

Date 4 February 2023

We are making the following changes to the Traditional Credit Union Cashless Debit Card Account (TCU CDC Account).

The changes will be effective from 6 March 2023.

The TCU CDC Account – Condition of Use have been amended, effective 6 March 2023, and are attached to this notice.

Reason for change

The Commonwealth Government has abolished the trial of the Cashless Debit Card (CDC) program with the final closing date being 5 March 2023. The Commonwealth Government has replaced the CDC program with a new Income Management program, the **SmartCard enhanced Income Management** program.

Eligible CDC participants will be required to transition to the new SmartCard enhanced Income Management program, effective 6 March 2023.

What the changes will mean for TCU CDC Account customers

TCU is a Commonwealth Government approved Issuer of the **CDC Card and Account** under the existing CDC program (scheduled to cease on 5 March 2023).

If you have a TCU CDC Account, you will also have a TCU CDC VISA Card. The card looks like this (“Dark Red” in colour).....



Under the new SmartCard enhanced Income Management program, the Commonwealth Government has instructed TCU to make changes to the current TCU CDC Account - Conditions of Use.

These changes will ensure that the TCU Card and Account are ready to comply with the new features and restrictions of the new SmartCard enhanced Income Management program as defined in the Social Security Legislation.

Key changes include:

- The name of the new VISA Card will be the Traditional Credit Union SmartCard. We will commonly refer to this Card as the **TCU SmartCard**.

TCU is in the process of becoming a Commonwealth Government approved Issuer of the new SmartCard and the associated SmartCard enhanced Income Management Account under the new SmartCard enhanced Income management program.

The new TCU SmartCard VISA Card will look like this (“Dark Blue” in colour).....



Note: Your “Dark Red” VISA Card will continue to work on your TCU SmartCard Account and will be changed to the new “Dark Blue” VISA Card at an agreed time with you. You do not need to do anything at this stage.

Continued next page

- The name of the associated Bank Account will be the Traditional Credit Union SmartCard enhanced Income Management (eIM) Account. We will commonly refer to this Account as the **TCU SmartCard Account**.

Note: Your Account Number will not change, and any scheduled payments attached to your Account remain in place. You do not need to do anything at this stage.

- Tobacco and tobacco products will be added to restricted products and will not be able to be purchased with the TCU SmartCard or directly from the TCU SmartCard Account.
- Pornographic material will be added to restricted products and will not be able to be purchased with the TCU SmartCard or directly from the TCU SmartCard Account.
- You will be able to transfer monies between enhanced Income management accounts.
- You will not be able to make external transfers to a BSB and account number. You can arrange, with the approval of Services Australia for recurring payments to be set up and automatically debited from your TCU SmartCard Account.
- There is no interest payable on your TCU SmartCard Account.

Note: This change is effective from 1 March 2023 and has been previously advised by the appropriate notice process. The interest payable on your account is determined by the Australian Commonwealth Government.

We will update the TCU Website from 6 March 2023, to include a menu item "SmartCard", under which information will be available about the TCU SmartCard and associated TCU SmartCard Account.

Access to the TCU SmartCard eIM Internet Banking portal will also be available on the TCU Website Homepage.

You will need to download the new TCU SmartCard eIM App from 6 March 2023, from the App Store relevant to your device.

Until 6 March 2023 the TCU Website will continue to refer to the Cashless Debit Card (CDC).

For more information about the enhanced IM program, go to www.servicesaustralia.gov.au/smartcard.

For more information about your Card or Account, you can call the TCU Customer Service Centre on 1800 828 232 or (08) 8999 0777.