

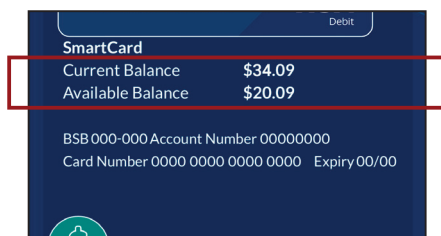


How to check your card and account details

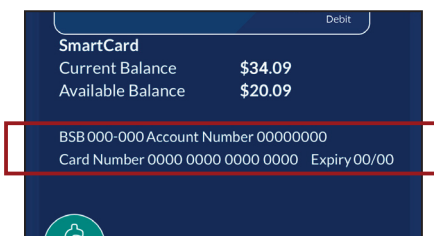
This information sheet shows the SmartCard eIM app. The Traditional Credit Union (TCU) SmartCard eIM app and online account work the same but look a bit different.

Use this information sheet to learn how to check your SmartCard and enhanced Income Management account details online.

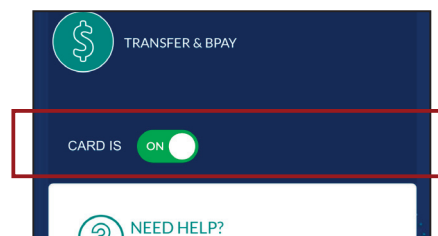
When you log in to your SmartCard eIM app, you will see your SmartCard details on the page, including:



Your available balance, which is how much money you have available to spend.

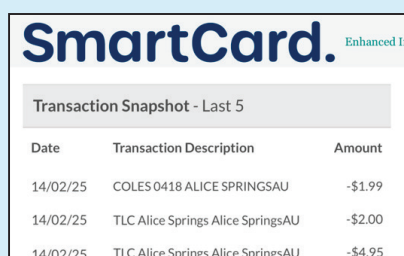


Your enhanced Income Management BSB, account number and card number.

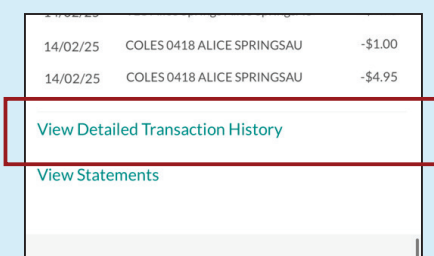


If the card is ON or OFF. If your card is OFF, it cannot be used.

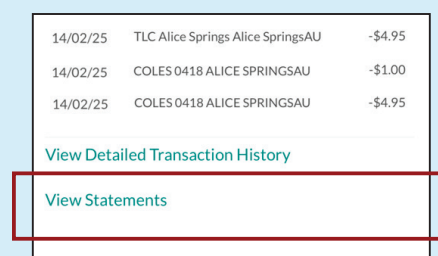
You can also:



View Transaction Snapshot to view the last 5 account transactions.



View Detailed Transaction History to see all past transactions.



View Statements to see past statements and change how often you get them.

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.