

RAA Portal

Access to information and features



Access to information and features within the RAA Portal is granted based on the steps you have completed.

This helps protect privacy and ensures that sensitive information is only available to authorised individuals.

Completing Verification of Identity and obtaining approval for an Account Access Request may provide access to additional account information and portal functionality.

The RAA Portal has three levels of access.

1

RAA Account Holder

Your RAA Account has been registered and you can access basic portal features.

2

Verified RAA Account Holder

Your RAA Account has been registered and your identity has been successfully verified through the Verification of Identity process.

3

Verified, Associated RAA Account Holder

Your RAA Account has been registered, your identity has been successfully verified, and your Account Access Request has been approved. You are recognised as an active associated individual with a direct relationship to the business and can access additional business account information and functionality.

RAA Portal information and features	RAA Account Holder	Verified RAA Account Holder	Verified and Associated RAA Account Holder
Submit an Application	●	●	●
Submit a Claim	●	●	●
Submit a Support Request	●	●	●
View an Application or Claim Form submitted by you	●	●	●
View an Application or Claim Form submitted by someone else associated with the business			●
View detailed information about an Application or Claim submitted by you			●
View detailed information about an Application or Claim submitted by someone else associated with the business			●
Complete a Request for Information Task	●	●	●
Complete a Credit Check Consent Task	●	●	●
Submit an Account Access Request	●	●	●
Submit a Revoke Access Request			●
View Financial Account details and information			●
View and action a Fee Request			●
View Loan Instalment Notices			●
Submit a Loan Variation Request			●
Submit a Financial Hardship Assistance Request			●