



Good morning

We have discovered this morning, that the ASB Bank has been removed as an option from the Account2Account payment method provided by Payment Express, our payments provider.

There have been some ongoing intermittent issues that we've been raising with them.

Please reassure your parents, that we have raised this issue with them again yesterday and this morning, and we are hoping to see the ASB as an option again soon.

As an alternative, we do offer internet banking or debit/credit card. They can log in to Kindo and click "Top Up Account" to find out more.

If your parents would like to know more, we offer support as follows:

- search for answers and submit tickets at support.mykindo.co.nz
- email us at hello@mykindo.co.nz
- phone us on 09-869 5200 or toll free 0508 4KINDO.