

SGE Credit Union can offer you...



- Personal Loans
- Car Loans
- Housing Loans
- Home Equity Loans
- Investment Loans
- VISA Debit Cards
- Redicard
- Cheque Books
- BPAY
- Savings Accounts
- Insurance Services
- Investment Accounts
- AutoSearch – Car Buying Service
- Direct Pay to Accounts
- Financial Planning Service
- Travel Service
- Foreign Exchange Service
- Internet Banking

It pays to be with SGE

SGE Credit Union Limited

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www.sgecu.com.au

Telephone: 1300 364 400

24 hr Moneyline: 1300 364 400

Email: sge@sgecu.com.au

Phone-A-Loan: 1300 364 400

230 Clarence St, **Sydney**
Level 1, 128 Exhibition St, **Melbourne**
328 King St, **Newcastle**
125 Baylis St, **Wagga Wagga**
12-14 Wentworth St, **Parramatta**
Elizabeth Drive, **Liverpool Hospital**
Shop 4/201 Howick St, **Bathurst**
Long Bay Complex, Anzac Pde, **Malabar**
Cnr Conway & Carrington St's, **Lismore**
Suite4/55, Kembla St, **Wollongong**



24 Hour Moneyline



providing solutions not just products

1 Jun 06

24 Hour Moneyline



SGE's 24 Hour Moneyline is a free service to members which lets you check account balances and transactions, transfer funds, and complete many other important transactions over the phone – 24 hours a day, 7 days a week.

WHAT YOU NEED TO USE MONEYLINE

To access SGE's Moneyline service, you will need:

- a touch tone phone
- your member number
- your date of birth (for initial access)
- your Telephone Access Code (for subsequent access)
- the numbers of your accounts, eg S1, I6, L14.

Our Moneyline service is simple to use. You just dial the Moneyline number and you will be answered by a welcoming voice which takes you carefully step-by-step through the system.

1. First, you will be asked to enter your member number followed by the hash (#) key.
2. You will be prompted to key in your Telephone Access Code (TAC) followed by the hash (#) key. The first time you use the service you will need to enter your date of birth when prompted for your Telephone Access Code. This should be entered as a six digit number – in the form 230560 for a member born on 23rd May 1960, or 040955 for a birth date of 4th September 1955.
3. If you would like to change your Telephone Access Code after the first time you have used the service, or at any other time, simply select option 6 from the main menu. This will allow you to change your Telephone Access Code to any number you like between four and six digits. Your Telephone Access Code (TAC) gives your accounts complete security, and will provide access on subsequent calls.

4. After your TAC has been accepted, you will be told the current balance and available balance of your S1 Access Account.
5. From then on it's a matter of choosing the service(s) you require from the menu, and pressing the corresponding numbers when prompted.

You may hang up at any time during the call or select the option to be put through to one of SGE's member services staff, during business hours.

SERVICE MENU

- [1] To check the balance of all your Savings Accounts
- [2] To check the balance of your Loan & Investment Accounts
- [3] To check the last five transactions on an account
- [4] To transfer funds between selected accounts
- [5] To see if a personal cheque has been presented
- [6] To access another membership
- [7] To pay a bill using BPAY
- [8] To access other services
 - (1) Interest Earned on your accounts in last financial year
 - (2) To change your TAC
 - (3) Loan Redraw facility
 - (4) Loan Application Request
 - (5) Statement Request
 - (0) Main Menu

Once you have the information you want, you can simply hang up at any time.

FORGOTTEN YOUR ACCESS CODE?

If at any time you lose or forget your Telephone Access Code, simply call SGE Direct and our operators can load a new one for you.

NEED MORE INFORMATION?

If you would like more information on the 24 hour Moneyline service or have problems accessing the system, contact SGE Direct or call into your local service centre.

If you're not sure whether your phone will access Moneyline, your local Telstra office can advise you on the types of phones which you can use and if necessary, arrange for your current phone to be updated to a touch tone phone.

Now you can conduct most of your financial transactions from home, your office or even while on holidays. It doesn't matter whether it's late at night, on weekends or during public holidays because all you need is a touch tone phone.

MONEYLINE SERVICE

- Operates 24 hours a day, 7 days a week
- Obtain up-to-the-minute account balances
- Check whether your pay has arrived in your account
- Transfer money between accounts
- Order a statement
- Search for specific transactions
- Make sure that cheques have been cleared
- Request a loan application form
- Request an up to date statement
- Pay a bill using BPAY