Using Telelink

1300 65 3328

To use Telelink you need a touch-tone phone, your membership number and a personal access number (PAN).

Personal Access Number (PAN)

Your PAN ensures that only you have access to your account details. When you register for Telelink you will be given a 4 digit PAN. You must change this number on your first use of Telelink.

Menu

The diagram opposite shows you the menu and services available through Telelink.

General functions - Main menu

Press 9 at anytime to transfer to a staff member or leave a message after hours.
Press 0 to return to the main menu at any time.

* Transfers between EECU memberships can be made at any time providing you have the member number and specific account number(s) to which you will transfer the funds.

Your Details

Record your member number and account number/s on this guide for easy reference

Member Number

Account type **Account number**

Other member and account number/s you wish to transfer to

Member Number

Account type **Account number**

Using Netlink

eecu.au

1. **Click on the internet banking login button**
2. **Enter your member number**
3. **Enter your password.** Your password must be a minimum of 8 characters (maximum 16) and must contain at least one upper case and one lower case letter, at least one number and at least one special character (these do not have to be consecutive).
4. **Click on the login button.** When you login for the first time you will be asked to change your password and to read and accept the Electronic Access Terms and Conditions.

   Once you are logged in you will be able to select Netlink functions from the following menus.
5. **Transfers and changes to personal details/settings.** To enable access to the full range of internet banking transactions you may need further security valuation when completing certain functions (i.e. a unique 6 digit code delivered via an SMS Text Message, Talking Text or Token Key).

My Accounts	Secure Email	eStatements	Update My Personal Details	Update My Settings

Account Details
- View Account Balances
- View or Print

Transfer Funds
- Transfer Funds
- View or Modify Transfers
- Redraw Loan Funds

BPAY®
- Make a BPAY Payment
- View or Modify BPAY Payments
- BPAY View®

Other Facilities
- SMS Account Alerts *(Once registered – members will be provided with options to establish settings)*
- Activate Card

Other Account Information
- View Interest Details
- View Payroll & Direct Credits

Secure Email
- Inbox
- Outbox
- Compose

eStatements
- Manage eStatements
- View eStatements

Personal Details
- Address Details
- Contact Details

Update Settings
- Set Start Up Page
- Set User Preferences
- Change Password
- Security Validation
- Mobile Banking
- Transaction Limits

1. Transfers and BPAY Payments to new destinations, changes to BPAY payments, changes to your address, contact details and change of password will require additional security validation.
2. To enable funds transfers to other EECU membership, you must enter the specific 8 digit account number (not the member number) and at least 3 digits of the surname.
3. Transfers of funds to other Australian financial institutions set up on 'Netlink' as 'Now' are withdrawn from your account immediately but are not processed by EECU until certain times during the day. These are currently scheduled to occur at 8am, 2pm and 8pm on business days.
4. To view any scheduled transactions you can click on the 'View or Modify Transfers' button.

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Better Banking for the **ExxonMobil Community**

Netlink/Telelink

24 hour access guide