




# How to keep your money and SmartCard safe

 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 keep your money and SmartCard safe.

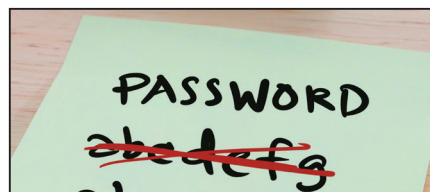
To keep your SmartCard safe, **do not**:




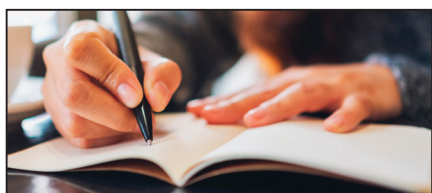
 give your SmartCard to anyone




 share your password or PIN with anyone




 set a password or PIN that can be easily guessed




 write down your password or PIN




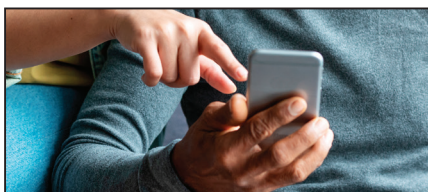
 let anyone see your PIN




 throw your SmartCard away



 forget your SmartCard when you leave a store






 add your SmartCard to your digital wallet if you share a mobile phone.

Contact us or the Traditional Credit Union (TCU), straight away if:




- your SmartCard is lost, stolen or damaged
- someone knows your password or PIN
- there is money missing from your account or there is a transaction you did not make.

## For more help or information

If you have a SmartCard:

-  go to [servicesaustralia.gov.au/smartcard](https://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](https://tcu.com.au/smartcard)
-  call TCU on **1800 828 232**.
-  visit a TCU branch.