



Macquarie Authenticator

Industry-leading digital security at your fingertips



What is Authenticator?

The Macquarie Authenticator app is a streamlined digital way for you to approve transactions and payments, including payments initiated by your adviser.

The mobile Authenticator app provides real-time control to approve or deny transactions and other account activity. You'll receive push notifications instead of SMS. All you need to do is verify the payment details are correct in the app and simply tap to approve or deny.

The app is more secure than SMS because it's connected to your device, not your phone number. It sends push notifications via your mobile network and can work over wi-fi when you travel.

Setting up Macquarie Authenticator

1. Download the Macquarie Authenticator app

The Macquarie Authenticator app is free to download from our app store - just search for 'Macquarie Authenticator' or click through directly using the relevant buttons below.



2. Link your device to your Macquarie ID

Linking your device means you will automatically receive push notifications instead of an SMS when prompted to verify certain transactions or account changes in Macquarie Online Banking or the Macquarie Mobile Banking app, as well as certain transactions initiated by your adviser. The Macquarie Authenticator app links seamlessly to Macquarie's Mobile Banking app for an integrated digital experience.

To receive notifications, you'll need to enable app notifications for Macquarie Authenticator in your device settings.

Follow the prompts in the app to link your device. This can either be done through a personal QR code, or manually - you'll need to have your Macquarie ID handy.

3. How to find your Macquarie ID

- Visit the Macquarie Online Banking login page and select 'Forgot login details?'
- Select 'Forgotten your Macquarie ID'
- Enter your last name, D.O.B. and email address
- You'll receive an email containing your Macquarie ID

For more information or help setting up your device, visit www.macquarie.com.au/help.

How to authorise a request using Macquarie Authenticator

1.



Receive a notification

You will receive a notification through the app when a payment is initiated by your adviser.

2.



Log in to view the details of the request

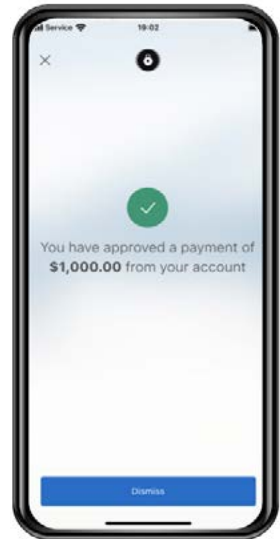
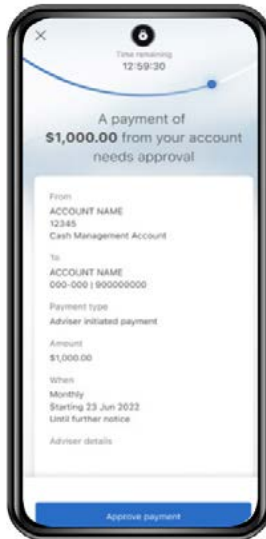
Once you've logged in, you'll automatically see the request relating to the notification and can review the details.

3.



Approve or deny

If you are satisfied with the details of the payment, approve the payment at the bottom of the screen and your adviser will be notified.



What to do if you do not recognise the payment request or if you suspect fraud.

If you do not recognise the payment, or if you suspect the payment request is fraudulent, deny the request by clicking on the 'Deny payment' button and contact your adviser immediately.

You and your adviser can contact Macquarie 24 hours a day, 7 days a week on 133 174 to report fraudulent activity.

You can learn more about security and fraud at:

macquarie.com.au/security-and-fraud or [visit scamwatch.gov.au](https://scamwatch.gov.au)