# How to check your enhanced Income Management account balance

## Video transcript

A simple way to check how much money you have in your enhanced Income Management account, is to use the SmartCard eIM app, TCU SmartCard eIM app or online account. The apps and online accounts work the same but just look a little bit different.

In this example, we will show you the SmartCard eIM app.

Open your SmartCard eIM app and you will see your current and available balance. The current balance includes pending transactions, which means the amount showing may not all be available for spending. The available balance is how much money you have available to spend straight away.

There are lots of ways you can check this:

* Use the SMS option on the back of your SmartCard.
* Use any Westpac, Commonwealth, ANZ or NAB ATM or any other participating fee-free ATMs, or visit a service centre.
* Call **1800 252 604** and choose the balance checking option. To do this, you will need your Card ID and CVV number. This is on the back of your SmartCard.
* If you have a TCU Smartcard, contact TCU on **1800 828 232** or visit a TCU branch.

If you need help or more information, go to **servicesaustralia.gov.au/smartcard**, call **1800 252 604** (you can ask for an interpreter if you need one), or visit a service centre.

If you have a TCU SmartCard, go to **tcu.com.au/smartcard**, call TCU on **1800 828 232**, or visit a TCU branch.