



## Visa Credit Card Frequently Asked Questions

### How do I apply for a VISA Credit Card?

Download a Visa Credit Card application (*available on our website*).

Mail completed application to:  
Victoria Teachers Credit Union  
P.O. Box 338  
Camberwell VIC 3124  
**or fax to 03 9882 4348**

or:

- Call one of our friendly Member Service Consultants on **1300 654 822**.

One of our friendly Lending Consultants will call you within 48 hours.

If your application is accepted, your Credit Card will be issued to you within 5 business days.

### Does the VISA Credit Card have any fees?

- There are no monthly fees and no annual fees.
- If a cheque is used to pay the VISA Credit Card repayment and it is dishonoured, the Member will be charged a dishonour fee.
- If the VISA Credit Card is used overseas, there are conversion fees.
- A fee is payable immediately if the balance of your account exceeds the credit limit by \$50 or more at close of business on any day. The fee is payable again at the end of each period of 7 business days thereafter if the balance remains overdrawn by \$50 or more.
- A fee is payable immediately if all or part of a repayment to your Credit Card is 10 days in arrears. A further Arrears fee of \$20 is payable at the expiry of 30 days after the account falls into arrears if all or part of the repayment remains in arrears.
- A fee is charged for over the counter cash advances and overseas ATM withdrawals.

### Are there any fees associated with using my VISA Credit Card overseas?

Yes. Every time you use your card overseas, the transaction will need to be converted to Australian dollars. A conversion fee of 2% of the amount will be added to the transaction. Fees also apply to overseas ATM withdrawals and over the counter cash advances.

### Does the VISA Credit Card have any Rewards/Reward Program?

No, the VISA Credit Card does not have any Rewards/Reward Program attached to it. With our Credit Card, you will benefit from a very competitive interest rate, no annual fee and up to 55 days interest free.

### How can I repay the VISA Credit Card?

- You may choose to use the automatic payment facility that debits your S1 Savings Account for the minimum payment on the due date, or the closing balance of the statement on the due date.
- You may transfer funds via Phone Banking, our 24 hour, 7 day telephone banking system.
- You may transfer funds via our Internet Banking site.
- You may redraw funds direct from your loan if this is available to you.
- You can forward a cheque to our office (*details are noted on the VISA Credit Card statement*).
- You can pay in person at either our Camberwell or Moonee Ponds branch.

### Where can I use the VISA Credit Card?

At any business where the VISA symbol is shown, either in Australia or overseas.

### Can I use the VISA Credit Card at an EFTPOS terminal?

You can use your VISA Credit Card at an EFTPOS terminal, however, you have to press the 'Credit' button and sign the authorisation form. You cannot access cash via an EFTPOS terminal, as this is not linked to your Savings Account.

**Can I use the VISA Credit Card overseas?**

Yes, at any place where the VISA symbol is shown. This can be either at a business, retail outlet or for Cash Advances at an overseas bank.

**If I experience problems in using my VISA Credit Card, whom do I call?**

Please call Victoria Teachers Credit Union Card Services on (03) 9285 4199 during business hours.

**If my card is lost or stolen, whom do I call?**

Please call Victoria Teachers Credit Union on **(03) 9285 4199** between 9:00am and 5:00pm Monday to Friday, or 1800 252 149 outside of these hours.

**Can I change the PIN on my VISA Credit Card?**

Yes, by visiting our Camberwell or Moonee Ponds offices, you can register the PIN of your choice.

**Are there any age limits on applying for the VISA Credit Card?**

The primary cardholder must be at least 18 years of age.

**Can I have more than one card on the VISA Credit Card?**

You can apply for the VISA Credit Card in joint names and you will be issued with individual Credit Cards linked to the one Credit Card account. This means that both cardholders are operating within the one Credit Card limit.

Alternatively, you can request to have an additional cardholder added to your existing VISA Credit Card.

**Do I have to be a shareholder?**

Yes, all borrowers must be shareholding Members.

**What does 'Interest-Free days' mean?**

'Interest-free days' means that you do not pay interest during this time. The following is an explanation of how this works. You have 25 days following your Credit Card statement to pay the full amount outstanding on the VISA Credit Card statement and not incur any interest charges. This means that you could make a purchase the day of your statement; as your next statement will not be issued for another 30 days, you have a maximum of 55 days interest free.

Please note: 'Interest-free days', does not apply to Cash Advances or Balance Transfers.

**How often will I receive a statement for my VISA Credit Card?**

You will receive a separate monthly statement included with your current Member statement and the Slate Newsletter.

**What if I don't pay the full amount outstanding on the VISA Credit Card statement by the due date?**

If you do not pay the statement amount in full by the due date, you are not eligible for the interest-free days. Interest will be back-dated and charged from the effective date of the transaction.

**How do I transfer the balance of my credit card held with another financial institution to my VISA Credit Card?**

Simply complete and sign the 'Balance Transfer Authorisation' form (*available from our website*) and return to Victoria Teachers Credit Union. We will add the amount being transferred to your VISA Credit Card and pay the applicable financial institution.

**Does the VISA Credit Card replace my VISA Debit Card?**

No, they are two separate cards.

The VISA Debit Card accesses funds in your Savings Account or through your Savings

Account to a Line of Credit facility.

The VISA Credit Card accesses funds up to your approved credit limit on the Credit Card.

**When I make a payment, how is this applied to the money owing?**

When making a payment, the funds are allocated to pay certain transactions first. The order is:

1. Government Charges.
2. Cash Advance Interest.
3. Cash Advance Statement transactions.
4. Cash Advance Current.
5. Retail Purchase Interest.
6. Retail Purchase Statement transactions.
7. Retail Purchase Current.
8. Current Interest charges.