



Accessline

Telephone Banking

Convenient 24 hour access
to your credit union accounts
- just a phone call away

- Account balances
- Transaction details
- Transfer funds
- BPAY your bills by telephone whenever it suits you

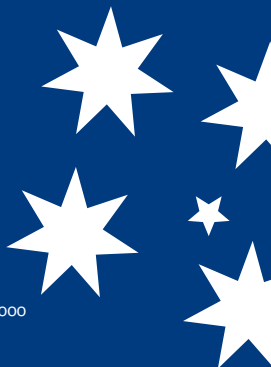


Southern Cross
CREDIT UNION LTD

ABN 82 087 650 682

www.sccu.com.au

Product issued by Southern Cross Credit Union Ltd AFSL No. 241000
Terms & conditions, fees & charges may apply





What is Accessline?

Accessline allows you to access your Credit Union accounts by making a telephone call at any time of the night or day, seven days a week.

What type of phone do I need?

Accessline works on the sound of the numbers being pressed on your phone, so all that you need is access to a telephone. Most mobile phones are also able to connect to Accessline.

What personal information do I need?

For initial access you need your member number and access code issued to you by your branch. You should then change it to a code of your choice. Under the revised terms and conditions of the EFT code, credit union members are advised that they must not use birth date or an alphabetic code that represents it, as their Telephone Access Code. Memberships where both signatures are required to transact will not be able to obtain information from Accessline.

How secure is my account information?

There are two checks to ensure that information on your account is not available to someone else; your membership number and your Telephone Access Code. It is very important to protect both numbers, particularly your Access Code.

Should you wish to change your Access Code, dial Accessline and select Option 8, then follow the menu and press 3.

Warning: It is very important to take care when using these banking services away from the security of your own home or office. Some hotel/motel telephone systems can store your Phone and Internet records. Your transactions or Telephone Access Code may possibly be traced and misused. The credit union will not be responsible for these transactions.

How to use Accessline

Dial the Accessline telephone number 02 6672 2744.

A friendly voice will welcome you and lead you step by step to gain access. Firstly press 1 for automatic account enquiries. You will be asked to key in your membership number followed by the # key.

To use the system, enter your Telephone Access Code (which is initially a number given by branch staff when you open your account), followed by the # key.

For security reasons, you will then need to change this Access Code to one of your own choice.

The system then gives you the balance of every one of your savings accounts. For savings/cheque accounts with overdrafts, you will be given a current balance as well as your available balance, which includes any unused limits.

How to access other options

After giving you your savings account balances, Accessline will offer you all the following options:

Press 1 – To hear your savings account balances again

Press 2 – To check the last five transactions on your account. You can confirm the last five transactions or just the last five cheque transactions. By pressing the option again, you can access the previous five transactions i.e. 10 in total

Press 3 – To transfer funds between selected accounts within your membership e.g. From your cheque account to make a loan repayment. You are also able to transfer funds to another membership after initially signing an authority form at the branch

Press 4 – To make a bill payment using BPAY

Press 5 – For the balances of all your Loans and Investment accounts

Press 6 – To enquire on another membership

Press 7 – To find out the interest earned on your account for the last financial year

Press 8 – For other available services:

then **press 3** to change your Telephone Access Code, or **press 0** to return to the main menu

Press 9 – To transfer your call to one of our Member Service Officers during office hours

To disconnect

If at any time you wish to disconnect from this service, simply hang up the phone.

Dial Accessline

Telephone Banking

02 6672 2744

Press 1

Savings balance

Press 2

Review transactions

Press 3

Transfer funds

Press 4

Use BPAY

Press 5

Loan & investment
balances



Press 6

Access another
membership

Press 7

Interest earned

Press 8

Access other services
Then press:
3 to change
Access Code or
0 to return to main menu

Press 9

Speak to MSO
(Business hours)



ABN 82 087 650 682

www.sccu.com.au

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Office Hours

Monday to Friday 9am-5pm

Saturdays 9am to 11.30am at Tweed Heads South, Lismore, Ballina and Murwillumbah