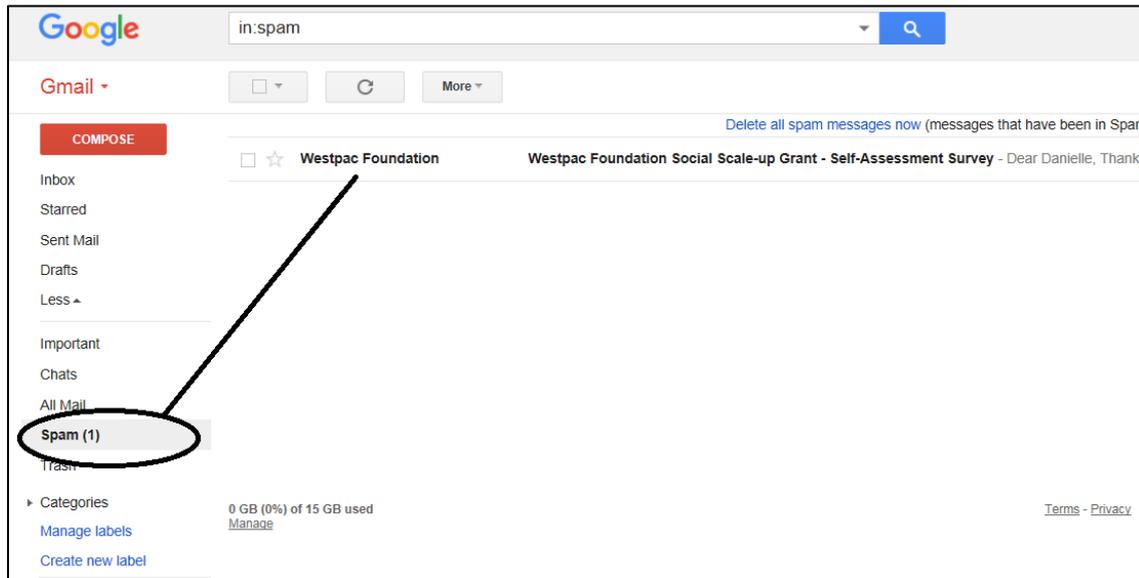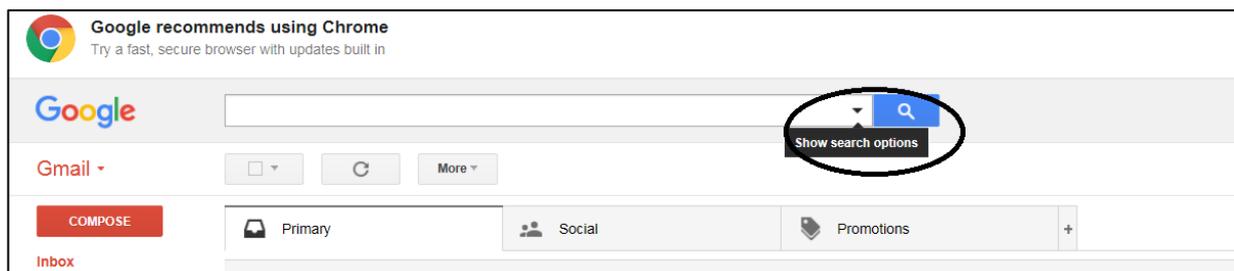# EMAIL FROM WESTPAC FOUNDATION NOT RECEIVED:

For GMAIL accounts:

a) Please check your 'SPAM' or 'JUNK' folder to confirm the email has been re-directed to that folder.
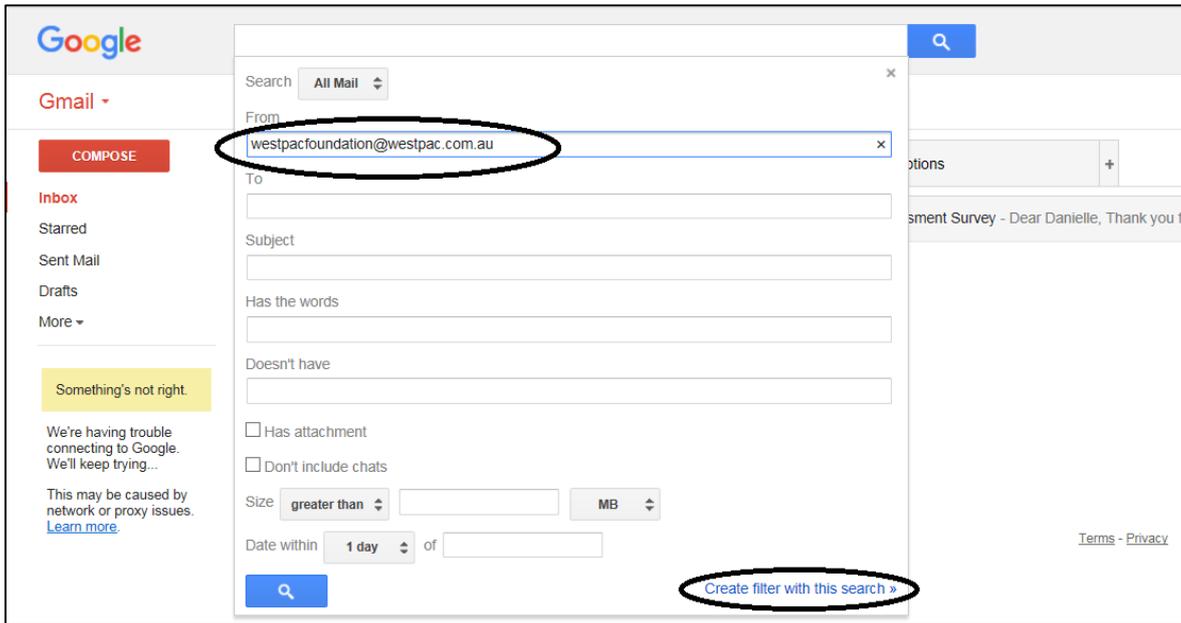

b) Click back on "Inbox"

c) Next to 'Search" click the Down arrow:

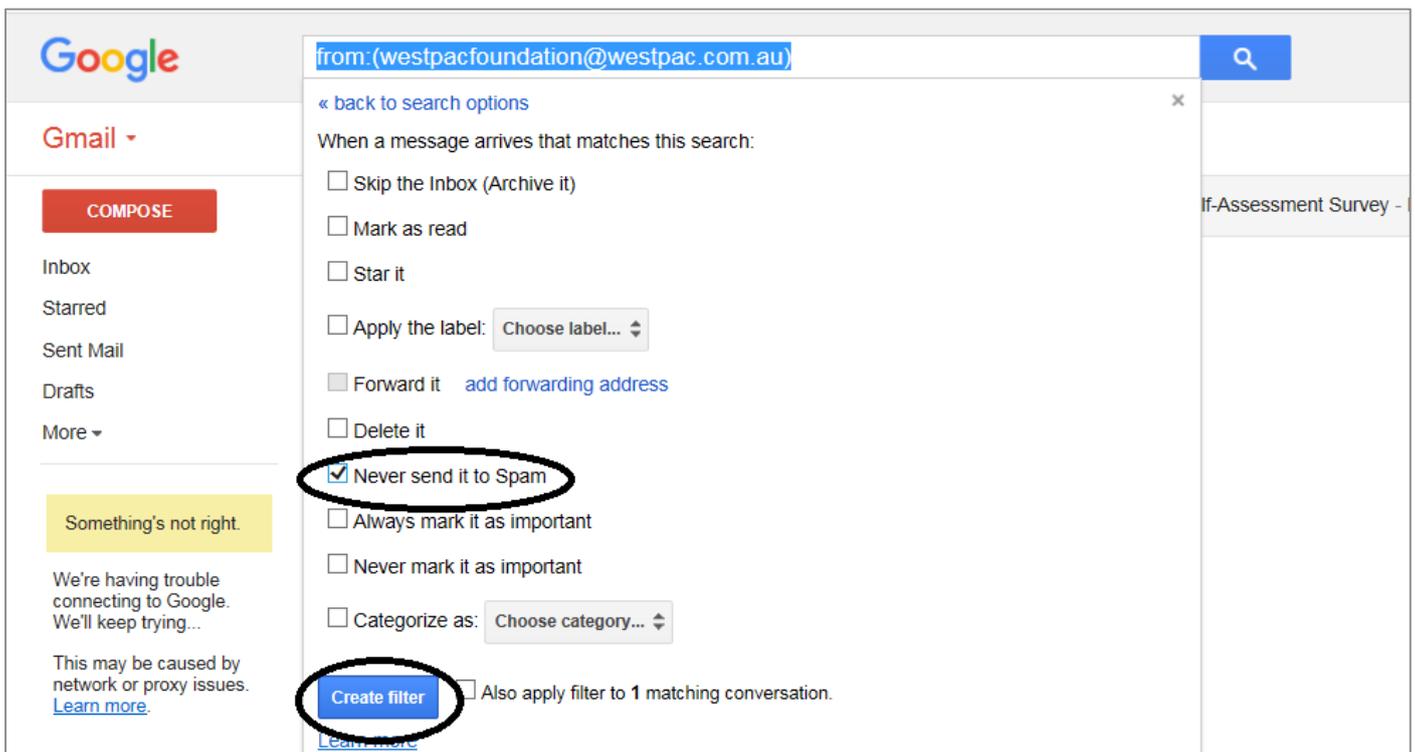d) Ensure at the top of the page that "**Search**" is showing **All Mail.**

e) In the "**From**" field, type westpacfoundation@westpac.com.au

f) In the bottom right of the page, click **Create filter with this search**
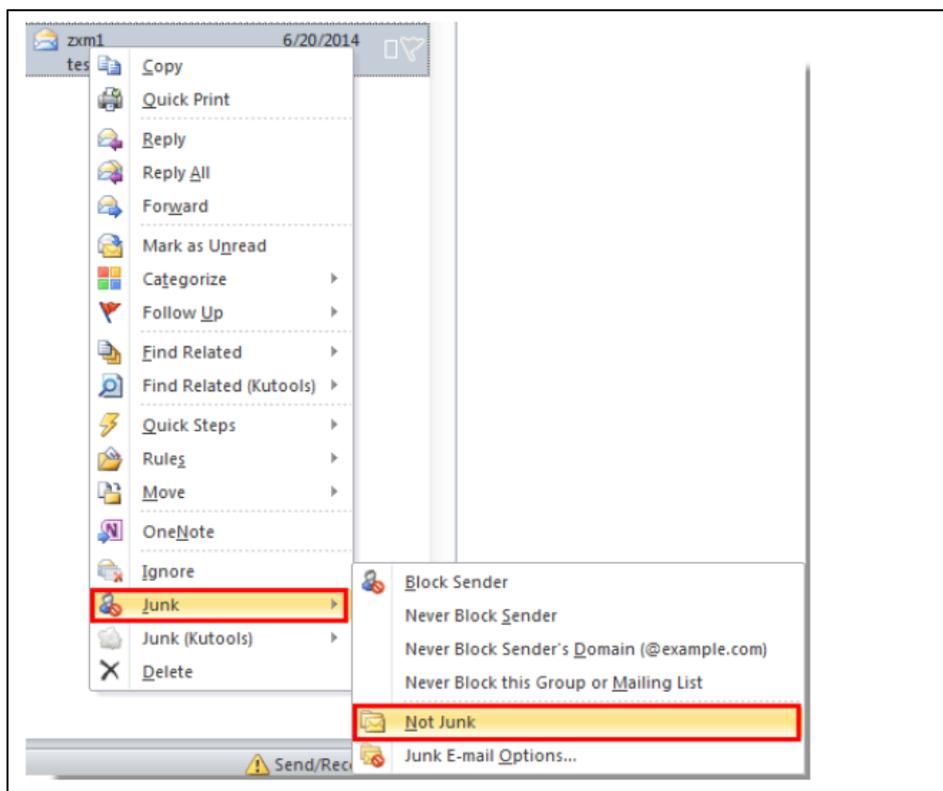

g) Check **Never send it to Spam**.

h) Click **Create filter**.

For Outlook accounts:

a) Check the email is in the 'JUNK' folder.

b) Select the email from 'westpacfoundation@westpac.com.au'

c) Right click on the email, then select **Junk > Not Junk**

d) The dialog box "**Mark as Not Junk**" will pop-up.

e) Please check "**Always trust e-mail from westpacfoundation@westpac.com.au**"

f) Click the **OK** button.