




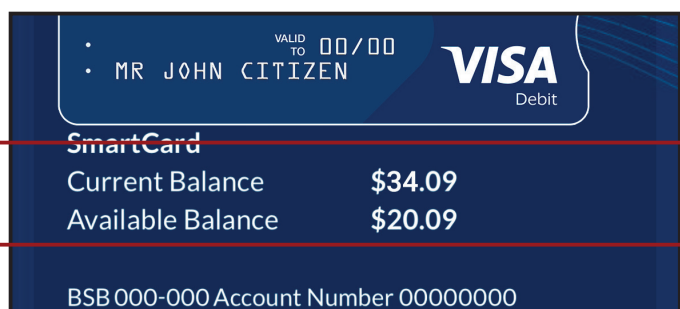
How to check your account balance

 This information sheet shows the SmartCard eIM app. The Traditional Credit Union (TCU) SmartCard eIM app and online account work the same but look a bit different.

Use this information sheet to learn about the different ways to check your enhanced Income Management account balance.

When you open your SmartCard eIM app or online account, you will see your current and available balance.

The available balance is how much money you have available to spend straight away.



Other ways to check your balance:

1 Use the SMS option on the back of your SmartCard.






2 Use any Westpac, Commonwealth, ANZ, NAB or other participating fee-free ATM.






For more help or information

If you have a SmartCard:

-  go to servicesaustralia.gov.au/smartcard
-  call the **SmartCard eIM hotline on 1800 252 604** – interpreters available.
-  visit a Services Australia service centre.

If you have a Traditional Credit Union (TCU) SmartCard:

-  go to tcu.com.au/smartcard
-  call TCU on **1800 828 232**.
-  visit a TCU branch.