

My Family Lounge - Updating Direct Debit Payment Details

Content

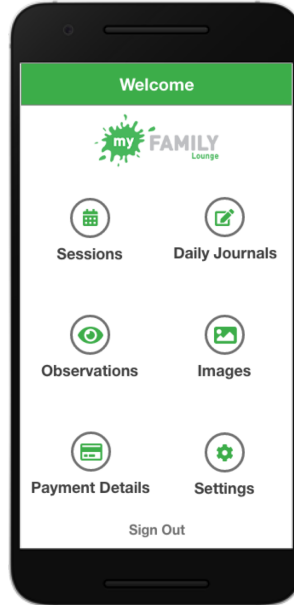


Updating Direct Debit Payment Details via MFL App

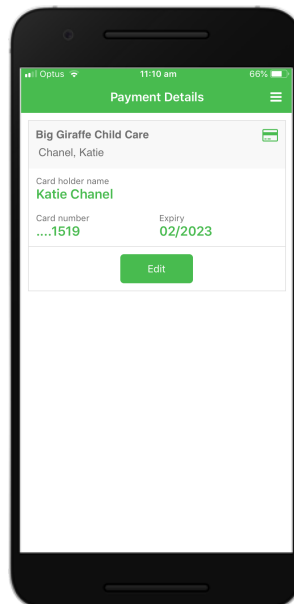
Account holders can update their bank account or credit card details via the **My Family Lounge App**.

Step 1. Log in to the MFL App

Step 2. Select **Payment Details**

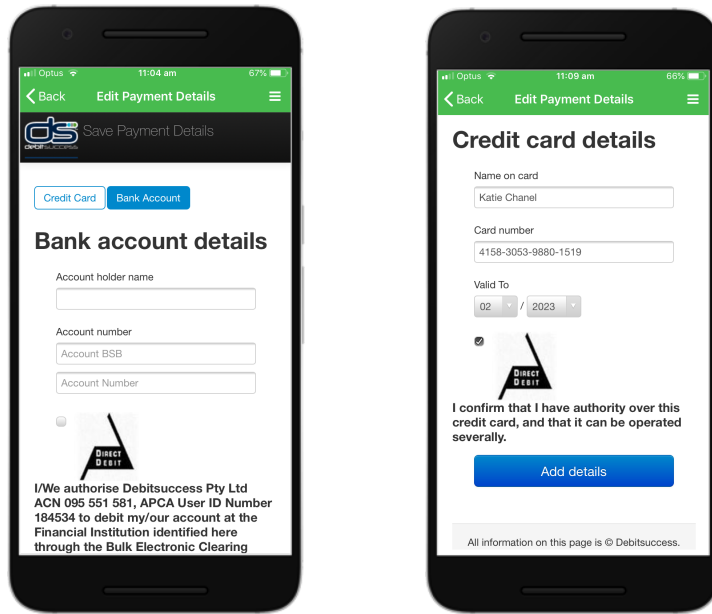


Step 3. Select **Edit**



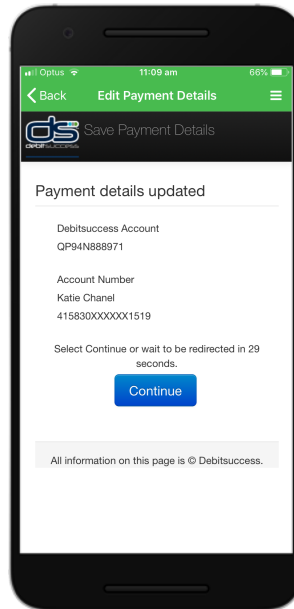
You will be redirected to the **Debitsuccess** secure processing landing page

Step 4. Enter **Updated Details** for **BANK ACCOUNT** or **CREDIT CARD**



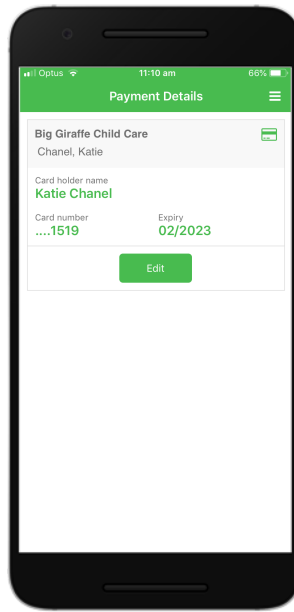
Step 5. View Debitsuccess Notification for **Updated Payment Details**

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



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

Step 6. View MFL Account notification for **Updated Payment Details**

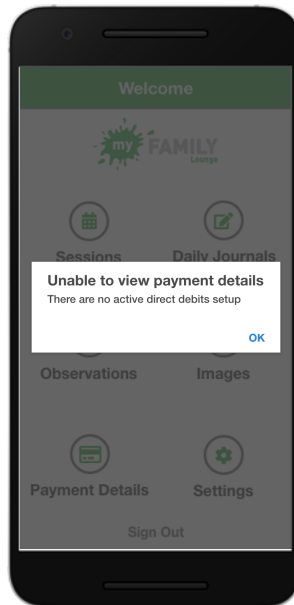


Error Guide

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.*



Attachments