

# Telephone Banking Guide

Contact Centre 1800 033 139  
Online Banking [defcredit.com.au](http://defcredit.com.au)  
Telephone Banking 1300 366 808

Defence Force Credit Union Limited  
ABN 57 087 651 385 AFSL 234582

Head Office Level 2, 99 King Street  
Melbourne VIC 3000

F434 (02/10)

# 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 three 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.<sup>^</sup>
- 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 B<sub>PAY</sub>®.\*
- 2 Make a note of receipt numbers issued for B<sub>PAY</sub> transactions processed and check these against your statement.
- 3 Please allow up to three business days, from the nominated B<sub>PAY</sub> payment date, for the biller to receive the funds.

<sup>^</sup> 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 B<sub>PAY</sub>:
  - 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](http://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](mailto:info@defcredit.com.au)