

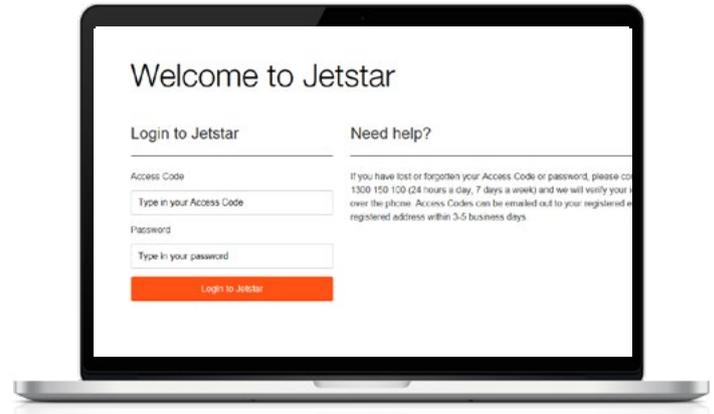


## Welcome to the Jetstar MasterCard Online Services User Guide

Simply click on the relevant topic below to view our "how to" instructions:

### Jetstar MasterCard Online User guide

- How do I log into [Jetstar MasterCard Online?](#)
- How do I activate my card online?
- How do I change my Jetstar MasterCard Online password?
- How do I change my credit card PIN?
- How do I view my statement online?
- How can I download, print or search my transaction history?
- How do I make a BPay payment?
- How do I opt in to receive a credit limit increase invitation?
- How do I set my overlimit preferences?
- How do I take advantage of the special balance transfer rate?
- How do I update my statement delivery preferences?





## How do I log in to Jetstar MasterCard Online?

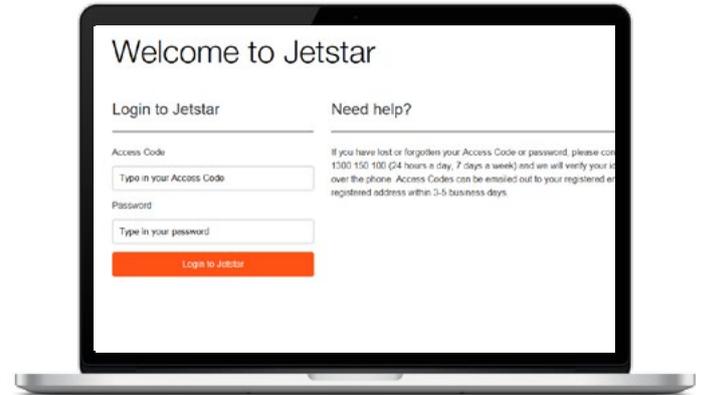
To access Jetstar MasterCard Online, visit [jetstar.com/cards](https://jetstar.com/cards)

You will need your **Access code** and your **Jetstar MasterCard Online password** to access your account on the site.

Once logged in, Jetstar MasterCard Online allows you to:

- view your balances and transactions
- download statements
- make BPay payments
- change your account settings & preferences
- activate a new card
- select a new card PIN.

For the best experience on the new and improved Jetstar MasterCard website, please use Google Chrome, Mozilla Firefox, Internet Explorer 9 or later.

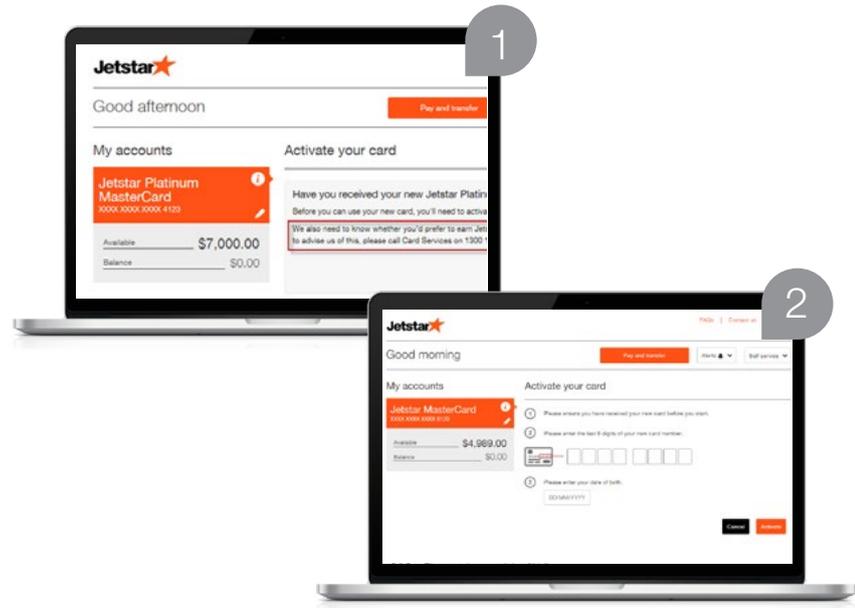


## How do I activate my card online?

Have your card ready and go to [jetstar.com/cards](https://jetstar.com/cards)  
Log in with your Access code and  
[Jetstar MasterCard Online](#) password.

Once you have logged in, you can activate your card in five simple steps:

1. Click on the **'Self service'** button on the top right corner, and select **'Manage my credit card'**
2. Under Card options, click **'Activate new cards'**
3. **Select the credit card** that you would like to activate
4. Follow the prompts to **enter in your card number** and **date of birth**
5. Click **'Activate'** and you're ready to go!

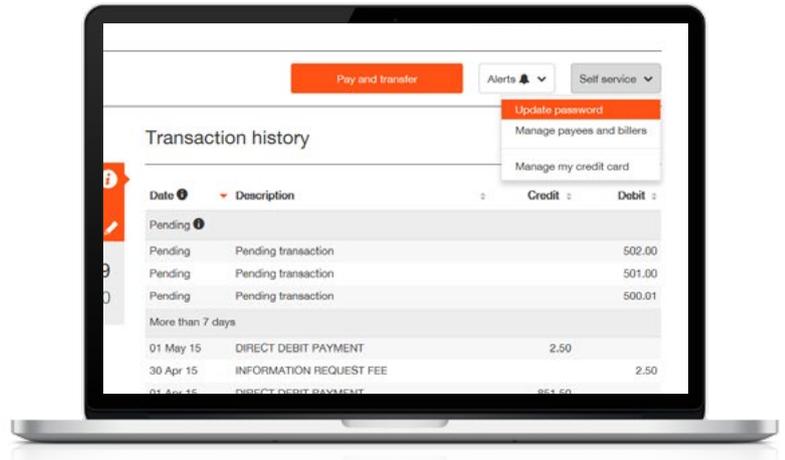


## How do I change my Jetstar MasterCard Online password?

Change your online password (that is used to log in to Jetstar MasterCard Online) with these simple steps.

1. **Log in to Jetstar MasterCard Online** with your existing online password
2. Click **'Self service'** on the top right corner
3. Click **'Update password'**
4. **Enter in your current password**
5. Enter your new password, then again in the **'Confirm New Password'** field
6. Click **'Change password'**

If you have forgotten your Jetstar MasterCard Online password, please call 1300 150 100.



## How do I change my credit card PIN?

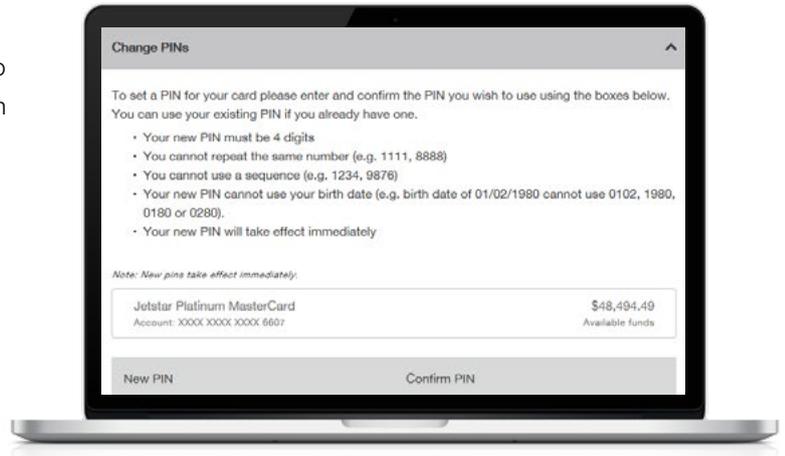
To change your PIN to one that is memorable to you, you can do so under **'Self service'**. Simply click on the **'Self service'** button on the top right corner and select **'Manage my credit card'**.

Under **'Card options'**, click **'Change PINs'**.

Click on the magnifying glass to select the card that you would like to change the PIN on.

Once you have selected the card, follow the prompts and enter your new PIN and date of birth. Be sure to follow the hints when selecting your own memorable PIN.

Click **'Change PIN'** to confirm. Once confirmed, your new PIN will take effect immediately.

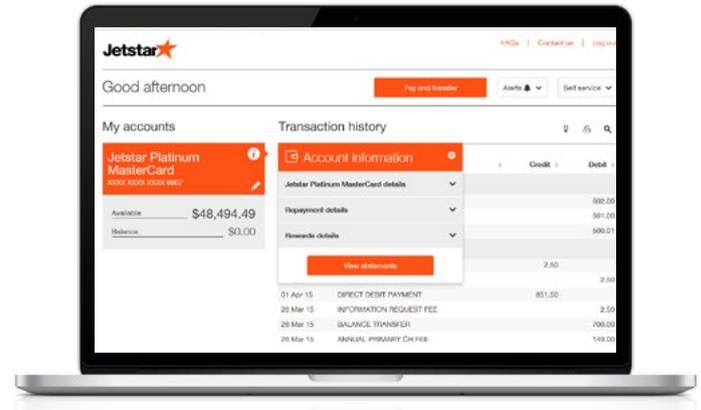


## How can I view my statement online?

You can view your statement online regardless of whether you regularly receive statements by post or email.

To view your Electronic Statement simply:

1. Go to [Jetstar MasterCard Online](#) and login with your Access code and Jetstar MasterCard Online password
2. Under **'My accounts'**, click on the information icon 'i'
3. Under **'Account information'**, click **'View statements'** to view, save or print your statement.



### Reminder: Using public devices

If you are accessing Jetstar MasterCard Online from a public computer or tablet, remember to delete any statements you may have downloaded, and to log off from your account.

## How can I download, print or search my transaction history?

When you have logged in to your Account, on the top right of the page you will notice 3 icons:



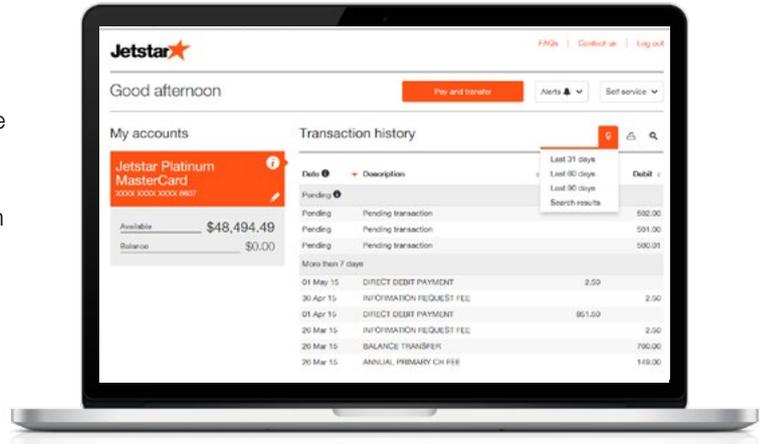
click on this icon to download your transaction history from the past 31, 60 or 90 days to a .csv file, which can be opened with Microsoft Excel.



click on this icon to print your transaction history



click on this icon to search

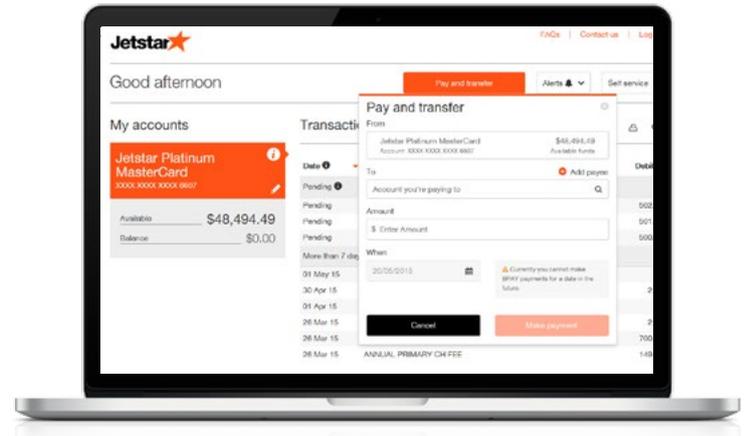


## How do I make a BPay payment?

Once you have logged in, click on the 'Pay and transfer' button on the top.

1. Click the green '+' Add payee' link
2. Enter all the **details of the BPay biller** you would like to pay.
3. If this is a biller you make regular payments to, **click 'Add' to add this account into your 'Payee' list.**
4. **Enter the amount** to be paid
5. Click **'Make payment'** to confirm

The next time you come to make a payment to this same biller, you can click on the magnifying glass to quickly find the details under 'Saved payees and billers', and make the payment.



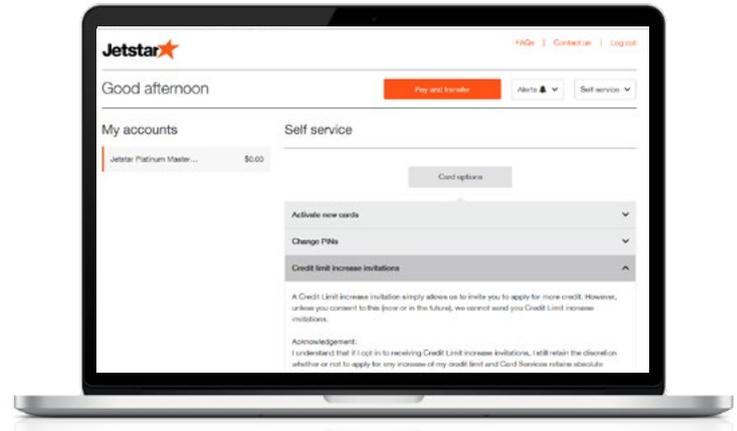
## How do I opt in to receive a credit limit increase invitation?

A credit limit increase invitation simply allows us to invite you to apply for more credit. However, unless you consent to this (now or in the future), we cannot send you credit limit increase invitations. If you would like to receive these from us in the future, you can change your preferences online to do so.

Once you have logged in to [Jetstar MasterCard Online](#), click on the **'Self service'** button on the top right corner and select **'Manage my credit card'**. Under **'Card options'**, click **'Credit limit increase invitations'**.

Be sure to read the acknowledgment on receiving credit limit increases. Then click 'Yes' to the card accounts that you would like to receive the credit limit increase invitations for. Click 'Save' to confirm your preferences.

You may apply for an increase in your credit limit at anytime, simply by calling 1300 150 100.

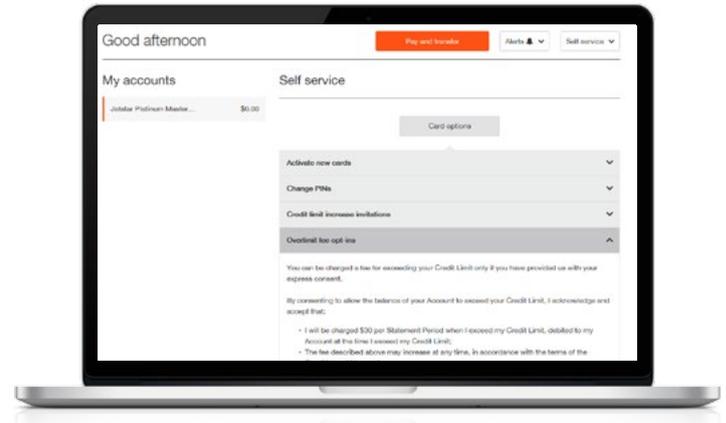


## How do I set my Overlimit preferences?

To allow the balance of your Account to exceed your credit limit, you will need to opt-in for an Overlimit fee, where you will acknowledge you can be charged a fee for exceeding your credit limit.

To do this, log in to [Jetstar MasterCard Online](#), click on the **'Self service'** button on the top right corner and select **'Manage my credit card'**. Under **'Card options'**, click **'Overlimit fee opt-ins'**.

Be sure to read the acknowledgement to consent to Overlimit fee opt-in, then select **'Yes'** to the card accounts that you would like to opt-in. Click **'Save'** to confirm your preferences.

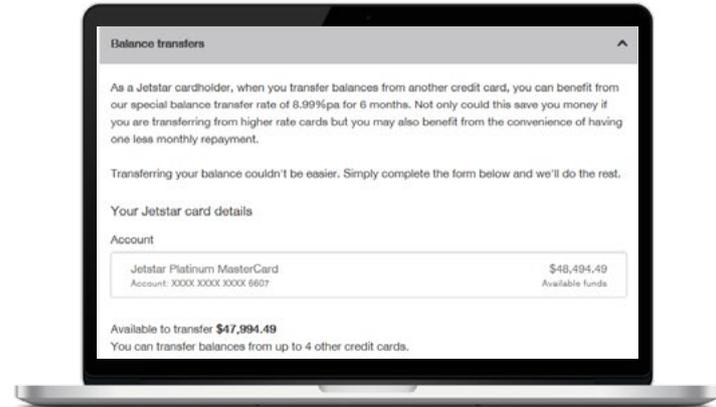


## How do I take advantage of the special balance transfer rate?

It's simple to transfer your existing card balances onto your Jetstar MasterCard credit card to take advantage of the special rate.

1. Log in to [Jetstar MasterCard Online](#), click on the **'Self service'** button on the top right corner and select 'Manage my credit card'. Under 'Card options', click **'Balance Transfers'**.
2. Under **'Your Jetstar card details'** select the Account that you would like to transfer balances over to.
3. Under 'Your other card details', enter in the relevant information and the amount you would like to transfer. If you would like to add balances from more than one card, click on the **'Add balance transfer'** button.
4. Be sure to read the balance transfer terms and conditions by clicking on the green '+' link, and then click the check box to accept these terms and conditions.
5. Click **'Request transfer'** to confirm the balance transfer/s.

Please allow 5 working days for your request to be processed.



## How do I update my statement delivery and communication preferences?

You may choose between post or email to receive statements and other important notices. To select your preferences:

1. Log in to Jetstar MasterCard Online, click on the 'Self service' button on the top right corner and select 'Manage my credit card'.
2. Under 'Card options', click 'Update statement and notice delivery methods'.
3. Select 'Email' or 'Post' for each of your accounts.

If you have chosen email, enter in your email address for us to send your statements to. If you choose post, please note that a \$2.50 monthly fee will apply for every paper statement that we send to you.

