One-Time Passwords

We are excited to announce an important enhancement to our online service. Starting from the 15th of March 2024 we will be introducing One-Time Passwords (OTPs) as an additional layer of security for your account.

OTPs are unique, time-sensitive codes generated for each login session, and unlike static passwords, OTPs are valid only once and cannot be reused.

This Two Factor Authentication (2FA) requirement significantly reduces the chances of unauthorised access to your loans and provides further peace of mind around online security.

How will it work?

When logging in you will be taken to a new page where you can request an OTP to your registered email address.

Enter the OTP within the specified time frame to complete your action securely.

What do you need to do?

Ensure your email address is up to date in our records.

Be vigilant and never share your OTP with anyone.

We are committed to safeguarding your borrower's financial information, and OTPs are a crucial step toward achieving that goal.

If you have any questions or need assistance, please feel free to contact us at **enquiries@loanworks.com.au**.