

## Header: Descriptive transcript for St.George Autopay instructional video

Video starts with a green patterned background and gentle acoustic music plays. The St.George logo is shown in the bottom right corner. The words 'How to set up Autopay in Mobile Banking' appear.

The screen changes to a plain green background. A large number 1 appears, followed by the words 'Logon to the app and open the 'Services' menu'. A phone slides in from the right of the screen showing accounts listed within the St.George App. We zoom in on the bottom of the phone screen and the 'Services' bell icon is selected.

The large number 1 becomes 1a and the text beneath reads 'tap "Card Autopay" under "My Cards". The phone screen scrolls down the Services menu until it reaches 'Card Autopay', which is selected.

The large number 1a becomes 1b and the text beneath reads 'then select the Card you'd like to use'. The phone screen changes to show two St.George bank cards under the words 'Your eligible cards'. The top card is selected. The phone screen zooms out slightly to reveal a red 'Continue' button at the bottom of the screen which is also selected.

The large number 1b becomes a 2 and the text beneath reads '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 red 'Continue' button at the bottom of the screen.

The large number 2 becomes a 3 and the text beneath reads '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 red '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 white background pulls up to cover the previous screen as the acoustic track fades out. There is a green, geometric pattern on the left-hand side and the St.George dragon head appears in the centre. The dragon head animates and breathes out, causing the rest of the St.George logo to appear. It reads 'St.George start something'. The music changes to a funky, upbeat track. A disclaimer appears at the bottom which reads 'St.George Bank – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit license 233714.'