



How to set up direct debit payments

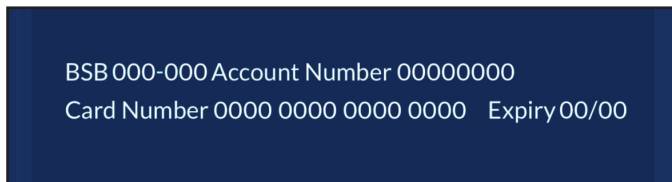
This information sheet shows the SmartCard eIM app. The Traditional Credit Union (TCU) SmartCard eIM app and online account work the same but look a bit different.

Use this information sheet to learn how to set up direct debits from your enhanced Income Management account.

To **set up a new direct debit** from your enhanced Income Management account:



1 Contact the bank or business you need to pay.

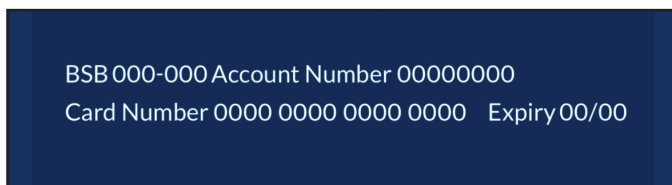


2 Tell them your enhanced Income Management BSB and account number.

To **change an existing direct debit** to come from your enhanced Income Management account:



1 Contact the bank or business you are paying.

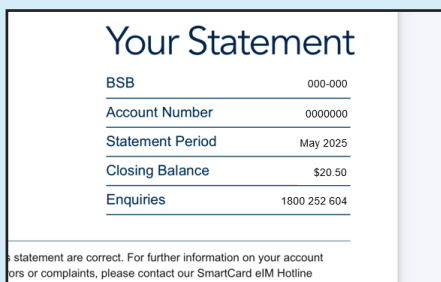


2 Ask them to update your direct debit details to your enhanced Income Management BSB and account number.

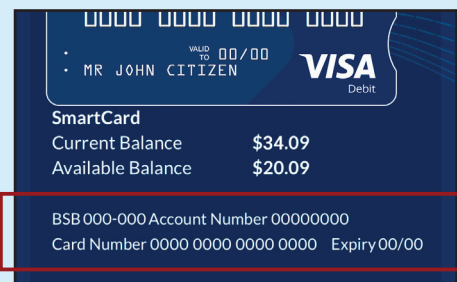
Where to find your BSB and account number:



On the back of your SmartCard.



On your account statement.



On the SmartCard eIM app or your online account after you log in.

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.