# How to keep your money and SmartCard safe

## Video transcript

It’s really important to keep your money and your SmartCard safe.

To help keep your SmartCard safe, do not:

* give or lend your SmartCard to anyone, including family and friends
* share your password or PIN with anyone
* set a password or PIN that someone can guess easily
* write down your password or PIN where someone can easily find them
* let anyone else 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.

If you add your SmartCard to your digital wallet, treat your device like your purse or wallet and always keep it close.

Tell Services Australia, or the Traditional Credit Union, straight away if:

* your SmartCard is lost, stolen or damaged
* someone knows your online account password or SmartCard PIN
* you’ve lost your device, or
* there is a transaction you do not recognise.

You can also log into your SmartCard or TCU SmartCard online account to:

* turn off or block your SmartCard if it is lost or stolen
* set up alerts to tell you when a transaction declines or if you have a low balance
* turn tap to pay on or off, or
* order a replacement SmartCard.

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.