

Card Security

Tips for protecting your card:

- sign the card as soon as you receive it using a black or blue ballpoint pen
- carry the card with you whenever you can
- regularly check that you still have your card in your possession
- never give your card to anyone else to use, including friends or family members
- treat your card as if it were cash
- never leave your card unattended
- always retrieve it after using an ATM
- keep your card in sight if using it to make purchases
- notify RSL Money immediately if you become aware that your card has been lost or stolen, or been used by someone else
- memorise and destroy any record or document that we send containing codes

Verified by Visa

Verified by Visa is an online security service that authenticates your identity every time you make an online purchase with participating retailers. Look for the Verified by Visa symbol as a sign these merchants value your business and your security.

Each time you make an online purchase with a participating online retailer or merchant, the Verified by Visa program will automatically assess the risk level of the transaction as either low, moderate or high.

Unless Verified by Visa detects a certain degree of risk with your transaction, you won't even notice it working behind the scenes to protect your card while shopping online.

Lost or stolen cards

Report the loss of your card as soon as you can by calling **1300 000 775**.
or call the VISA International Hotline specific to the country you are in.

Changing your PIN

RSL Money members can now change their card PIN via Internet or Mobile Banking, as well as at their nearest Australian Military Bank ATM.

Tips for setting a PIN

Be sure to set your PIN to any four-digit combination that's memorable and secure. Here are some tips:

- Don't choose a number that's easy for someone to guess. Avoid repeating characters (like 9999) or digits in sequence (like 1234) and characters based on your birth date, driver's licence or phone numbers.
- Choose something unique to you. Choose something easy for you to remember but hard for anyone else to guess.
- Protect it. After creating a memorable and secure PIN, it's important to protect it. Don't write your PIN down and don't share your PIN with anyone. If you feel your PIN has been compromised, notify us immediately.