

Important changes to ATM transactions

Members should be aware that from March 2009, the way customers pay to use ATMs in Australia is changing.

Following a review by the Reserve Bank of Australia all financial institutions are required to move to 'ATM Direct Charging'.

What is ATM Direct Charging?

If you use another financial institutions ATM other than a Credit Union rediATM you will be charged directly by the bank that owns the ATM, rather than by the Credit Union.

Why is this happening?

This change is designed to make ATM fees more transparent. It will be up to each financial institution to set their own fees for transactions at their ATMs.

Will I know how much I'm being charged?

Yes, the fee will be displayed on the ATM screen before you proceed with the transaction and you have the option of cancelling the transaction (at no cost) if you wish. If you proceed with the transaction the fee will be charged to your account immediately. The fee may vary between ATMs.

How will it work?

When Direct Charging is implemented, fees will be deducted at the time of the transaction. For example, if you withdraw \$100 cash from a non-rediATM and the direct charge fee is \$2, then your withdrawal will be \$102.

Use your Credit Union Card at any rediATM to avoid Direct Charges

Members who use the rediATM network **will not** be direct charged at the time of transaction. You can withdraw cash or check your balance without paying a direct charge fee with these transactions simply included in the normal monthly fee calculation where rebates are applied first. There are over 1,300 rediATMs across Australia, with plans to double this over the next few years.

Smart transaction tips

To reduce the amount of fees paid, members should consider using rediATMs whenever possible and withdrawing larger cash amounts, less frequently from ATMs. Withdrawing cash when using EFTPOS also helps to save you money!

Find a rediATM

To find your nearest rediATM click on this website www.rediATM.com.au

By using one of the 1,300 rediATM machines on the Rediteller network, SCCU Members will not be direct charged



Fee Changes for ATMs and EFTPOS

The following fee changes are effective from 1 March 2009. In addition to ATM fees changing as a result of ATM Direct Charging, the EFTPOS fee has been reviewed and reduced from \$0.60 to \$0.50.

For all current Fees & Charges please refer to the full brochure located on our website.

PAYMENT SERVICES

The following transactions are included in the transaction counts and are charged per item after the free per month allocation:

ATM transactions - Southern Cross Credit Union ATM	\$0.60
ATM transactions - rediATM network	\$1.50
EFTPOS	\$0.50
VISA - purchases	FREE
VISA cash advances - Foreign ATMs	\$1.50
ATM balance enquiries - on Southern Cross ATMs	FREE
ATM balance enquiries - rediATM network	\$0.25
Declined transactions - VISA and EFTPOS	\$0.50
ATM transactions - Non-rediATM network *	\$0.25
Balance enquiries - Non-rediATM network *	\$0.25
VISA cash advances - Non-rediATM network *	\$0.25

** Withdrawals and Enquiries at non-rediATM network ATMs will also incur an ATM Operator Fee by the Financial Institution who owns the ATM. This fee will be charged to your account at the time of transaction.*