



## Personal Banking

A guide to  
Traditional Credit Union's  
everyday personal banking

[www.tcu.com.au](http://www.tcu.com.au)  
ABN 50 087 650 922  
AFSL 244 255

**Version 3. 01/11/2009**

# Contents

|                               |    |
|-------------------------------|----|
| Personal Banking              | 3  |
| Savings Account (S1)          | 4  |
| Budget Account (S2)           | 5  |
| Christmas Club Account (S3)   | 6  |
| Family/Clan Account (S4)      | 7  |
| Term Deposits                 | 8  |
| 30 Day At Call Account        | 9  |
| Personal Loans                | 10 |
| Cuecards                      | 12 |
| Visa Debit Card               | 12 |
| BPAY                          | 13 |
| Phone Banking                 | 14 |
| Internet Banking              | 17 |
| Privacy Statement             | 20 |
| Dispute Resolution Procedures | 23 |

# Personal Banking

## **Personal Banking - Services**

TCU offers a range of everyday personal banking products and services to our members. You can receive your income into your account, pay your bills, save for special occasions and even apply for a personal loan to buy that car or furniture you have always wanted.

If you would like to open an account or learn more about these products or services please contact your local TCU branch.

## Savings Account S1

This is an everyday transaction account which you can use for your day to day banking. You can arrange for your Payroll credits, CDEP payments or Centerlink payments to be credited to this account and access this money through the local TCU branch or ATM or EFTPOS facilities with the use of a Cuecard.

### **IMPORTANT INFORMATION**

- Cash or cheque deposit and withdrawals can be made from this account.
- Money can be transferred to and from other people's bank accounts from this account by visiting a TCU branch, Internet Banking or Phone Banking.
- Periodical payments can be used to pay bills, save for a loan or to credit your Budget and Christmas Club accounts.
- Traditional Credit Union can pay your bills for you by cheque or direct credit from this account.
- Balances can be obtained by ringing our Phone Banking service or through an ATM with a cuecard.
- Minimum deposit of \$2 is required to open an account. This is to purchase the share of \$2.
- A minimum balance of \$10 is required to be kept in the account.
- Interest is calculated daily and paid on the 30th June each year.

Fees and charges apply. (See our [Interest, fees & charges](#) brochure)  
Refer to our [Product Disclosure Statements](#) brochure for full details.

## Budget Account S2

This is a special account that can be used for saving money. Every week or fortnight you can transfer some money into your budget account and this will slowly build up over time so that you can use this money to buy something special or pay some bills. This account can also be used for saving for a deposit on a personal loan.

### **IMPORTANT INFORMATION**

- We can transfer your money by split payment to your Budget Account so that you don't even see it in your day to day Savings (S1) Account.
- If you are saving for a loan deposit, transferring \$80.00 each fortnight into your Budget Account will mean you will have nearly \$500.00 in your account at the end of 3 months. This will assist in qualifying for a Personal Loan of \$5000.00.
- No minimum deposit is required to open the account.
- Funds can be withdrawn at anytime with no notice.
- Interest is calculated daily and paid on the 30th June each year.

Fees and charges apply. (See our [Interest, fees & charges](#) brochure)  
Refer to our [Product Disclosure Statements](#) brochure for full details.

## Christmas Club Account S3

This is another special account that can be used for saving money. You can transfer money into this account during the year and at the end of the year you can use this money for Christmas present, holidays or other special occasions.

### IMPORTANT INFORMATION

- As an example, if you save \$50.00 each fortnight all year until 30th November, you will have \$1200.00 to spend at Christmas time.
- Funds can only be withdrawn between the 1st December and the 31st January each year, except in emergencies.
- No notice of withdrawal and no minimum balance is required.
- Interest is calculated daily and paid on the 30th November each year.
- Ask the staff at TCU to set up a periodical payment to transfer funds automatically to your Christmas Club Account.
- Only save the money that you don't need. Make sure you have enough money left for food and other bills.

Fees and charges apply. (See our [Interest, fees & charges](#) brochure)  
Refer to our [Product Disclosure Statements](#) brochure for full details.

## Family/Clan Account S4

This is an important account that can be used by a whole family or clan group. It can be set up so that multiple signatures are required to access the money in this account. This account is useful for families or clan groups who receive money or income such as royalties that are paid to the whole family rather than an individual.

### **IMPORTANT INFORMATION**

- Cash or cheque deposit and withdrawals can be made from this account.
- Money can be transferred to and from other people's bank accounts from this account by visiting a TCU branch or Internet Banking.
- Periodical payments can be used to pay bills, save for a loan or to credit your Budget and Christmas Club accounts.
- Traditional Credit Union can pay your bills for you by cheque or direct credit from this account.
- Minimum deposit of \$2 is required to open an account. This is to purchase the share of \$2.
- A minimum balance of \$10 is required to be kept in the account.
- Interest is calculated daily and paid on the 30th June each year.

Fees and charges apply. (See our [Interest, fees & charges](#) brochure)  
Refer to our [Product Disclosure Statements](#)

# Term Deposits

Term Deposits are used to put your money aside and to earn you money in interest. If you receive a special payment for something such as a tax return, Centerlink bonus or royalty payment you can put some or all of that money aside in a term deposit so that it lasts longer and you earn some money on it.

## IMPORTANT INFORMATION

- As an example, if you deposit \$5,000 in a Term Deposit for 12 months at an interest rate of 4.00%, when your deposit matures it will be worth \$5,200. If you then compound your interest and reinvest the term deposit for a further 12 months you deposit will be worth \$5,408.
- Term Deposits can be opened at any TCU Branch.
- Term Deposits can be lodged from as little as 30 days to as much as 2 years.
- A minimum deposit of \$500 is required to open a Term Deposit for 3 months or more.
- A minimum deposit of \$50,000 is required to open a Term Deposit for less than 3 months.
- Funds are fixed and cannot be withdrawn until the term has expired.
- Interest is calculated daily and paid on maturity and can be paid directly to an account or compounded and added to the term deposit.
- The TCU Board at its discretion may refund Term Deposits before maturity for a valid reason, on 7 days notice in writing. If an amount is paid before maturity the interest rate applied will be that currently applied to Savings Accounts (S1).

Fees and charges apply. (See our [Interest, fees & charges](#) brochure)  
Refer to our [Product Disclosure Statements](#) brochure for full details.

## 30 Day At Call Account

If you would like to earn a higher interest rate than you would on an everyday account but can't commit to the fixed period of a Term Deposit then a 30 Day At Call Account may be the answer. This account locks your funds away for 30 days then allows them to be accessed only through phone or internet banking or by visiting a branch after the initial period.

### IMPORTANT INFORMATION

- Funds are at call after initial 30 days.
- Funds can be withdrawn within the 30 days, with 7 days notice in writing.
- An interest penalty will apply if funds are withdrawn early.
- A \$500 minimum opening balance required.
- A minimum \$500 daily balance required to earn interest.
- Unlimited 24 hours 7 days a week access via– Phone Banking– Online Banking
- There is no CUECARD or cheque book access available.
- Interest rate is tiered.
- Interest is calculated daily and credited quarterly.

Fees and charges apply. (See our [Interest, fees & charges](#) brochure)  
Refer to our [Product Disclosure Statements](#) brochure for full details.

# Personal Loans

We can lend you money with a Personal Loan so that you can buy many things such as a car, a boat, a television, furniture or maybe a washing machine.

A Personal Loan allows to access a certain amount of money without having to save the whole amount first. You then repay the loan amount plus interest over a fixed period of time.

## IMPORTANT INFORMATION

- Personal Loans can only be used to buy goods from a third party (a shop or a car yard for example). The money will not be deposited into your account and cannot be used to pay bills.
- Personal Loans will normally be limited to a maximum amount of \$5000 for the first loan and \$10,000 for members who have already had a loan and repaid it within the terms and conditions.
- The maximum term of a loan will be 5 years.
- Your pay must go to your TCU account and you must save regularly for three months before being considered for a loan. Depending on the amount you want to borrow, you must save 10% of the loan amount. This means you will establish a savings history.

An example of how you can save for a deposit and then what you will need to pay back is below.

| To Borrow | Must Save | Amount per f/n |
|-----------|-----------|----------------|
| \$1000    | \$100     | \$17           |
| \$2000    | \$200     | \$34           |
| \$3000    | \$300     | \$50           |
| \$4000    | \$400     | \$67           |
| \$5000    | \$500     | \$84           |

## Personal Loans

Depending on the interest rate at the time, the repayments on the loan will be approximately:

| <b>Borrow</b> | <b>Repayments</b> | <b>Term</b> |
|---------------|-------------------|-------------|
| \$1000        | \$46 f/n          | 1 year      |
| \$2000        | \$47 f/n          | 2 years     |
| \$3000        | \$50 f/n          | 3 years     |
| \$4000        | \$53 f/n          | 4 years     |
| \$5000        | \$56 f/n          | 5 years     |

- Prior to a loan being approved for a car TCU staff will obtain a REVS check to ensure that nobody else owns the motor vehicle.
- TCU will hold a REVS certificate on any motor vehicle bought with a Personal Loan.
- Normal lending criteria, terms and conditions, fees and charges apply. (See our Interest, fees & charges brochure)
- Refer to our Product Disclosure Statements brochure for full details.

## Cuecards

When you open a Savings Account (S1) you can obtain a Cuecard. You can use this card at ATM's and EFTPOS machines to access your money. Please make sure you read the important safety information below.

### **IMPORTANT INFORMATION**

- The Traditional Credit Union Limited (TCU) Cuecard is accepted at most ATM's and EFTPOS machines Australia wide and those overseas exhibiting the "Cirrus" or "Maestro" designation.
- If the EFTPOS or ATM system is "down" the TCU card will not work. Members can still withdraw money from their TCU accounts at any of our branches during office hours.

Fees and charges apply. (See our [Interest, fees & charges](#) brochure) Refer to our [Product Disclosure Statements](#) brochure for full details.

## Visa Debit

When you open a Savings Account (S1) you can obtain a Visa Debit card. You can use this card at ATM's and EFTPOS machines, or to purchase things over the phone or on the internet using your own money. To access your money you need to select '**CREDIT**' when using an EFTPOS or ATM machine.

### ***Safety Information***

- Do not give your card to family members or friends.
- Do not leave your card at any shop.
- Memorise your secret PIN number and never store it with or near your card.
- Do not tell anybody your secret PIN number and try not to let other people see the number when you use your card.
- Keep your card in a safe place and do not leave it with anything magnetic.

**If you lose your card contact TCU immediately  
or use the 24 hour hotline number  
1800 621 199.**

# BPAY

BPAY is an easy way that you can pay your bills from your TCU account. You can pay your phone bill, rent, electricity, school fees and much more. BPAY allows us to make payments on your behalf to billers who wish to receive payments through the BPAY scheme.

## IMPORTANT INFORMATION

- BPAY allow you to:- Pay bills 7 days a week, 24 hours a day- Pay bills in advance (up to 90 days in advance)- Pay from your choice of account
- There are no fees involved in doing a BPAY transaction.

### How to make BPAY Payments

You can make a BPAY payment through Phone Banking, Online Banking or at any TCU branch. Just look for the BPAY symbol on each bill you receive.

**ON LINE-** BPAY can be processed through NetTeller on our website located at [www.tcu.com.au](http://www.tcu.com.au)

**PHONE BANKING-** Phone 08 8999 0777 and select option number 5.

**AT TCU-** Call into any branch of TCU with your bill displaying the BPAY symbol.- Complete a withdrawal form for the amount of the bill.- Hand the withdrawal form and your bill to any one of our tellers and they will pay your bill and give you a BPAY receipt number to verify that the bill has been paid.

### BPAY Payment Schedule

| <b>If the BPAY payment is made:</b> | <b>Payment will be received by the biller:</b>              |
|-------------------------------------|---|
| Before 2pm on a business day        | On the next business day                                    |
| After 2pm on a business day         | 24 to 48 hours later excluding weekends and public holidays |
| On a non-business day               | On the next business day allowing 24 to 48 hours            |

Refer to our [Product Disclosure Statements](#) brochure for full details.

© Registered to BPAY Pty Ltd ABN 69 079 137 518

# Phone Banking

Phone banking allows you to do many things with your account without having to go into a branch or speak to one of our staff. This means that you can find out your account balance, make transfers or pay bills even when TCU is not open.

## Things you can do with Phone Banking

- Check Your Savings Account Balances
- Check Your Loan Account Balances
- Check Your TCU Investments
- Check Recent Transactions
- Pay Your Bills Using BPAY®
- Transfer Funds Between Your Own Accounts
- Transfer Funds to Other TCU Accounts
- Check Interest Earned for the Previous Financial Year as Well as Current Year to Date
- Change Your Pin Number
- Plus Other Time Saving Functions

## Phone Banking Menu

Press the following numbers for phone banking functions:

1. Savings account balances
2. Loan & investment balances
3. Check the last 5 transactions on an account
4. Transfer funds between selected accounts
5. BPAY® transactions
6. To see if a personal cheque has been presented
7. Access another client number
8. Other phone banking functions:
  2. Interest earned on accounts for last financial year
  3. Change Personal Pin number
  0. Return to Main menu
9. To speak to one of our staff members.

# Phone Banking

When choosing your pin number avoid using:

- repeated digits (eg 1,1,1,1)
- your date of birth
- simple sequences
- alphabetical codes that are part of your name

By using "easily recognisable" pin numbers you may be held liable for any fraudulent transactions that occur on your account.

## How to use Phone Banking

### **Step 1:**

If you have not used phone banking before, call the Head Office on **08 8999 0777** and press 2 to speak to one of our operators so that they can set you up and give you a special phone banking pin number.

### **Step 2:**

Once you have your pin you can call the phone banking line again on **08 8999 0777**.

### **Step 3:**

You will hear a voice tell you:

*"Welcome to TCU phone banking. Please enter your member number then press the # (hash) button".*

### **Step 4:**

After you have done this you will hear:

*"Please enter your personal pin number then press the # (hash) button".*

This is where you enter the phone banking pin number TCU just gave you. This is different from your cuecard pin number.

# Phone Banking

**Step 5:**

If this is the first time you are using phone banking you will be asked to choose your own new phone banking pin number. The voice will tell you:

*"As this is the first time that you have used this service please enter a new personal pin number which you wish to use for all future enquiries. When selecting your new pin number you may enter any number with four digits followed by the # button, but please avoid the use of simple sequences, repeated digits or date of birth. Please enter your new pin number now followed by the # (hash) button".*

**Step 6:**

The voice will now run through the main menu of services (following) that you can access through phone banking. Just follow the prompts and press the number of the service that you require.

**Step 7:**

If you would like to use phone banking to transfer money to someone else's TCU account you will need to call Head Office again on **08 8999 0777** to get a staff member to link that persons account number to your phone banking. This will make sure that you don't transfer money to the wrong persons account by accident. Once you have that persons account linked once you can then transfer money whenever you like without having to speak to an operator again.

## **IMPORTANT INFORMATION**

Do not reveal your password to anyone and do not keep a written record even if it is disguised.

The best way to ensure protection of your password is to memorise it.

# Internet Banking

You can use Internet Banking to access your accounts 24 hours a day, seven days a week. This means that you can check your account balance, pay bills and transfer money to other people instantly without having to go through a TCU branch. Internet Banking is easy to use and all you need is a computer with internet access.

## Things you can do with Internet Banking

- Check the balance of your account.
- Transfer funds between your accounts as well as to other linked TCU accounts.
- Transfer funds externally to other Bank or Credit Union accounts.
- Pay your bills using BPAY.
- Update your personal information.
- See past transactions online.
- Print your financial information.

## How to use Internet Banking

### **Step 1:**

If you have not used Internet Banking before, call the Head Office on **08 8999 0777** and press 2 to speak to one of our operators so that they can set you up and give you a special Internet Banking password.

### **Step 2:**

Once you have your password log in to Netteller at [www.tcu.com.au](http://www.tcu.com.au). You will need to enter your member number and the Internet Banking password you were just given.

## Internet Banking

**Step 3:**

Once you are logged in the system will ask you to choose your own new password so that no one else knows what it is. Follow the instructions on the screen to do this.

**Step 4:**

On the left hand side of the screen you will see a menu of all of the things you can do or access with Internet Banking. Click on the item that you would like to use and follow all the instructions on the screen.

**Step 5:**

When you have finished using internet banking remember to log out by clicking on the log out button in the menu list. This will ensure that no one else can access your accounts after you leave the computer.

## Important Information

Do not reveal your password to anyone and do not keep a written record even if it is disguised.

The best way to ensure protection of your password is to memorise it.

Refer to our [Product Disclosure Statements](#) brochure for full details.

This brochure contains terms and conditions of internet banking and apply when you use TCU's Netteller.

Your use of Netteller indicates you acceptance of such terms and conditions.

# Privacy Statement

The nature of personal information collected and maintained generally comprises your name, address, account numbers, contact details (including telephone, fax and e-mail), tax file number, date of birth, annual income and other financial details, place of work, credit history and transaction history.

## **What Information don't we collect?**

The personal information we collect does not usually comprise sensitive information or opinion about a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal records or health information. We must not collect the information if you instruct us not to. However, if you provide incomplete or inaccurate information, we may not be able to provide you with the services you are seeking where the information we need is relevant to the service.

## **How do we collect the Information?**

We collect most personal information directly from you. For example, we may collect personal information when you open an account, fill in an application form, deal with us over the telephone, send us a letter, visit our website, or when you have contact with us in person. There may also be occasions when we need to source personal information about you from a third party. For example, we may collect personal information from a credit-reporting agency, an insurer of your mortgage, or an employer.

## **Use of Personal Information**

As mentioned previously, we collect your personal information for the primary purpose of building and servicing our relationship with you. For example, opening and operating an account or seeking a loan. This Privacy Policy is made on behalf of Traditional Credit Union Ltd and all references to "TCU", "we", "us", or "our" in this statement refers to Traditional Credit Union Limited (ABN 50 087 650 922) and any of its related bodies corporate or trading names. The National Privacy Principles also form part of this Privacy Policy and

# Privacy Statement

## **Our Commitment to Privacy.**

At TCU, we understand the importance you attach to information that identifies you ('personal information'), and protecting the confidentiality of that information is fundamental to the way we do business. We treat very seriously the ongoing trust you have in us to keep information we have about you private and confidential.

This Privacy Policy relates to all personal information you may provide TCU as you do business with us, and will be used to safeguard your privacy, unless you give us permission to use your information in another way. In summary, it controls how we collect, use, store and disclose personal information about you. If you have any questions relating to this Privacy Policy, please feel free to contact our Head Office on 8928 0777.

## **Personal Information**

What Information do we collect? In carrying on our business, TCU must collect certain personal information that is necessary to establish and service a mutually rewarding relationship with you and helping you access our products and services.

We may also use or disclose your personal information for purposes secondary to the main reason we collect it, such as:

- Internal Accounting & Administration
- Regulatory reporting and compliance
- Protecting you and TCU from error and fraud
- Helping us to identify and inform you about other products or services that may be of benefit to you

We may also contract out some of our functions and activities. For example, we may provide names and addresses to a mailing house to mail account statements

# Privacy Statement

## **Your Consent to Disclosure.**

In certain circumstances, your consent will be obtained so that we can disclose your information. Your consent is important, and can be express or implied. Your express consent can be verbal or written.

## **Your Consent to Disclosure.**

In certain circumstances, your consent will be obtained so that we can disclose your information. Your consent is important, and can be express or implied. Your express consent can be verbal or written. You imply consent when we can reasonably conclude that you have given consent by some action you have taken, or when you decide not to take action. For example, when you request a cheque book, we disclose identifying information about you to a printer so that your cheque book can be personalised. Naturally, the confidentiality of your personal information is still maintained. In addition, when you enter into an arrangement with TCU such as BPAY® facilities, and you accept the terms and conditions associated with the facility, you are giving your consent to the disclosure of identified information.

# Dispute Resolution Procedures

## **Complaints & Dispute Resolution**

Traditional Credit Union Limited is Proud of the quality service we provide and are committed to being the leading provider of financial services to Indigenous people in the Northern Territory.

### **Please tell us if you have a complaint.**

If you are unhappy with any of our products or services we need to know so that we can work together to resolve the problem. The Code of Practice provides that you have access to a free dispute resolution system. TCU have such a system in place designed to deal promptly and fairly with complaints.

What to do if you have a complaint.

#### **Step 1:**

Talk to the staff at your local branch or Head Office. Let them know what the problem is and they may be able to solve the problem immediately.

#### **Step 2:**

Advice TCU's Complaints Officer or complete a Dispute Form. The dispute will be referred to a senior staff member responsible for the particular product or service that you are having a problem with. If the original decision is not to your satisfaction, you have the option of having your complaint reviewed by the General Manager. The decision given by the General Manager will normally be considered final and in most cases written reasons will be given for the decision.

### **If you are still not satisfied with the result**

#### **Step 3:**

You can take your complaint to an external organisation.

## Dispute Resolution Procedures

### **We are here to help you.**

- Any complaints can be made to our complaints officer. The dispute resolution process provides a link between the member and TCU to achieve joint resolution of a complaint in the most timely and effective manner possible.
- The acknowledgment of your formal complaint or dispute will normally be issued within one working day.
- Complaints will be dealt with according to established guidelines and will ensure fairness to all our customers.
- We will respond to you in writing within 21 business days with either the outcome of our Investigation or explaining more time is required. If more time is required we will respond to you in writing within 45 days from the initial complaint being received.
- Should TCU exceed 45 days we will keep you informed as to the reasons for the delay and provide you with our expected decision date.

Traditional Credit Union Limited is a member of the Financial Ombudsman Service. They will give independent and impartial consideration to your complaint at no cost and:

- You do not lose any legal rights
- You can withdraw from the process at any time, and
- You are able to pursue your complaint in a different manner if you do not accept their decision.

Contact details for Financial Ombudsman Service:

Phone: 1300 780 808  
Fax: 1300 139 221  
Address: The Ombudsman  
GPO Box 3  
MELBOURNE VIC 3001  
Email: [privacy@fos.org.au](mailto:privacy@fos.org.au)  
Website: [www.fos.org.au](http://www.fos.org.au)