

Defence Force Credit Union Limited
ABN 57 087 651 385 AFSL 234582
Head Office Level 2, 99 King Street
Melbourne VIC 3000
Tel 03 8624 5888 Fax 03 8624 5892

Contact Centre 1800 033 139
Online Banking defcredit.com.au
Telephone Banking 1300 366 808
BSB 803-205

F434 (10/08)

Telephone Banking Guide

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Telephone Banking Guide

What you need

- 1 Your Defcredit member number.
- 2 Your Telephone Banking password.

Passwords

- 1 Passwords are numeric combinations of 4-6 digits. Your initial password will be issued by Defcredit.
- 2 The first time you login you will be asked to change the password to one of your choice.
- 3 To change your password, after inputting your existing password you must press **8**, then select menu option **2**.
- 4 For security reasons, after two incorrect password attempts you will be locked out of the system for 30 minutes.

How to use Telephone Banking

- 1 Call Defcredit Telephone Banking on:
(03) 8624 5808, or 1300 366 808.[^]
- 2 Enter your member number and press the **hash #** button.
- 3 Enter your telephone banking password at the prompt and press the **hash #** button.
- 4 You will automatically be given the balance of primary accounts.
- 5 You are then provided with further options as listed on the right.

Handy Hints

- 1 Payments to other institutions can be made by using BPAY[®]. *
- 2 Make a note of receipt numbers issued for BPAY transactions processed and check these against your statement.
- 3 Please allow up to three business days, from the nominated BPAY payment date, for the biller to receive the funds.

[^] Local call rates may apply. Calls from mobiles may attract a higher rate.

* Fees and charges may apply, please refer to the Fees and Charges Schedule for details.

Menu options

- 1 Savings account balance.
- 2 Other account balance(s).
- 3 To check the last ten transactions.
- 4 Transfer funds between selected account types:
 - 1 within your own accounts
 - 2 to another Defcredit member.
- 5 Pay bills by BPAY :
 - 1 today
 - 2 future dated (no more than 30 days in advance).
- 6 Activate a Visa Card or Redicard.
- 7 Access the loans menu.
- 8 Access other functions:
 - 1 order a statement *
 - 2 change Telephone Banking password
 - 3 interest earned
 - 4 leave a message
 - 5 list of all your account numbers
 - 6 Privacy Policy Statement.
- 9 Transfer to a Member Service Officer.

Need help?

You can view this guide any time at defcredit.com.au.
If you experience difficulties with Defcredit Telephone Banking, call us on 1800 033 139, Monday to Friday, 8am to 6pm (AEST), or email info@defcredit.com.au