

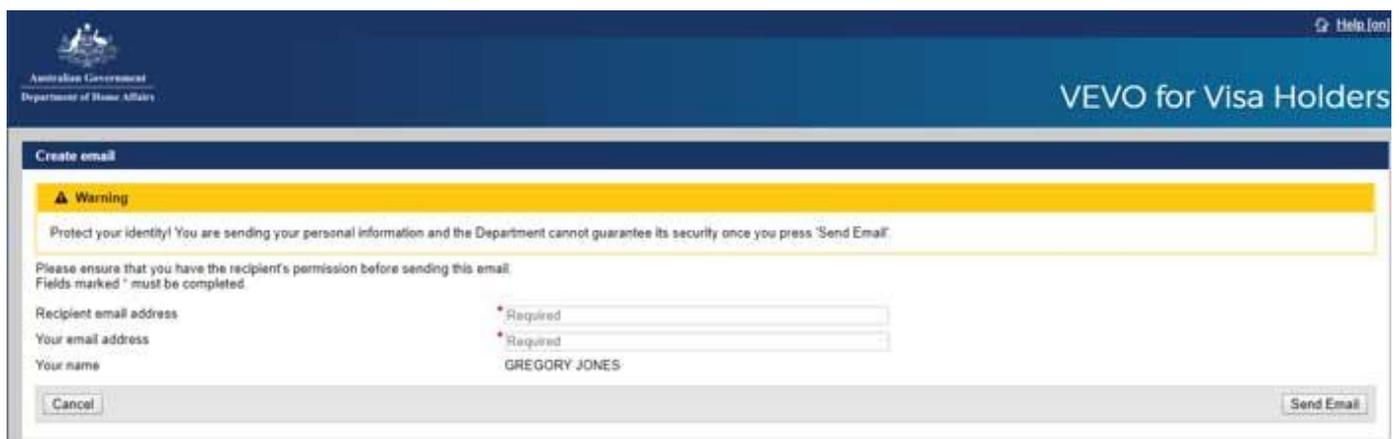
Email your Visa details from VEVO to Firstmac

Simple details of how to email Firstmac directly from VEVO are as follows:

Step 1. Access your details

Step 2. Select 'Send Email'

Select 'Send Email'. This will open a 'Create email' screen



The screenshot shows the 'Create email' screen in the VEVO for Visa Holders system. At the top, there is a warning message: 'Protect your identity! You are sending your personal information and the Department cannot guarantee its security once you press 'Send Email''. Below this, a note states: 'Please ensure that you have the recipient's permission before sending this email. Fields marked * must be completed.' The form contains three fields: 'Recipient email address' (marked as required), 'Your email address' (marked as required), and 'Your name' (pre-filled with 'GREGORY JONES'). There are 'Cancel' and 'Send Email' buttons at the bottom.

Step 3. Prepare and send email

1. Enter relevant email address for Firstmac in the 'Recipient email address' field.

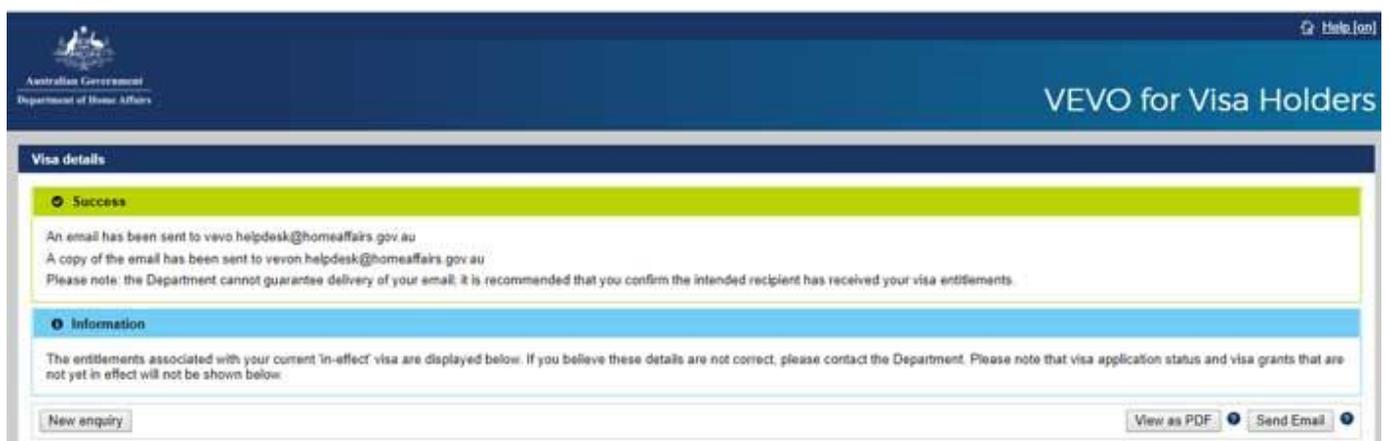
Home Loan: settlements@customerhelp.com.au

Car Loan: securedassetloans@firstmac.com.au

2. Enter your email address in the 'Your email address' field.

3. Once your information is correct, click 'Send Email'.

A new message will appear on the 'visa details' screen to show that your email has been sent.



The screenshot shows the 'Visa details' screen in the VEVO for Visa Holders system. A green success message is displayed: 'Success. An email has been sent to vevo_helpdesk@homeaffairs.gov.au. A copy of the email has been sent to vevon_helpdesk@homeaffairs.gov.au. Please note: the Department cannot guarantee delivery of your email. It is recommended that you confirm the intended recipient has received your visa entitlements.' Below this, an information message states: 'The entitlements associated with your current 'in-effect' visa are displayed below. If you believe these details are not correct, please contact the Department. Please note that visa application status and visa grants that are not yet in effect will not be shown below.' At the bottom, there are buttons for 'New enquiry', 'View as PDF', and 'Send Email'.