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Telephone 03 8417 1777
or 1300 366 350
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Firefighters Credit Union

dedicated & committed to the financial needs of firefighters

Firefighters and Affiliates Credit Co-operative Limited ABN 68 087 651 429 AFS Licence 240898

PASSCODE APPLICATION

Important information for your records

When you call **Firefighters Credit Union** on 1300 366 350 or (03) 8417 1777, you can access Staff Assisted Telephone Banking.

Firefighters Credit Union staff are available 8:30am - 4:00pm, Monday to Friday.

Or you can use Ezy-Access (automated telephone banking) 24-hours a day by calling 1300 363 513 or (03) 9419 8562

To transact or obtain balances/information regarding your account with the help of a staff member, you will require a Passcode for confidentiality and security reasons.

Without a Passcode, your access will be restricted to making general enquiries.

If you have a Passcode, you may request and authorise the following banking activities over the telephone.

- a) Obtain balances/information regarding your account
- b) Update personal information (address/contact numbers)
- c) Open and close sub-accounts
- d) Alter existing Payroll split
- e) Change the account linked to a VISA Card
- f) Transfer funds between different membership numbers

The above banking activities cannot be authorised over the telephone unless a Passcode is provided.

Please retain the above information for you records.

Declaration

I have read the General Terms and Conditions, and agree to be bound by them by the Disclosure of Information therein.

I have also read the **Firefighters and Affiliates Credit Co-operative Limited** Privacy Statement, and consent to the contents therein.

Member Name

Member Number/s

Signature/s

Date

Please write your nominated Passcode in the space below (alpha and/or numeric, minimum 4 characters - maximum 8 characters)

Avoid using obvious words or number sequences, e.g. names, birthdays, postcodes, registered numbers.

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Please note that your personal Passcode is similar to a PIN and, as such, should not be disclosed to anyone.

Please return completed form to **Firefighters Credit Union** by mail, fax or to our branch.
If you would prefer to, you can scan and email your completed form to **info@fcl.com.au**