

Tele-Assist Code Application Form

I/We authorise Big Sky Credit Union Limited to operate my account per my instructions via the telephone.

The passcode given below is my/our authorisation to operate my/our account via the telephone.

I have read and agree to be bound by the Terms and Conditions for the operation of Telephone Banking with Big Sky Credit Union as detailed below.

I/We agree not to disclose my Tele-Assist Code to any other person for security reasons.

Note: Banking activities may not be authorised over the telephone if the Tele-Assist Code is not provided.

Name: _____ Member Number: _____

Signature: _____ Joint Signature: _____
(if applicable)

Date: _____

Tele-Assist Code alpha/numeric (**maximum 6 characters**) _____

Please mail your completed and signed application to:
Big Sky Credit Union Limited
GPO Box 1801Q
MELBOURNE VIC 3001
or fax to (03) 8635 2850
or return to a Service Centre.

Tele-Assist Code - Terms and Conditions

1. On joint memberships, only one Tele-Assist Code will be issued. Any authorised signatory to the membership may quote the member number and the Tele-Assist Code to use the service, except where two signatures are required on an account.
2. Once an application has been received and processed, the Credit Union will (when a Member Number and Tele-Assist Code are quoted) accept instructions by telephone for transactions and authorisations on the related membership. All transactions and authorisations made under these circumstances shall be valid and constitute permissible debits where applicable to the related account. The Credit Union shall not be liable in respect of any claims by any member where the transactions or authorisation has been effected in accordance with such an instruction. This applies even if the instruction has not been given by the Credit Union member or a person authorised on their behalf.
3. All payments through this service are subject to sufficient funds being available in the member's account.
4. If, for any reason whatsoever, the Credit Union fails or is unable to complete a transaction or authorisation in accordance with a member's instruction, it shall be under no obligation to advise the member of such failure or inability. Nor shall it be liable for any loss or damage suffered by the member as a result of such failure or inability. The Credit Union will however use its best endeavours to notify the member of such failure or inability either verbally, or in writing.
5. The Credit Union will only act on full and understandable instructions received at the Credit Union's branches. In the event that full details are not received, the Credit Union will, in normal circumstances, attempt to contact the member by telephone, or in writing, but will not be obliged to do so.
6. The member should confirm that all entries are in accordance with the instructions given when statements are received.
7. Members wishing to discontinue or amend the use of their Tele-Assist Code must do so in writing.
8. The Credit Union reserves the right to cancel a member's access to telephone banking at any time and without notice.
9. Terms and Conditions may be altered, amended or added to at any time.
10. Fees and charges are payable for some services. Full details are provided in our Fees and Charges brochure.