

# LCU DIRECT PHONE BANKING



Name/s: \_\_\_\_\_

Member No: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ State : \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: (Business) \_\_\_\_\_ (Home) \_\_\_\_\_ (Mobile) \_\_\_\_\_

I/We wish to apply for LcuDirect Phone Banking with BPay. The banking activities available using LcuDirect Phone Banking include:

1. Balance of accounts.
2. Obtain details of last five transactions.
3. To make a BPay transaction
4. To see if a personal cheque has been presented.
5. Transfer between own accounts.
6. Investment & loan account balances.
7. Other functions
  1. Interest earned last financial year
  2. Change your access code
  0. Return to main menu
8. To access another member number.

I would like to be able to transfer to another LCU account(s) as listed below (eg 1234 S1)


I/we agree not to disclose my/our TAC (telephone access code) to any other person/s for security reasons.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

<b>Office Use Only:</b>	
Telephone Access code _____	3 <sup>rd</sup> Party T/fs _____
Activated _____	Signed _____

## Laboratories Credit Union Limited

ABN 77 087 650 217

AFSL 240807

PO Box 1967 Macquarie Centre 2113  
phone 02 9859 0585 fax 02 9859 0555

email [info@lcu.com.au](mailto:info@lcu.com.au)  
[www.lcu.com.au](http://www.lcu.com.au)

LCU's **LcuDirect** is a computerised voice telephone system which enables our Members to access their LCU accounts 24 hours a day, 7 days a week.

Right now **LcuDirect** gives you a convenient, easy way to access your account information, transfer funds and order statements from anywhere in Australia.

***It's so simple to use ....***

To access **LcuDirect** you will need;

- To complete an application form and be allocated a Telephone Access Code (TAC)
- A touchtone phone
- Your membership number

## **Then here's what to do - *Call (02) 9859 0500***

Our **LcuDirect** is simple to use. You just call the 9859 0500 number then follow the step-by-step instructions which will be given to you.

1. You'll be asked to enter your member number followed by a hash (#).
2. You'll now be prompted to key in your telephone access code followed by a hash (#).  
**To obtain your telephone access code you will need to contact LCU on (02) 9859 0585**
3. Once you have entered the TAC allocated by LCU, you will be asked to enter a TAC of your choice, four to six digits in length. For complete security you should never divulge your TAC to anyone else as this is the only way you can access your accounts through LcuDirect .  
**Also for security reasons do not use your name or Date of Birth as your access code**
4. After your TAC has been accepted, you will be told the current balance of all your accounts.
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.
6. You may hang up at any time during the call or select Option 9 to be put through to one of LCU's staff (***during normal business hours***)

### ***LcuDirect Menu***

- Press 1**      Balance of all savings accounts
- Press 2**      Obtain details of last 5 transactions
- Press 3**      To Make a BPay transaction.
- Press 4**      To see if a personal cheque has been presented
- Press 5**      Transfer between own accounts
- Press 6**      Loan & Investment account balances
- Press 7**      Other functions
  1. *Interest earned last financial year*
  2. *Change your Telephone Access Code*
  - 0 *Return to main menu*
- Press 8**      To access another member number

Once you have the information you want, simply hang up.

- Members with a joint account can access the system only after the prime member selects an access code. Both members can then use the one code.
- Members with accounts where two members must sign cannot access the system.

### ***Want more information? .....***

If you would like more information about our **LcuDirect**, or have problems Accessing the system, simply contact our staff by ringing 9859 0585 or 9859 0539 ***during normal business hours***

If you're not sure whether your phone will access **LcuDirect**, your local Telstra office can advise you on the types of phones which you can use and how to upgrade to a touchtone phone if need be.

At LCU we believe financial services should be simple to use and easy to understand.

With our 24 hour **LcuDirect** it's never been easier, faster or more convenient for you to get information about your accounts any time of the day, any day of the week.