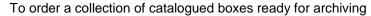
BENDIGO ADELAIDE BANK BOX COLLECTION PROCEDURE





STEP 1

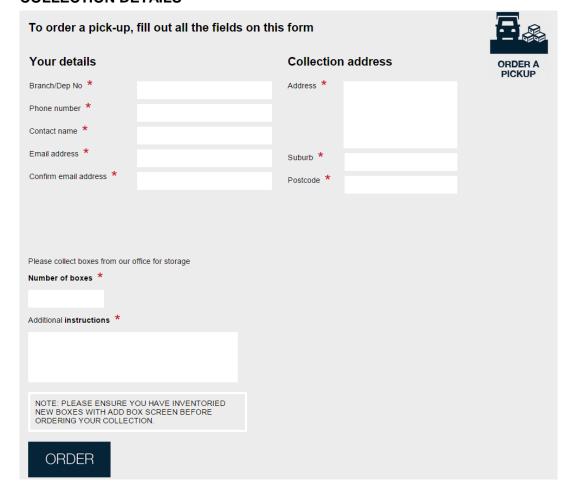
HOME SCREEN



- 1. Access the Advance Records home screen (as above)
- 2. Click Order a pick-up

STEP 2

COLLECTION DETAILS



- 1. Complete all fields and click ORDER
- 2. A window will appear confirming your order has been placed.
- 3. You will receive a confirmation email.

IMPORTANT! Keep the confirmation email as it will have your order number for reference

4. Boxes within the ARM Delivery area of Geelong, Ballarat or Melbourne will be collected the following business day

Note: If you are outside the ARM Delivery area of Geelong, Ballarat or Melbourne you will receive an 'ARM Toll Pack" in your internal mail, inside you will find instructions on what to do next.