

## There are three main things you can do with your account....

### 1. Pay money in:

Money can be paid in **electronically** such as benefits, pension, wages. Or in **cash** or by **cheque**.

### 2. Take money out;

**Take cash out at ATM/cash machine.** Use your **Visa direct debit card** to buy goods and get cash-back. Pay bills using a **standing order** or **direct debit**.

### 3. Manage your money and keep track of your spending:

You do this by checking how much money you have in your account regularly.

## What is my PIN number?

Your PIN is a 4 -digit number that is sent to you separately from your card.

Use it with your card to get cash at an ATM, or to buy goods from shops.

**REMEMBER — never tell anyone else what your PIN number is.**

## How to use an ATM / Cash Machine

### Insert card into machine

The machine will take a few moments before asking you to enter your PIN number.

**Enter your PIN Number** – this is 4 numbers long, and you will need to remember your PIN number. It is not safe to write it down.

If you make a mistake press clear to remove the last number entered, or CANCEL and your card will be ejected from the machine, and you can start all over again.

### Press enter

The machine will now check your PIN number is correct

### Choose an option

Withdraw cash – with or without a receipt.  
Check your balance on screen



## If you want money, choose CASH (with or without receipt)

The ATM will display options of how much you can withdraw in multiples of £10. Remember you cannot get £5 from a cash machine as they do not hold £5 notes.

Choose amount you want, for example, £10, or £30, or £40 etc

The machine will eject your card, and moments later the amount of cash you requested will be discharged from the machine (check you have received the amount requested – if it is wrong contact your credit union, or the bank whose machine you used).

If you requested a receipt this will be discharged a few moments later and will show you how much money is left in your account after your cash has been taken out.



Chip and PIN

## How to use a Chip and Pin Machine

Chip and Pin machines are used in shops, restaurants as well as other retailers.

To pay with your card using the PIN pad, you will have to go through the following steps:

1. At the checkout, staff will put your card into the card reading slot on the PIN pad or they will ask you to put your card into it yourself.
2. The PIN pad will check if your card is a Chip and PIN card



## CHIP and PIN continued

3. Just follow the instructions on the screen. You will be asked to check the amount and to enter your PIN
4. When you enter your PIN it is not displayed; instead it will show up as four stars (\*\*\*\*)
5. If you enter your PIN incorrectly, you can press the 'clear' button and enter your PIN again
6. Finally, the screen will show you that your transaction has been successful and you will be issued with a printed receipt.



## How to read a statement and why it is important.

You get a statement after every 20 transactions, or if you only use your account occasionally, every 3 months. You can check it to make sure that all the money you are supposed to receive is coming into your account, and to keep track of the money that goes out of your account, such as by direct debit, withdrawn as cash, or by visa debit card.

Companies can make mistakes, so it is useful to check your statement against the receipts you have kept of or cash withdrawals you have made since your last statement.

Your statement will either have information about the last 20 actions on your account, or if you don't use your account that often, you will get a statement once every 3 months. A benefit payment going in counts as one action and a cash withdrawal at an ATM will count as another action.

**REMEMBER:** your statement will not be completely up to date, as it won't include the most recent transactions, such as the ones in the last few days.

**ALSO REMEMBER:** when you check your balance at an ATM machine and you are trying to decide how much money you can afford to take out of your account, you need to remember to leave enough money in your account to pay for bills, direct debits, and standing orders that are coming off your account in the next few days.

TRANSACTION DETAILS		DEBITS	CREDITS	BALANCE
DATE	DESCRIPTION			
	Balance brought forward			35 00
6 May	CD07 High St	10 00		25 00
8 May	DC07 Pet Care Pic	3 00		22 00
11 May	BACS Regular Times		46 50	68 50
19 May	CH007	2 70		65 80
19 May	DD Gas & Co	16 50		49 30
22 May	S0 TV Licence Company	21 00		28 30

## JARGON BUSTER:

**ATM** is a cash machine. You can find them in many places including banks, shopping centres

**Cash-back** – allows you to get cash from your credit union account at shops and supermarkets when you pay for your goods the amount of cash you withdraw is added to the total amount you pay.

**Cash (ATM) card** is a plastic card that lets you get cash from your account through cash machines. You can also use it to get cash by using cash-back facilities at, supermarket tills, and other shops.

### Debit card – Visa Debt

When you pay by debit card, the money is automatically taken from your account. You can use your Visa Debit card to pay for goods and services in shops, you can also use it to pay for things over the telephone or internet.

### Direct debits

A way of paying bills directly from your bank account, for example for your gas or electricity. You have to sign a form allowing the company that you are paying to take the money directly from your account on specific dates. The company will usually send you a statement to let you know how much they are going to take out of your account before they take the money from your account.

### Standing orders

A way paying bills from your bank account, for example for your gas or electricity. You sign a form sent to you by the company you are paying. This sets out the amount to be paid and the payment dates. You then give this to your credit union and they arrange for the amount to be paid to the company.