

Once you have registered for SMS and Email Alerts you will find these buttons on the On-Line Banking menu bar.

Button Grouping

Button Details

ALERTS

Settings

Shows your setting details such as mobile number, email address, charge account and times

Alerts

Request alerts for external debits and credits

Scheduled balance alerts

Schedule the times you wish to receive balance alerts

View SMS history

View the history of previous and pending alerts

Deregister from SMS

Deregister from SMS and Email Alerts Facility

Costs

The costs for alerts are:

SMS Alerts \$0.20 (20 cents)

Email Alerts \$0.10 (10 cents)

Need Help?

You can view these Handy Hints any time under the Help Menu in On-Line Banking. Our Terms and Conditions are also available there. You can call us on 1800 033 139, Monday to Friday, 8.00am to 6.00pm. Otherwise email info@defcredit.com.au 24 hours a day for a reply the next business day.

Defence Force Credit Union Limited

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Defcredit

Defence Force Credit Union Limited

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Defcredit

A different kind of banking

SMS and Email Alerts Handy Hints

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SMS & Email Alerts Facility

The Defcredit SMS (Short Message Service) and Email Alerts Facility allows you to receive account information by SMS to your mobile phone or by email to your nominated email address whenever a nominated event occurs.

System Requirements

A mobile phone and/or email address. When you activate the SMS and Email Alerts Facility you are authorising Defcredit to send you account information and promotional material by SMS or email to the number or email address you nominate. For this reason we recommend the details you supply are your personal mobile number and email address that only you have access to.

Registering for SMS & Email Alerts Facility

To register for SMS and Email Alerts simply click on the Register for SMS button found on the On-Line Banking (OLB) menu bar, once you have logged in using your secure login to Defcredit Direct On-Line Banking. Members not registered for On-Line Banking call our Defcredit Direct Contact Centre on 1800 033 139, Monday to Friday, 8.00am to 6.00pm.

Information I can receive by SMS or Email

You can select the alerts you require once you have submitted your request for registration by selecting the alert type and time frames. Alerts available to you:

Alerts

SMS or Email Alerts can be received at nominated times. Alerts can include instances such as:

- External credits received on membership
- Account balance as at a specific time
- External direct debits

Event Driven Requests

- Direct credit received on membership
- Direct debit received on membership
- Balance above or below threshold on nominated account/s
- Regularly scheduled balance advices on nominated account/s

On Demand Requests

You can receive an on demand SMS by sending an SMS text message to **0428 768 432** with the following information:

SMS Balance Enquiries

Please note – You can text these requests in either upper or lower case.

- BAL** Will provide you with the available balance for each account within your membership.
- BALS1** Will provide you with the available balance for the first Savings Account that appears on your statement, (for OLB users this is the first account displayed on the screen). BALS2 will provide the second Savings Account, BALS3 the third and so on.
- BALS1 3** Will provide you with the available balance for the first Savings Account that appears on your statement, (for OLB users this is the first account displayed on the screen) and for your third Savings Account. Any combination of Savings Account balances can be requested.
- BALL1** Will provide you with the available balance for the first Loan Account that appears on your statement, (for OLB users this is the first account displayed on the screen). BALL2 will provide the second Loan Account, BALL3 the third and so on.

BALL1 3 Will provide you with the available balance for the first Loan Account that appears on your statement, (for OLB users this is the first account displayed on the screen) and for your third Loan Account. Any combination of Loan Account balances can be requested.

BALI1 Will provide you with the available balance for the first Investment Account that appears on your statement, (for OLB users this is the first account displayed on the screen). BALI2 will provide the second Investment Account, BALI3 the third and so on.

BALI1 3 Will provide you with the available balance for the first Investment Account that appears on your statement, (for OLB users this is the first account displayed on the screen) and for your third Investment Account. Any combination of Investment Account balances can be requested.

SMS Transaction History Enquiries

Please note – You can text these requests in either upper or lower case.

- BALST** Will provide you with the available balance and last 3 transactions for your Savings Accounts in order they appear on your statement (for OLB users it will be the order they appear in OLB).
- BALLT** Will provide you with the available balance and last 3 transactions for your Loan Accounts in order they appear on your statement (for OLB users it will be the order they appear in OLB).
- BALIT** Will provide you with the available balance and last 3 transactions for your Investment Accounts in order they appear on your statement (for OLB users it will be the order they appear in OLB).

A maximum of 160 characters applies to SMS