CUSTOMER GUIDE

ClientZone.

September 2025

resimac

Contents

ClientZone from Resimac is how you can manage your loan online with us, your way.

Summary

Purpose

This guide will walk you through how to register for Resimac ClientZone and use its key features. Once you're set up, you'll be able to:

- View your account information and loan balances
- Check your latest transactions
- Generate a Payout quote
- Change your password

Before you register!

You'll need to download an Authenticator App if you don't already have one. You won't be able to view your account without this app. Using this app is one of the best ways to protect your information online, as it provides an extra layer of security, by generating time-based one-time passwords.

Google Authenticator or Microsoft Authenticator are some of the popular options – we have attached some useful links to help you on your way:

Microsoft: Microsoft Authenticator
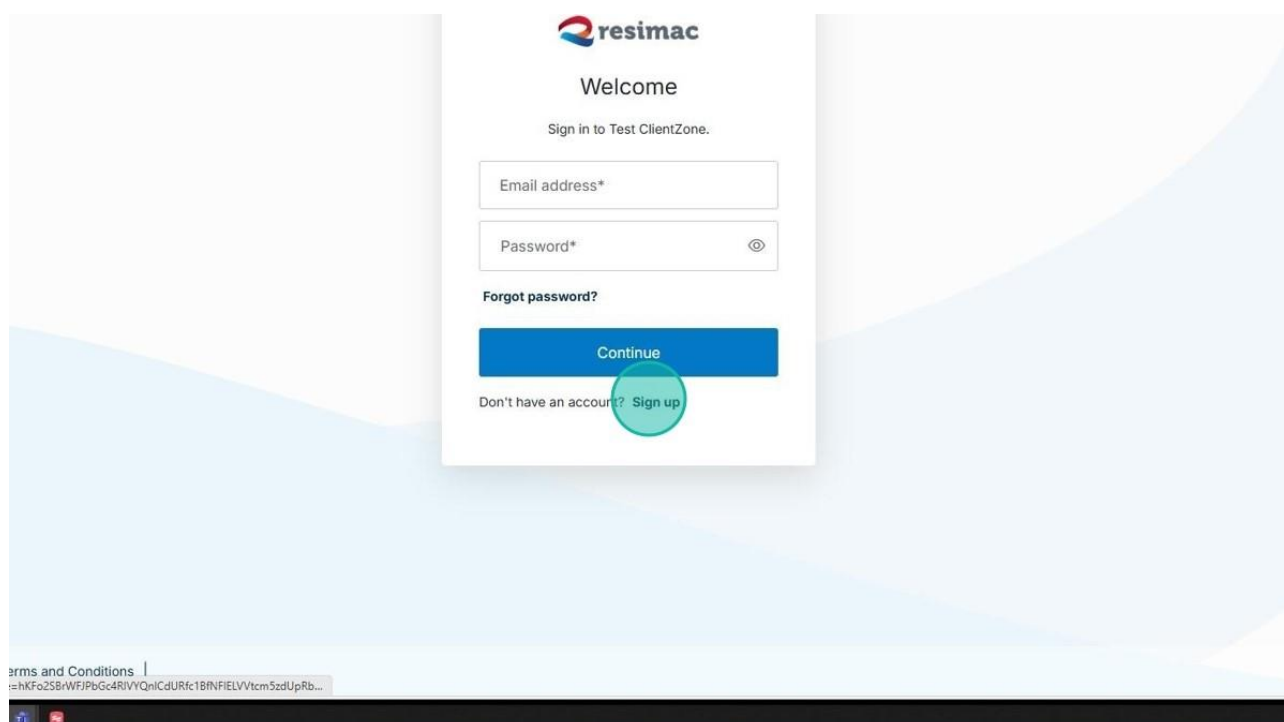Google: Google Authenticator

Registering for ClientZone

Step 1 : Create a secure login

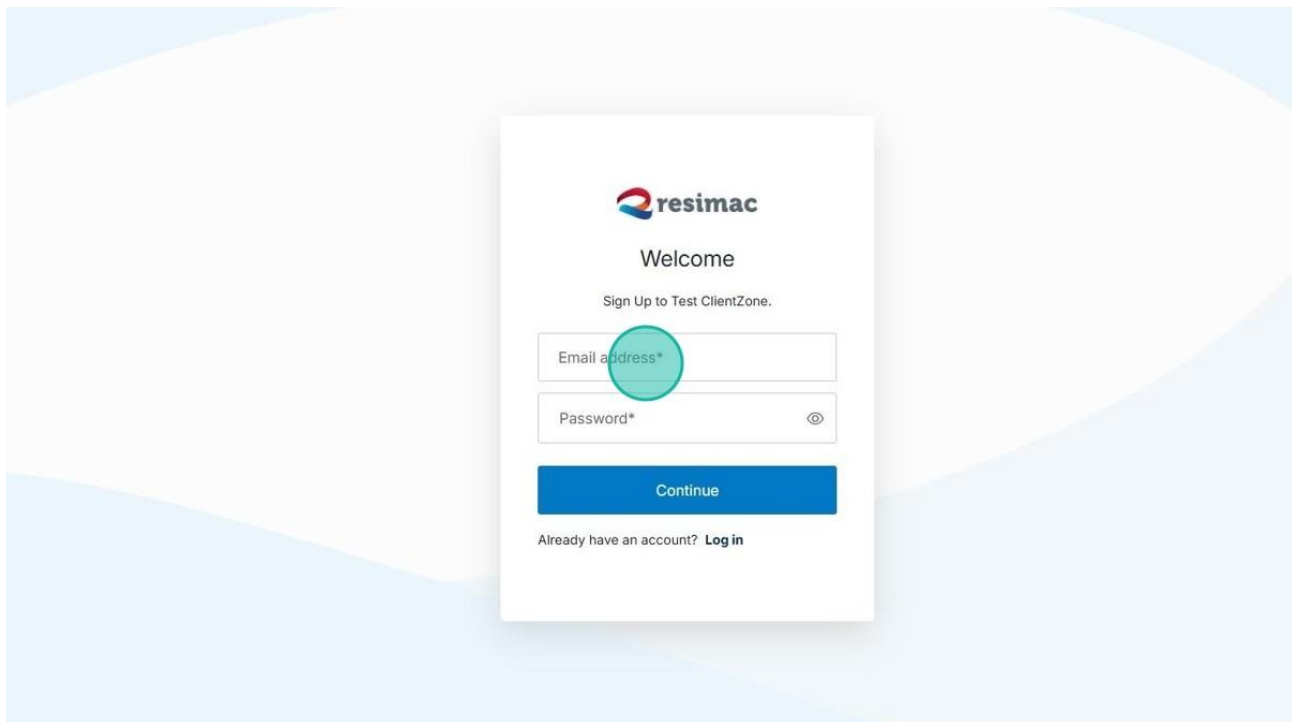Go to client.resimac.com.au or click on the link below and follow the registration process:

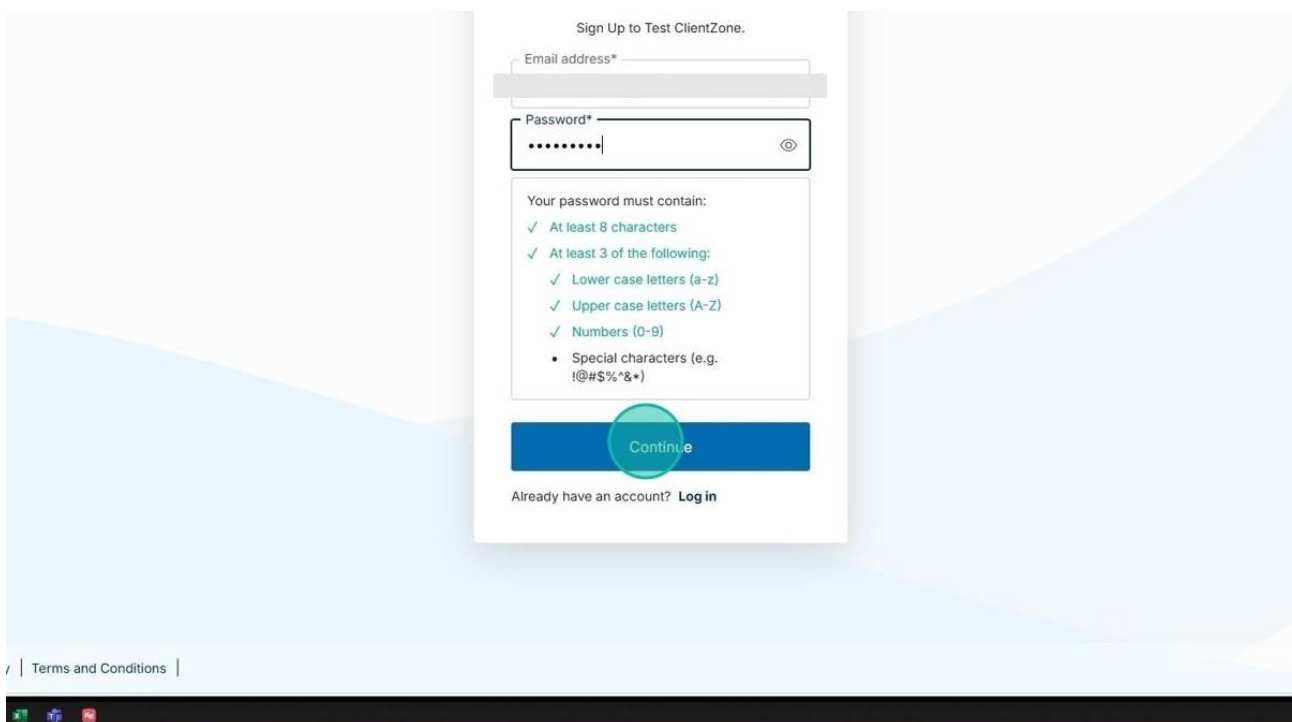

Click **Sign-up** on the homepage to get you started

When the homepage refreshes, enter your **Email address**

IMPORTANT! Please use the same email address you've previously registered with us.

Create a secure **Password** using the on-screen guidelines, and then click **Continue** to proceed

Step 2: Verify yourself

After creating a secure password, you'll need to verify that you are who you say you are. We'll send you an email to your registered email address, that you'll confirm you have access to.

Check your email inbox for the verification message. Once found, select **Verify link** under the **Your account information** section of the email.
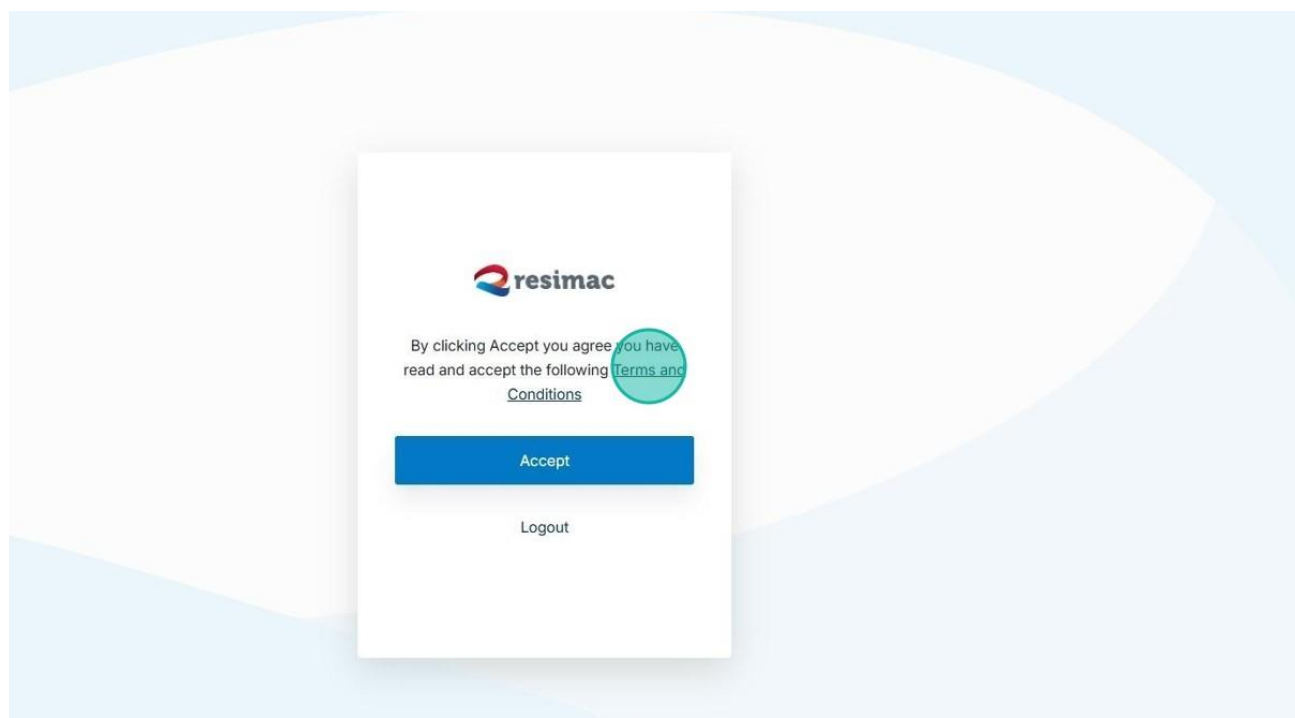
TIP: If you don't see it in your main inbox, be sure to check your Junk or Spam folders.
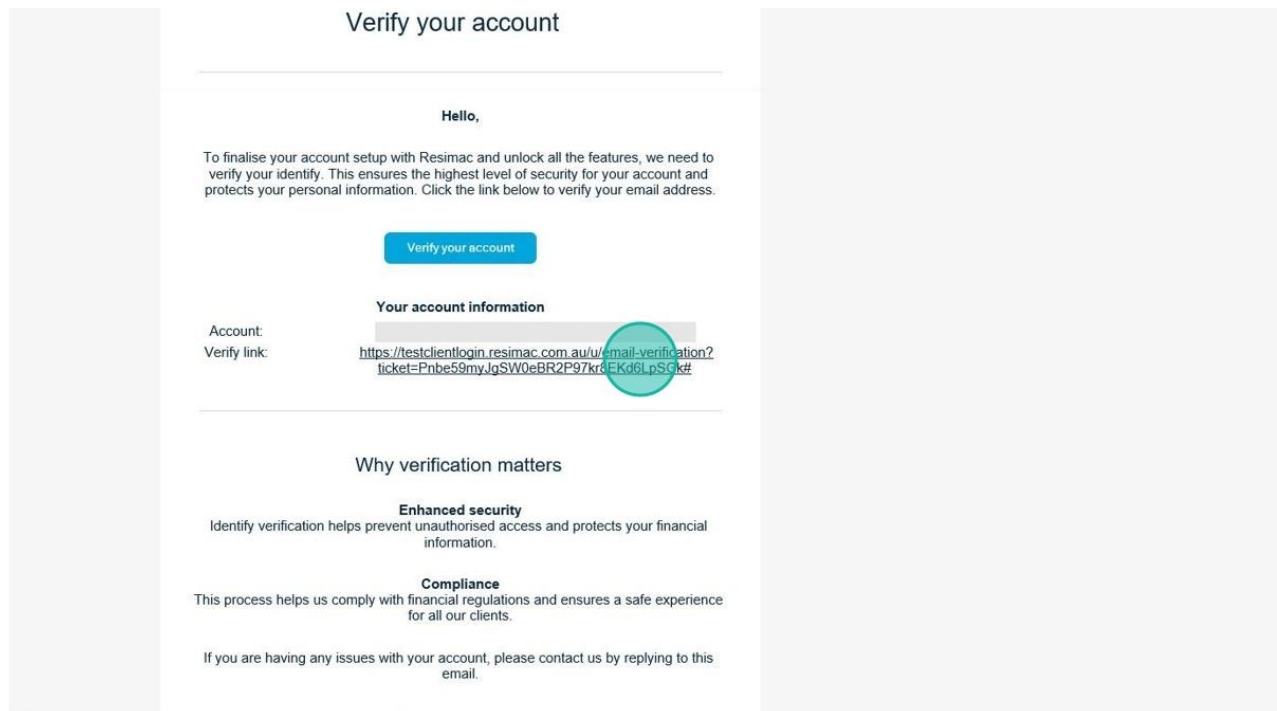
Click the **Terms and Conditions** link to review the details

This will take you to the **Website Terms and Conditions** page

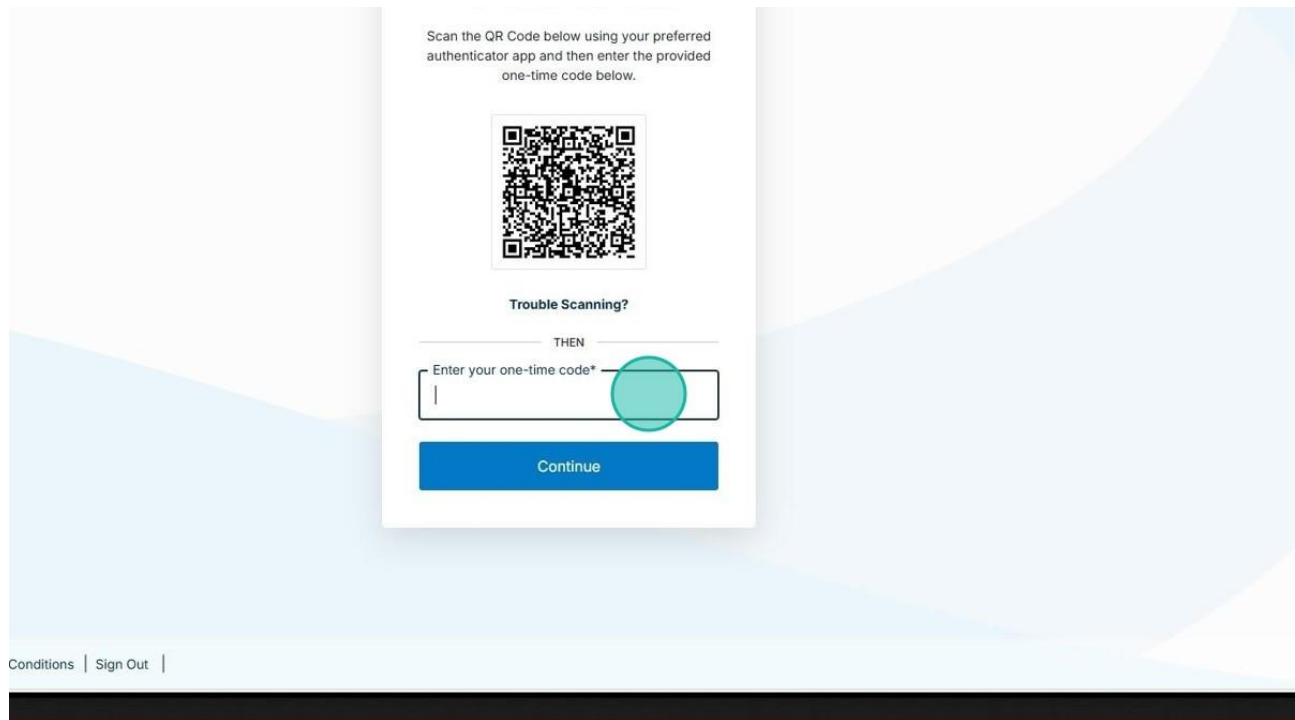After reviewing the Terms and Conditions, click **Accept**

Step 3 : Secure your account

Open your preferred authenticator app (*see Page 3 – Before you register*).

- If you're registering on a laptop, using your authenticator app, scan the QR Code to generate a one-time passcode (OTP).
- If you're using your mobile phone, enter the provided code into your authenticator app to generate a one-time passcode (OTP).

Enter the one-time code you received into the field provided, then click **Continue** to proceed.

Step 4: Confirm your identity

Answer the two questions about yourself to confirm your identity.

IMPORTANT! For your security, this will be validated against the information we have on file for you, so please use the same information supplied when you settled your loan.

Enter your **Last Name** and **Date of Birth** in the fields provided.

After entering your last name and date of birth, click **Continue** to move to the next step

Step 5: Success!

You're registered for ClientZone and can now manage your account your way online
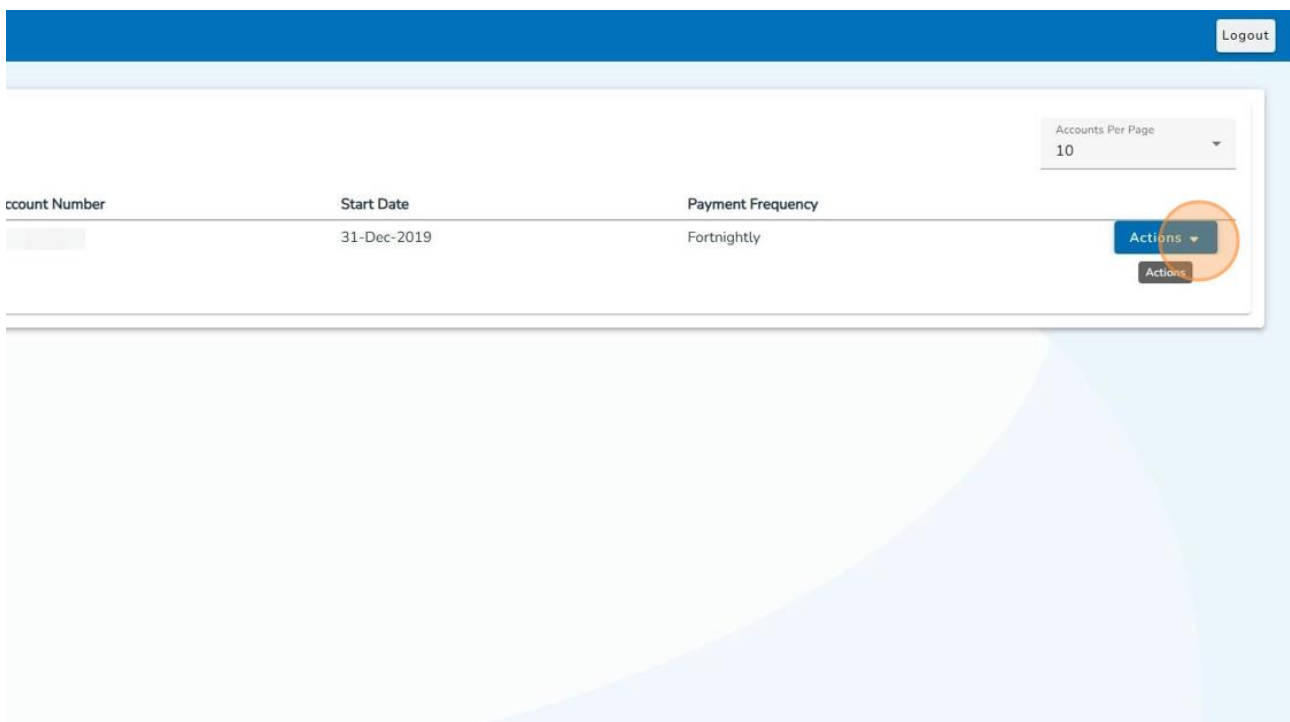
Your ClientZone Account

Your Home Page

Once you've logged in successfully, you'll be taken to the main landing page
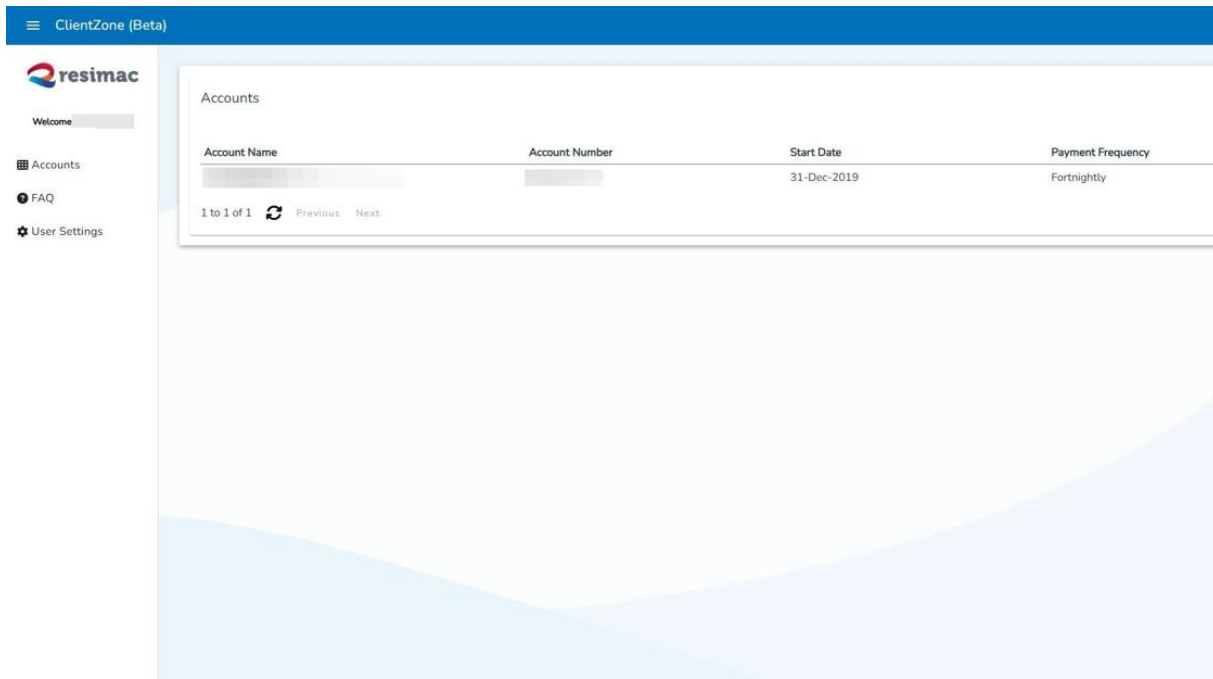
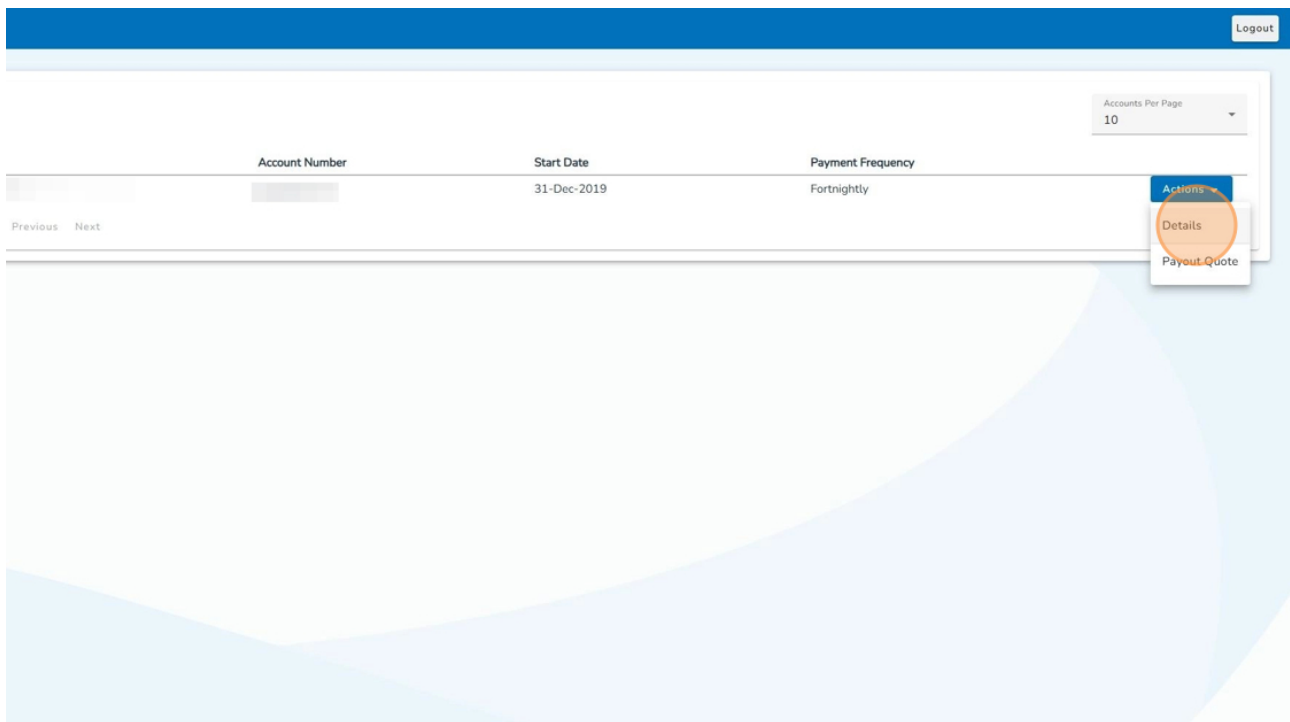## View your Account Information and Loan Balances

To access your account details and view your loan balances, click on the **Actions** menu located in the top-right corner of the landing page
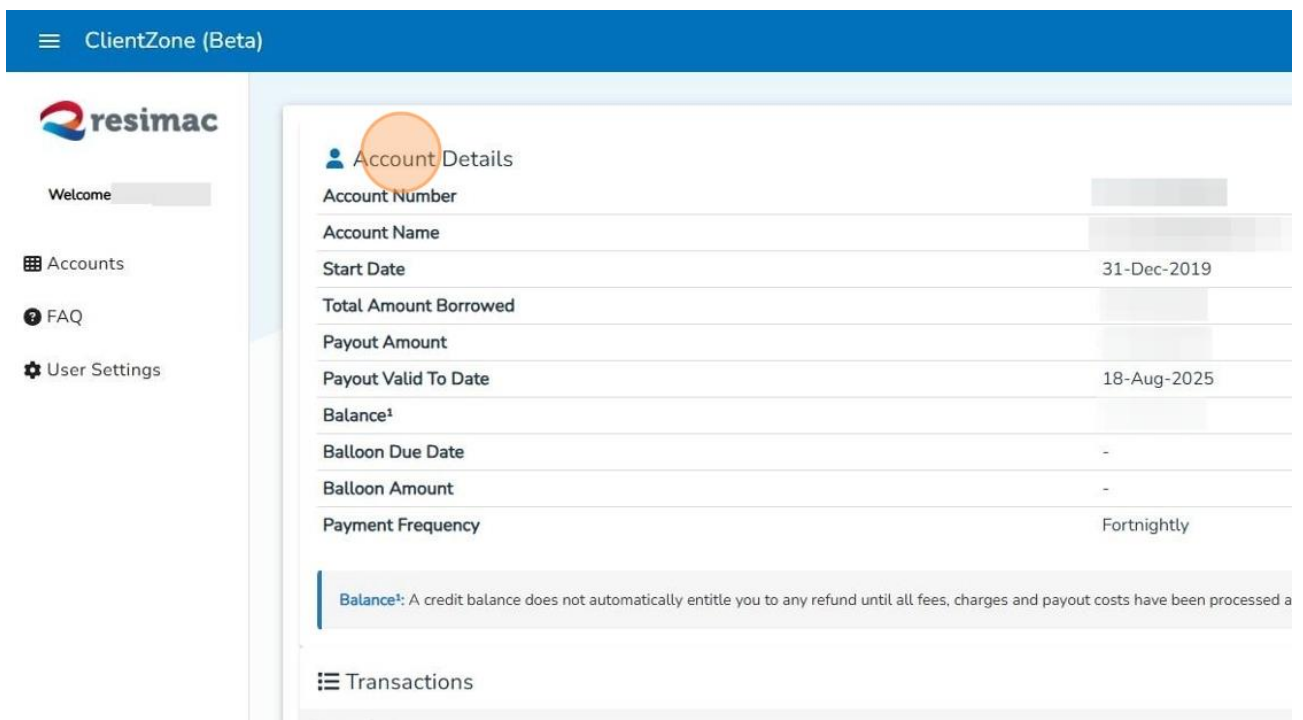

Select **Details** from the dropdown menu

This will display a summary of all your account information

Your Account Details

You will find the key account details relating to your account on this page

Check your transactions

At the bottom of the **Accounts details** page, you will find a summary of your recent transactions

Generate a Payout Quote

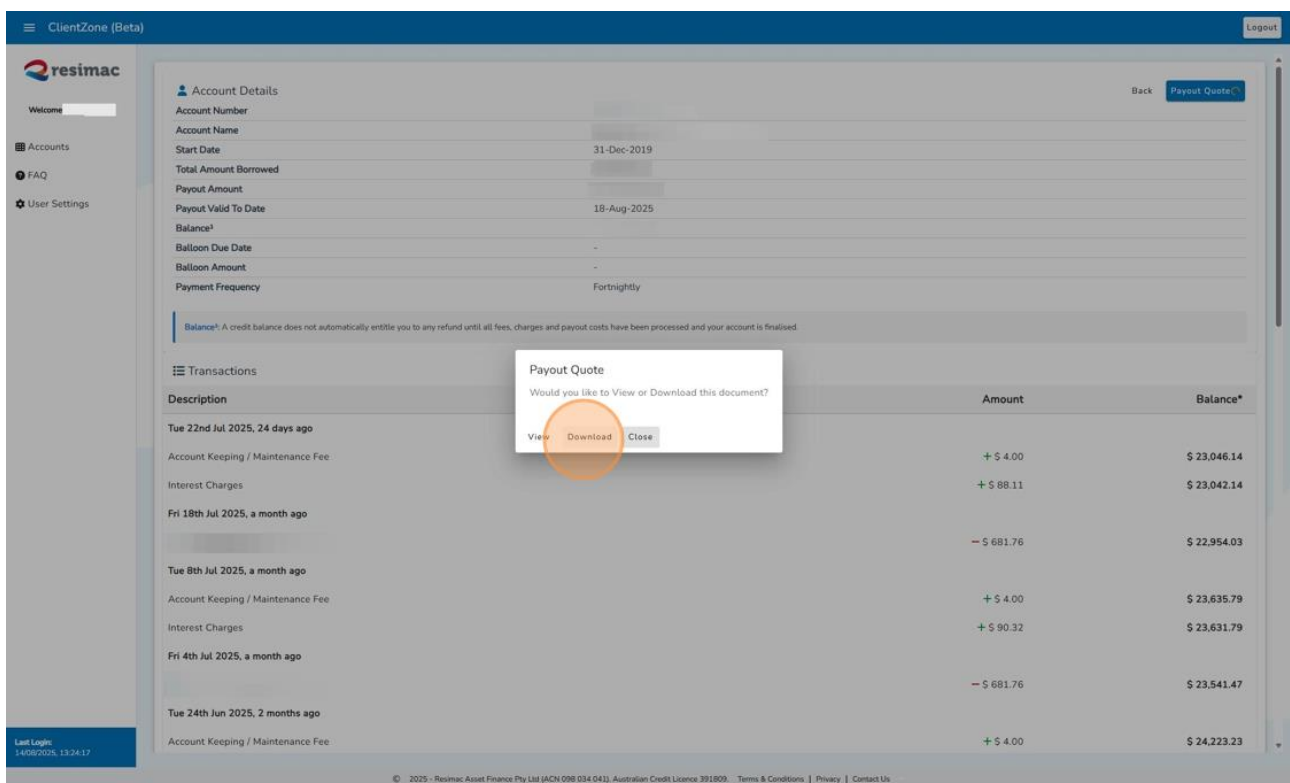To access and download your statements, select **Actions** from the top-right corner of the Accounts page

Then select **Payout Quote**
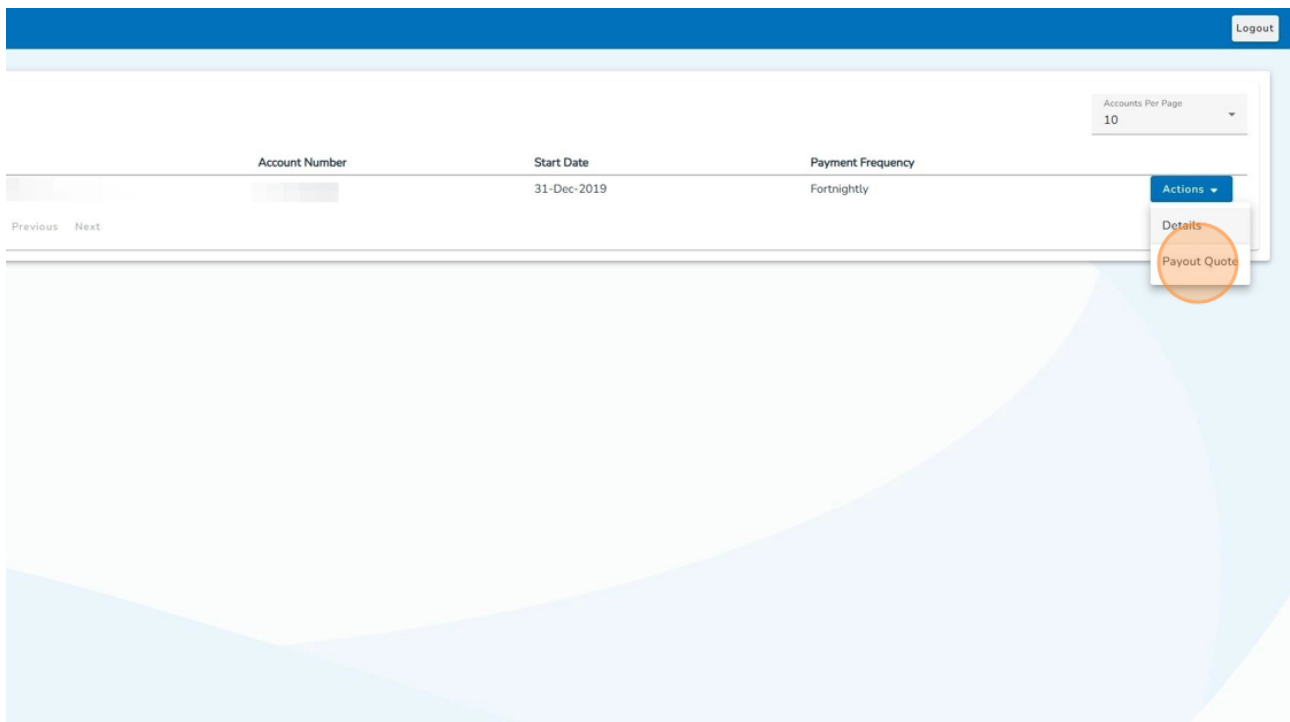
- To view it online, click **View**

- To download a copy, click **Download**

When the download prompt appears, click **Open file** to view your Payout Quote

Downloads

📄 payoutquote-841029456-2025-08-14 (6).pdf
Open file

Logout

ClientZone (Beta)   payoutquote-841029456-2025-0...

🔄 ⓘ File   Ask Copilot   —   +   1   of 1

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14 August 2025

Payout letter

Dear

As requested, please see below information on how to payout your contract with us.

Borrower:
Account:
Payout amount: $23,556.26
Valid until: 18-Aug-2025

Fees included in the total payout amount:	
Early termination fee:	$240.00
Loan administration fee:	$100.00
Break cost:	$0.00

The payout figure is also based on the assumption that all payments received to date will be cleared. Any dishonoured payments or payments made after the date of this letter may vary the figure provided.

Security description:	
VIN / Serial number:	

If you decide to payout your contract, please use the payment method below and deposit the full payout quote amount.

On receipt of cleared funds for the full payment amount, any security interest on the aforementioned asset will be removed within a minimum of three (3) business days. Should you have any queries in relation to your loan, please contact carfinance@resimac.com.au

Yours sincerely,
Resimac

| Payment method	
BPAY Biller Code:	_ _ _ _ _ .
Customer reference number:	_ _ _ _ _ _ _ . _ _

resimacassetfinance.com.au
p 1300 904 639 | PO Box H284 Australia Square NSW 1215
Resimac Asset Finance Pty Limited. ABN 93 098 034 041. Australian Credit Licence 391809
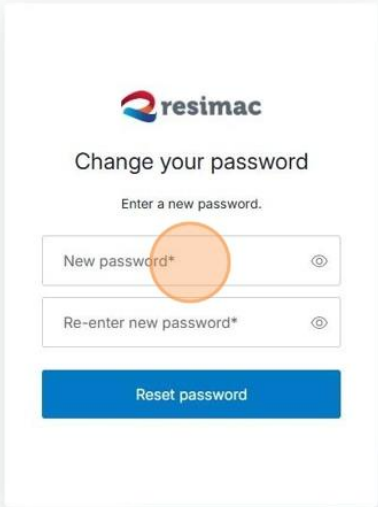
Change your password

To update your password, click on **User Settings** in the left-hand panel of the Accounts page
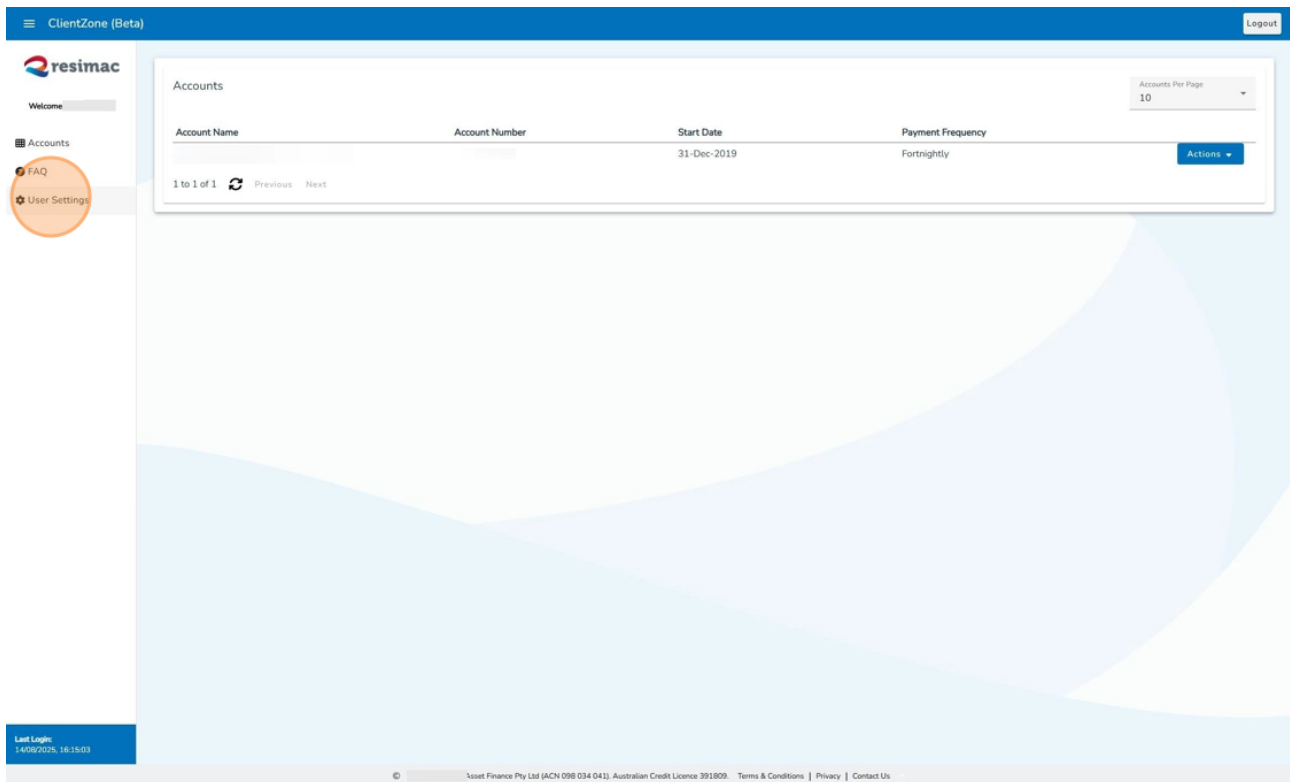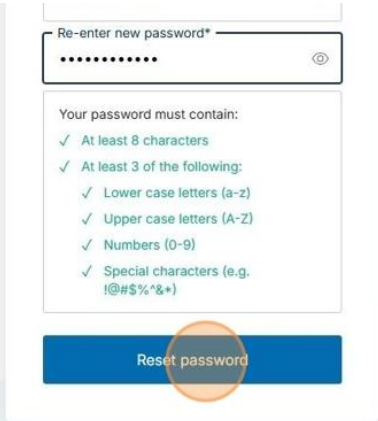

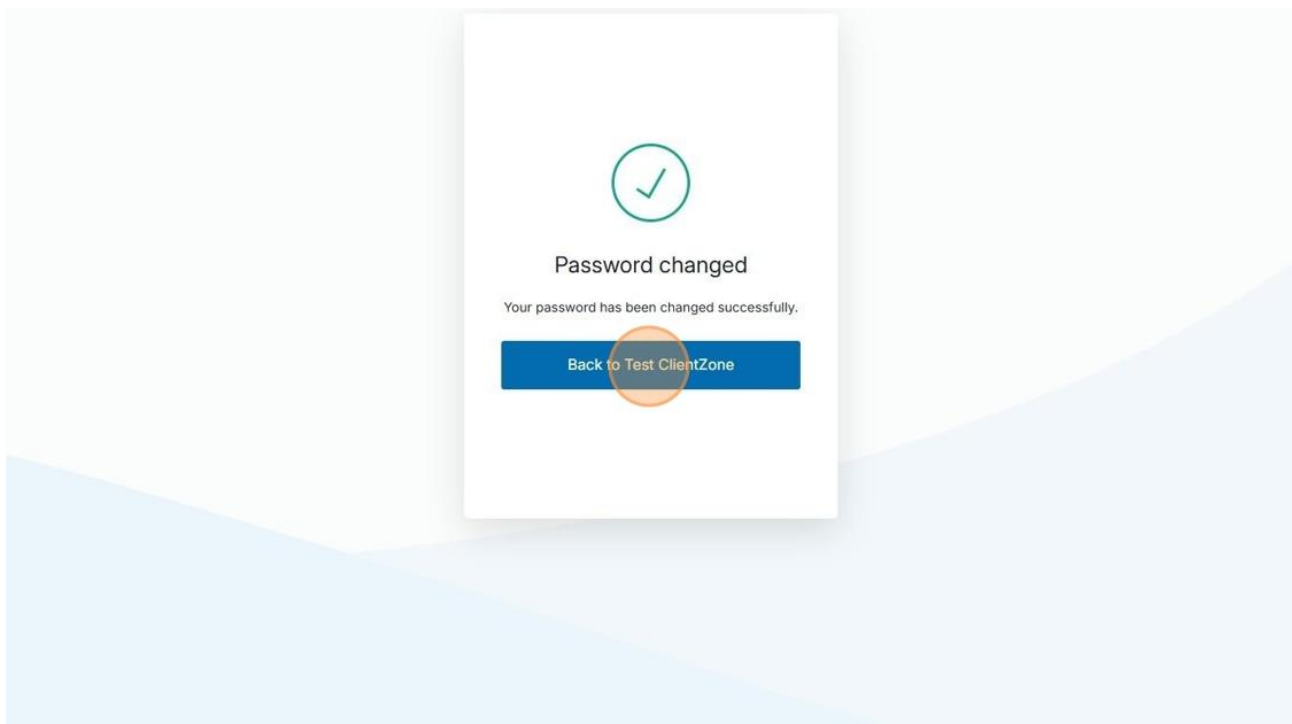Select **Change Password** from the User Settings menu
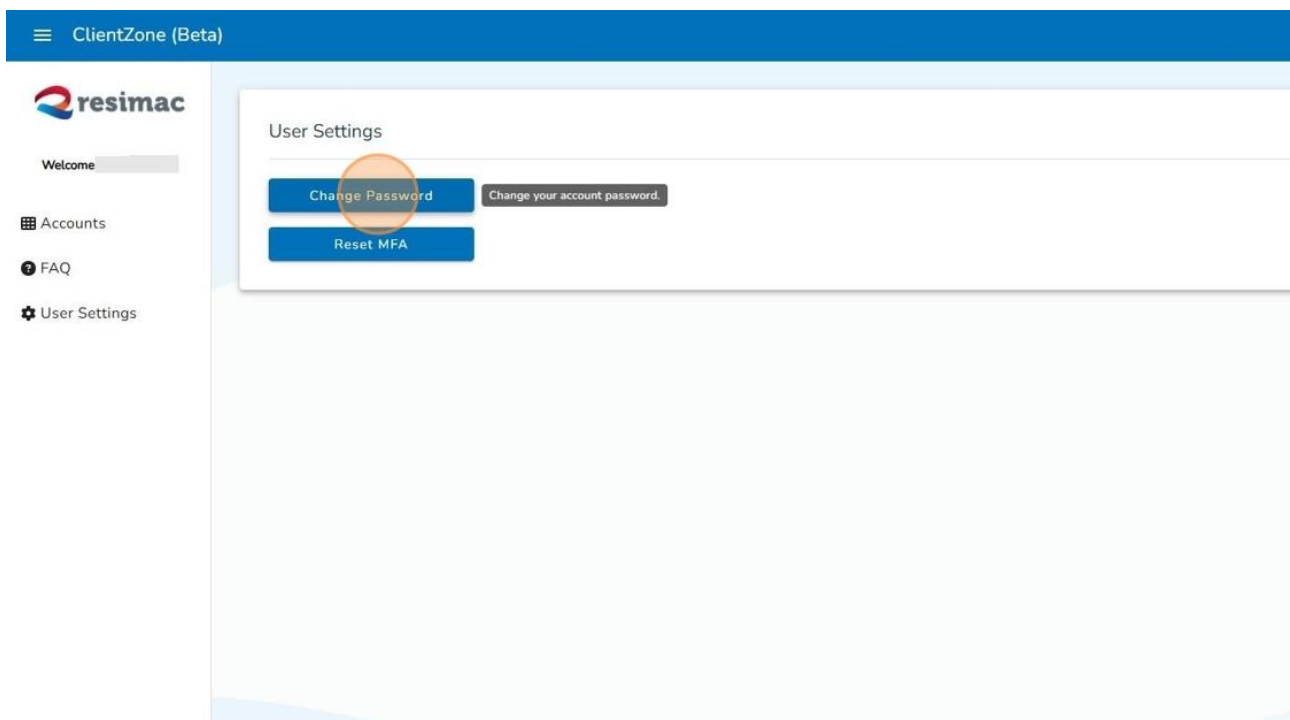
Create a secure **Password** using the on-screen guidelines

Re-enter the new password, and then click **Reset Password** to proceed
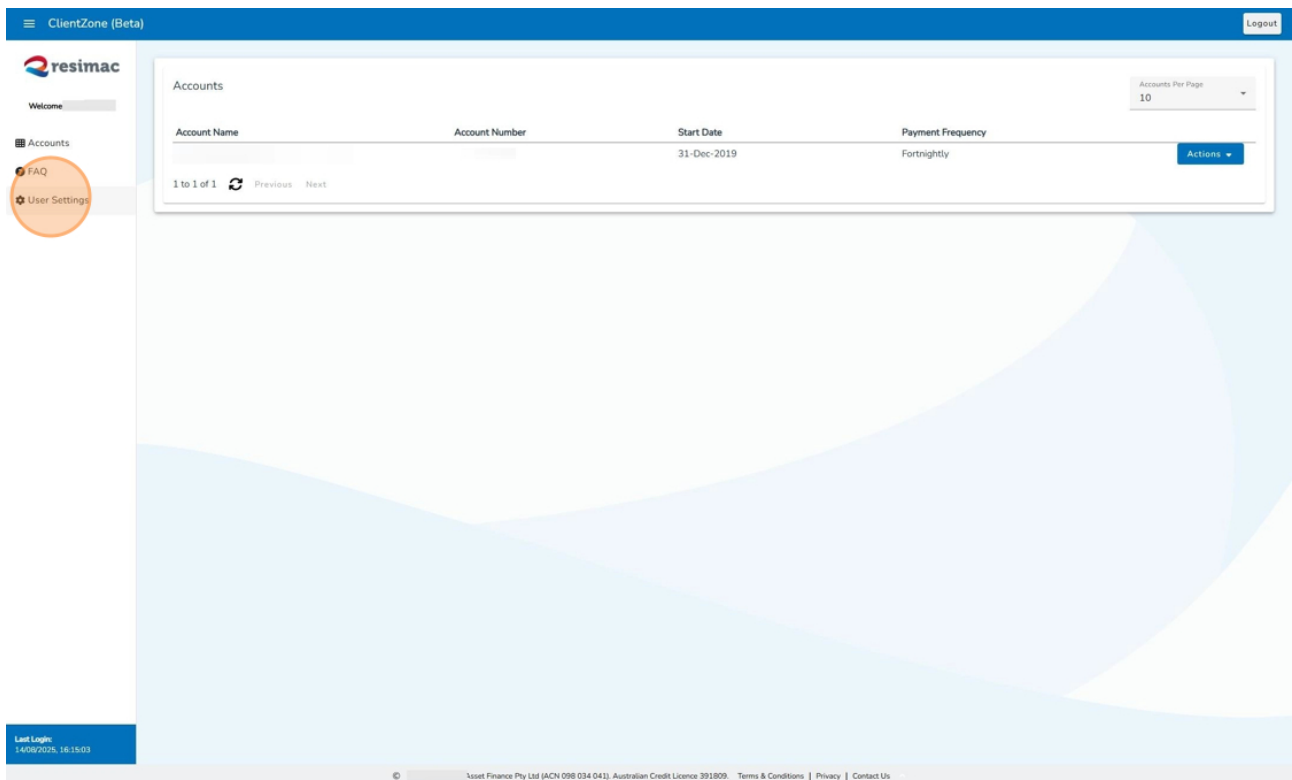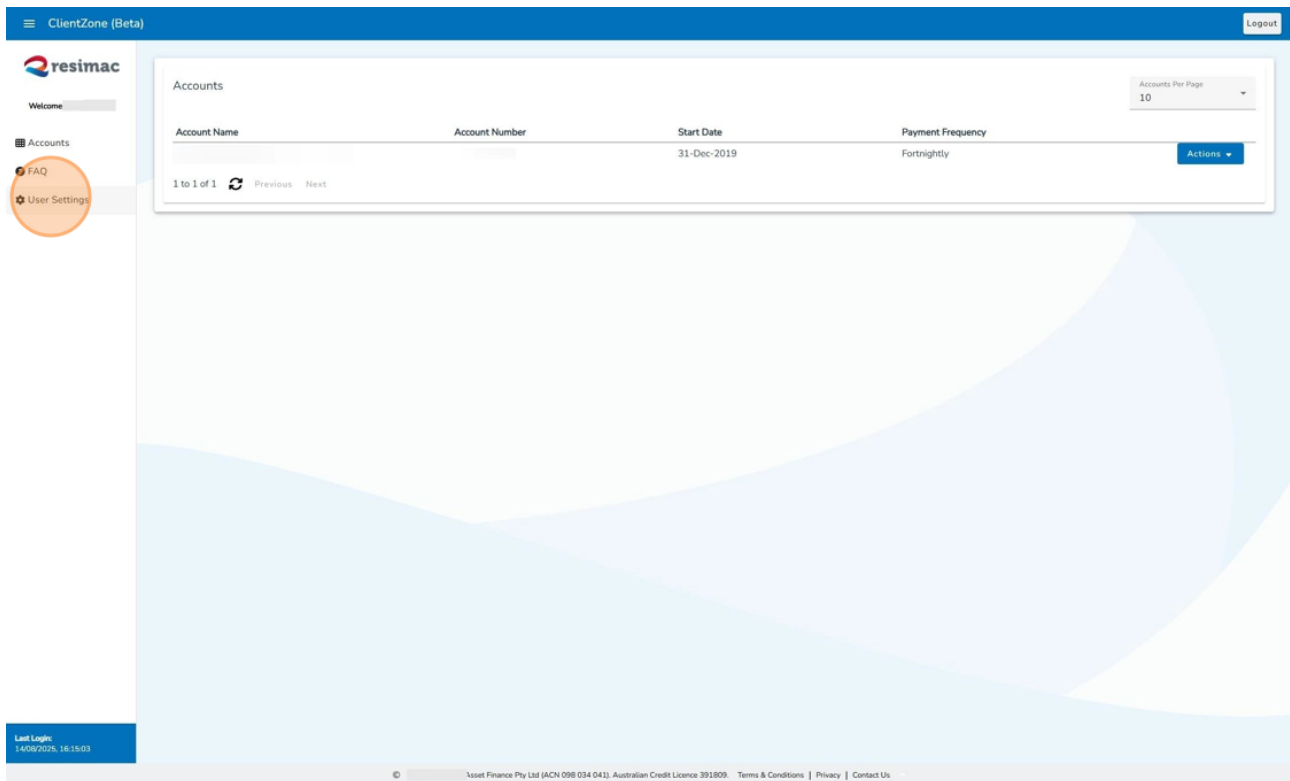
Resetting your MFA Token

If you have a new phone or need to re-add your multi factor authentication token to your authenticator app
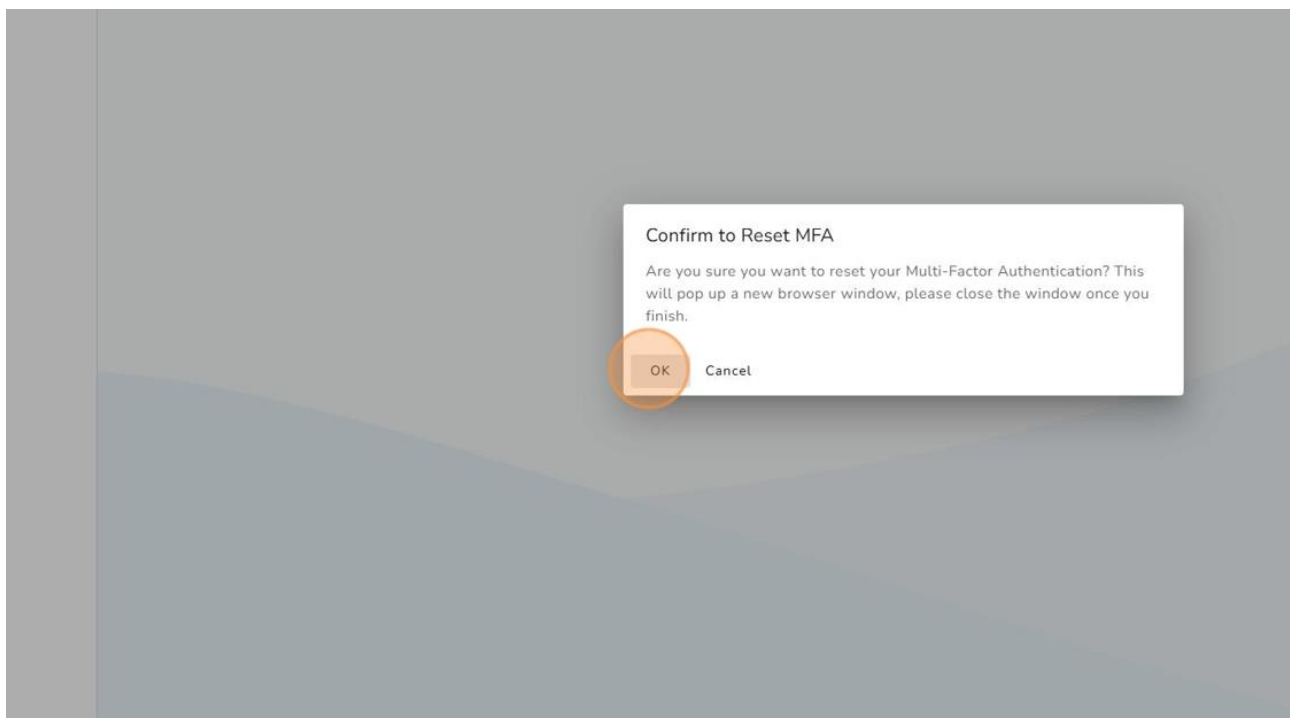
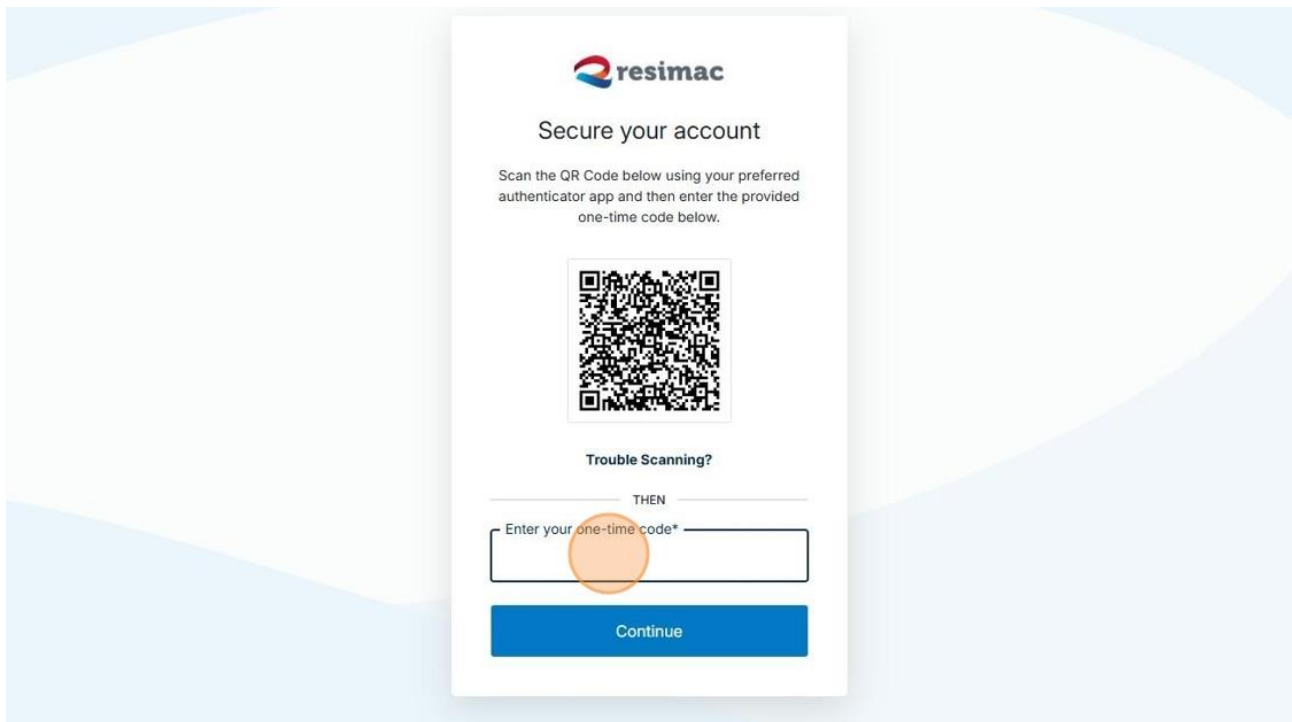Click on **User Settings** in the left-hand panel of the landing page

Select **Reset MFA** from the User Settings menu

When you are sure you want to reset your MFA, click **OK**

You will be prompted to scan the QR code to re-add MFA to app
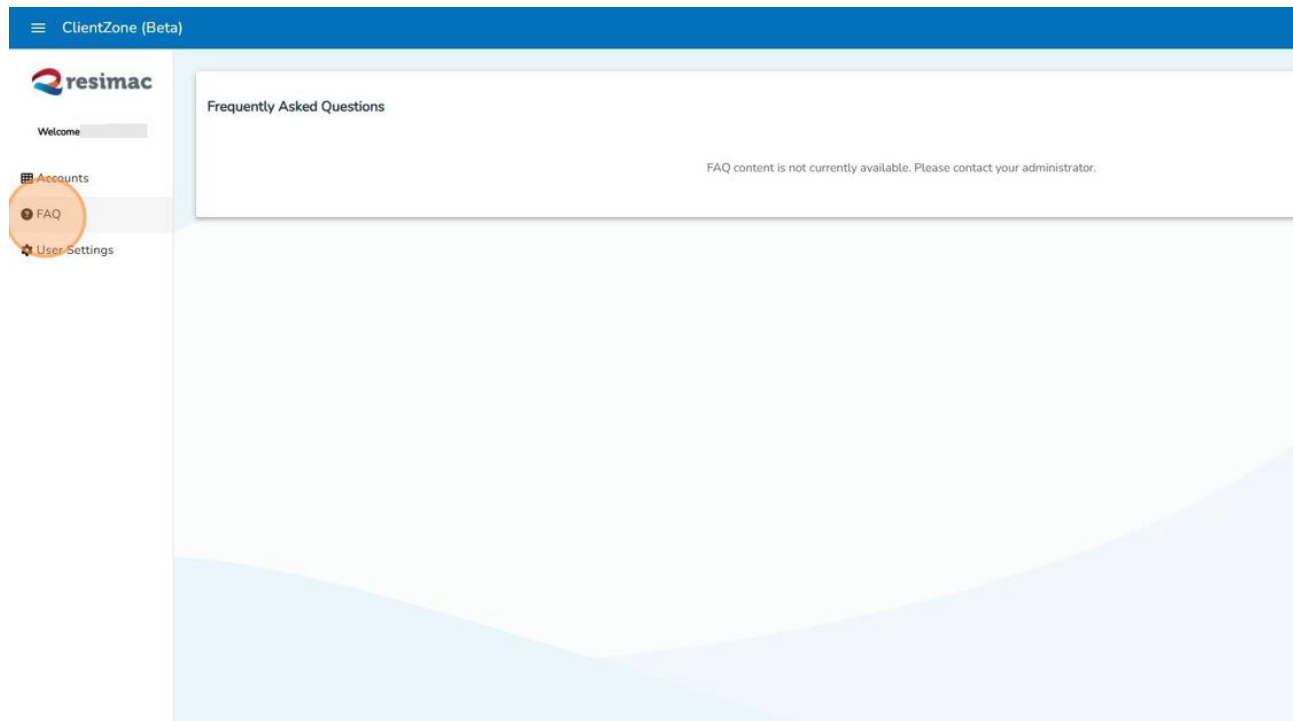

Click **Continue** and you are all set!
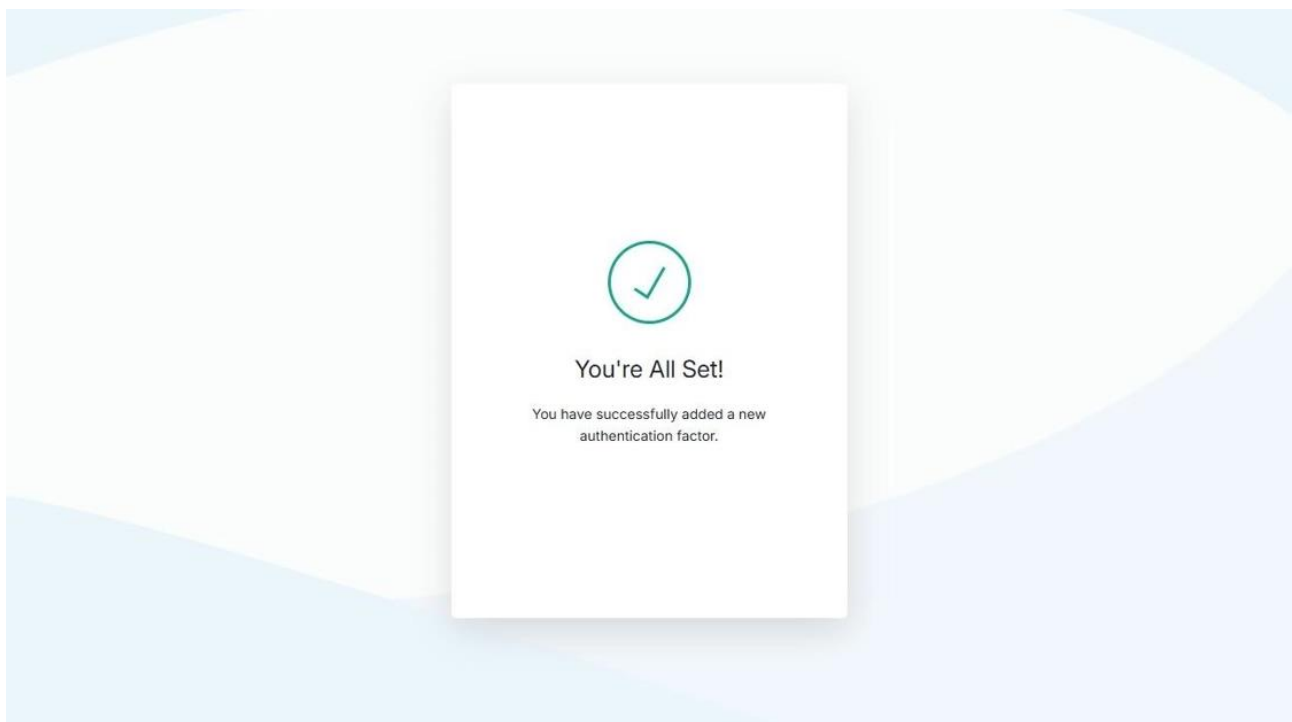
Frequently Asked Questions (FAQs)

Our FAQs page can answer any questions you may have about ClientZone.

If you can't find the answer in our FAQ, feel free call us on **1300 904 639** or reach out to us at carfinance@resimac.com.au and we'll get back to you as soon as we can.

Where do I go for support?

If you experience any issues logging into ClientZone, please contact us carfinance@resimac.com.au with the reference **ClientZone** or via phone on **1300 904 639** between **8.30am – 5.30pm Mon-Fri AEST.**