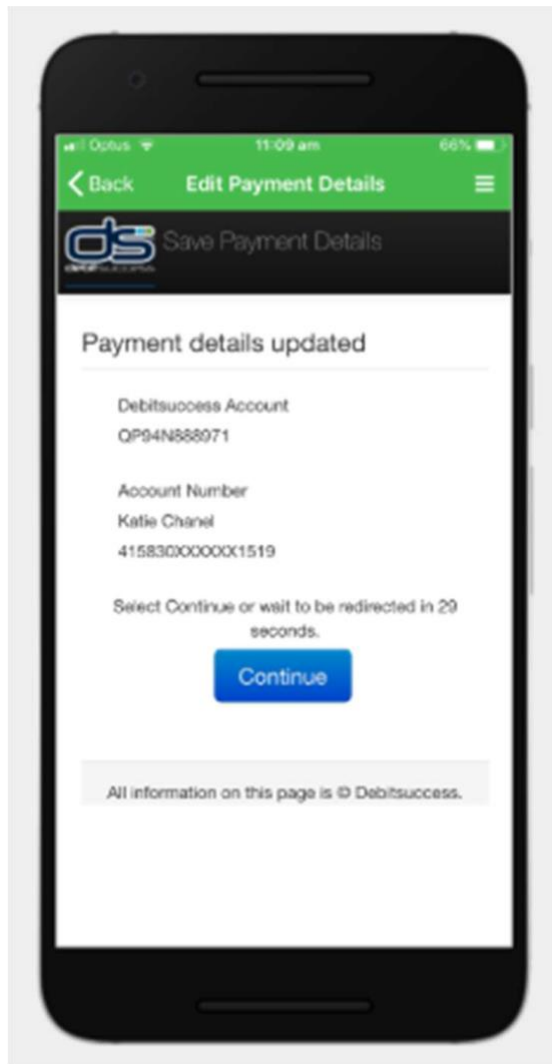
View Debit Success Notification for **Updated Payment Details**

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

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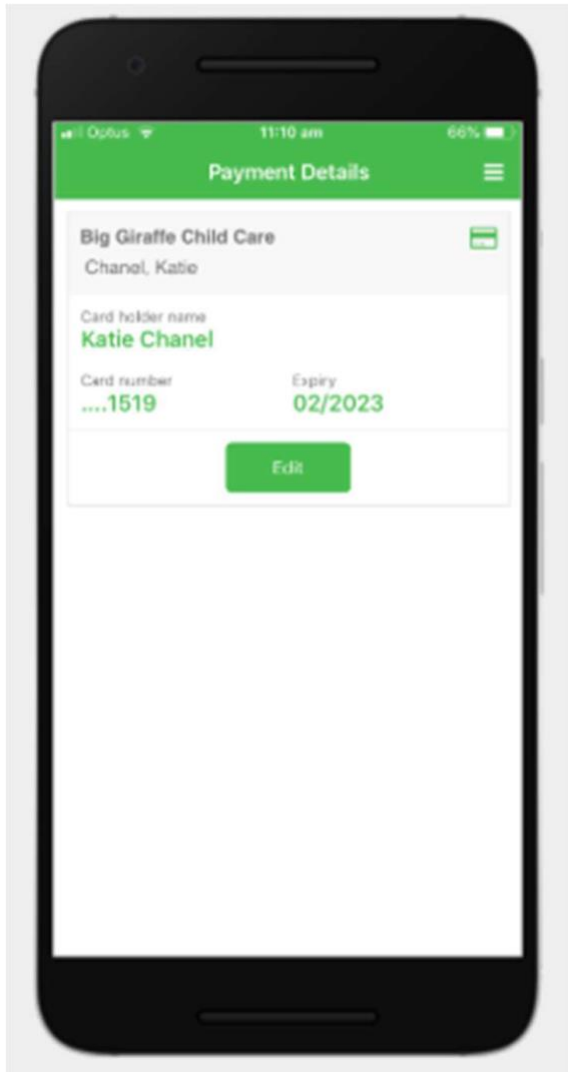
*You will be redirected back to the **My Family Lounge App***

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

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Error Guide

Error: Unable to view payment details. There are no 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.

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