

## **Header: Descriptive transcript for Bank of Melbourne Autopay instructional video.**

Video starts with a plain purple background and funky, upbeat background music plays. The Bank of Melbourne logo is shown in the top right corner. The words 'How to set up Autopay in Mobile Banking' appear as a white line enters from the left of the screen, draws a picture of a hand holding a bank card, and exits on the right.

The screen changes to a plain white background. The words 'Logon to the app and open the 'Services' menu' appear. A phone slides in from the right of the screen showing accounts listed within the Bank of Melbourne App. We zoom in on the bottom of the phone screen and the 'Services' bell icon is selected.

The main text changes to read 'tap "Card Autopay" under "My Cards"'. The phone screen scrolls down the Services menu until it reaches 'Card Autopay', which is selected.

The main text changes again to read 'then select the Card you'd like to use'. The phone screen changes to show two Bank of Melbourne cards under the words 'Your eligible cards'. The top card is selected. The phone screen zooms out slightly to reveal an orange 'Continue' button at the bottom of the screen which is also selected.

The main text changes to read 'Pick the eligible account you'd like your repayments to come from'. The phone screen changes and now has the words 'Set up Card Autopay' at the top. Under the 'Pay from' heading, 'Please select an account' is chosen. The phone screen changes again. There are two accounts listed beneath the words 'Choose an account'. The first account is selected, followed by the orange 'Continue' button at the bottom of the screen.

The main text changes to read 'Choose to make either the "Minimum Payment Due" or pay off your "Closing Balance" in full each month'. The phone screen returns to the previous 'Set up Card Autopay' screen. Under the 'Each month on the due date I want to pay' heading, the 'Minimum Payment Due' option is first selected, then the 'Closing Balance' option below it is chosen instead. The orange 'Confirm' button is selected at the bottom of the screen.

The main text fades away and the phone shifts to sit in the middle of the screen. A green tick animates at the top of the phone screen, followed by the words 'Card Autopay updated'. Beneath these words is a summary of the card, account, and Autopay option selected earlier.

From the bottom of the screen, a purple background pulls up to cover the previous screen. The Bank of Melbourne logo sits in the middle. A disclaimer appears at the bottom which reads 'Bank of Melbourne – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.' The music fades out.