



Australian Government



Services
Australia

Djambarrpuyngu
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Nhaltjan dhu bäki SmartCard eIM app ga online account

Nhe balan bäki SmartCard eIM app wo TCU SmartCard eIM app wo online account nhänharaw nhuju account-ku ga manage nhuju payments ga nhuju SmartCard-ku.

Njunhiyi apps ga online accounts-tja lika djäma same yurr dhorrnha ganjamarr wiripun.

Dhiyaldja example-ñur, limurr dhu milkum nhokal SmartCard eIM app.

Balanyamirriy dhe dhu log in nhokal SmartCard eIM app-lil, nheny dhu nhäman nhuju account details ñunhili page-ñur, nhakun including ga:

- nhuju card number
- nhuju available balance, ñunhiyi nhämunha' nhuju ga rrupiya ñorra bäkiw
- nhuju enhanced Income Management account number ga BSB
- ñunhiyi nhuju card on ga wo off ga (ñunhiyi nhuju card off ga, bäyñun dhu bäki), ga
- option nhänharaw last 5-mirr transactions-ku.

Nhe balan djarr'yurr 'View Detailed Transaction History' nhänharaw warrpam'ku ñäthilingu transactions-gu mala.

Djarr'yunaray 'View Statements'-thuny balan lets nhunany nhänharaw ñäthilinguw statements-ku ga lets nhunany balan djambiw nhatjinya often balan dhe gi märrañ nhuju statements ga nhaltjan dhe dhuka märram ñunhiyi mala.

'Settings' link ga ñorra nhunhiyili wanhal:

- Nhe balan bäki 'Transaction Settings' tap to pay-gu on wo off-gunanharaw. Tap-tja mayali' dhe balan tap nhuju card EFTPOS terminal-ñur wuñuli'yunaraw store-ñur ga yakan entering PIN-dja wuñuli'yunaraw up to \$100-ku, wo \$200 some-ñurdja stores-ñur.
- Manymak dhe balan off-guñ tap to pay bawalamirriy ñunhiyi dhe balan prefer insert-ku wo swipe-ku nhuju card shops-ñur mala.
- Nhe balan block winya'yunawuy wo manañinyawuy card. Dhiyañuny dhu gulmaram nhuju SmartCard bäkiw ñunhiyi balan winya'yurr wo manañi.
- Nhe balan replaced damaged-puy card. Dhuwandja mayali' dhe balan yuñan märrañ card ñunhiyi nhuju SmartCard damaged-puy.
- Nhe balan djambi nhuju SmartCard PIN.
- Nhe balan djambi nhuju daily limit. Dhuwandja most dhe balan bäki card-thu each day-yu.
- Nhe balan manage nhuju daily payment limit. Dhuwandja most dhe balan bäki BPAY-yu wo transfer wiripulil account-lil each day-yu.
- Ga dhe balan manage alerts mala. Nhe balan set up alerts marrka dhuka lakaram nhokal balanyamirriy dhu transaction declines wo ñunhiyi balan nhuju nyumukuniny balance.

Njunhiyi dhe need gunga'yunaraw wo bulu information-gu:

- marrtji servicesaustralia.gov.au/smartcard-lil
- riñimap **1800 252 604**-lil, manymak dhe balan ñaṅ'thurrr interpreter-w ñunhiyi dhe need
- visit service centre-ny.

Njunhiyi dhe ga ñayatham TCU SmartCard:

- marrtji tcu.com.au/smartcard-lil



- rinjimap TCU-w dhipal **1800 828 232**-lil
- visit TCU-w branch.

How to use the SmartCard eIM app and online account

You can use the SmartCard eIM app or TCU SmartCard eIM app or online account to view your account and manage your payments and your SmartCard. The apps and online accounts work the same but just look a little bit different.

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

When you log into your SmartCard eIM app, you'll see your SmartCard details on the page, including:

- your card number
- your available balance, which is how much money you have available to spend
- your enhanced Income Management account number and BSB
- if your card is on or off (if your card is off, it can't be used), and
- the option to view the last 5 account transactions.

You can select 'View Detailed Transaction History' to see all past transactions.

Selecting 'View Statements' lets you see past statements and lets you change how often you get your statements and how you get them.

There is a 'Settings' link where:

- You can use the 'Transaction Settings' to turn tap to pay on or off. Tap to pay means you can tap your card on an EFTPOS terminal to pay in store without entering your PIN for purchases up to \$100, or \$200 at some stores.
- You can turn off tap to pay at any time if you prefer to insert or swipe your card at the shops.
- You can block a lost or stolen card. This will stop your SmartCard from being used if it's lost or stolen.
- You can replace a damaged card. This means you will get a new card if your SmartCard is damaged.
- You can change your SmartCard PIN.
- You can change your daily card limit. This is the most you can spend on your card each day.
- You can manage your daily payment limit. This is the most you can pay using BPAY or transfer to another account each day.
- And you can manage alerts. You can set up alerts to tell you when a transaction declines or if you have a low balance.

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
- visit a service centre.

If you have a TCU SmartCard:

- go to tcu.com.au/smartcard
- call TCU on **1800 828 232**
- visit a TCU branch.

