



## We're for banking made simple.



Bank on the go with the Mobile Banking App available from the App store or Google Play.



Take advantage of fee-free withdrawals at all People's Choice ATMs.



Want to view your accounts online? Access Internet Banking at [peopleschoice.com.au](https://www.peopleschoice.com.au)



An extra layer of protection with Secure Code.



Pay on the go with Google Pay, Apple Pay and Samsung Pay.



Have a question? Call us on **13 11 82**.

## Frequently asked questions.



### Why is my statement important?

It's your way to check your transactions and if you're registered for eStatements you'll have access to past statements online.

Check your statements regularly for any unauthorised use and report to us immediately.



### How do I report an unauthorised transaction?

Not sure about a transaction on your account? Just give us a call on **13 11 82**.



### What should I do if I'm going overseas?

Let us know when you're jetting off so we can recognise any foreign transactions and don't forget to register for Secure Code.



### What should I do if my card is lost or stolen?

Give us a call on **13 11 82, +61 8 8305 8305** if you're overseas or visit your nearest branch.

## You're helping our planet.



**By banking with People's Choice, you're helping our planet.** We promise to never put money into the fossil fuel industry.

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## We're happy to hear from you.

People's Choice is always happy to hear from our members. If you have any questions, our National Contact Centre can be reached on **13 11 82** or submit a **Contact Us Enquiry Form** at <https://www.peopleschoice.com.au/contact-us/contact-enquiry-form>.

Alternatively, if you wish to make a complaint, please advise by reply email or by calling the Complaints Resolution Team directly on **1800 961 687**. More information about how People's Choice manages complaints can be found at <https://www.peopleschoice.com.au/help-and-support/feedback-and-complaints>.

If you're unhappy with the outcome provided, you can request an independent review via the Australian Financial Complaints Authority (AFCA). AFCA can be contacted on 1800 931 678, emailing [info@afca.org.au](mailto:info@afca.org.au), writing to GPO Box 3, Melbourne, VIC 3000 or via their website at [www.afca.org.au](http://www.afca.org.au)

## Experiencing financial difficulty?

If you're finding it hard to meet your repayments, we're here to help. Call our dedicated team on **(08) 8124 2146** or email [cmanagementpccu@peopleschoice.com.au](mailto:cmanagementpccu@peopleschoice.com.au) to discuss your options.

## Unauthorised Transactions.

Familiarise yourself with your obligations to keep your Cards, Contactless Enabled Mobile Devices, Codes, PINs and passwords secure;

- Memorise your Codes, PINs and passwords. Don't keep records of your Codes, PINs or passwords in written or electronic form;
- Don't select a PIN that represents your birth date or a recognisable part of your name.
- Don't tell anyone your Codes, PINs or passwords or lend your Card to anyone;
- Familiarise yourself with the steps you have to take to report loss or unauthorised use or theft of your Cards, Contactless Enabled Mobile Device;
- Check your statements regularly for any unauthorised use and report to us immediately;

These guidelines provide examples of security measures only and will not determine your liability for any losses resulting from unauthorised EFT transactions. Liability for EFT transactions will be determined in accordance with our Accounts & Access Facilities Terms & Conditions and the ePayments Code. For more information on the ePayments Code visit <https://asic.gov.au/regulatory-resources/financial-services/epayments-code/>

