



## Changes to using Visa debit cards at Woolworths outlets



The Woolworths group recently announced they will be progressively moving all electronic debit transactions from the Visa system to the EFTPOS processing network from April 2010.

### What this means for Visa debit card holders

If you have a ZIP loan account with FirstMac can continue to use your Visa debit card at any Woolworths group outlet, however you **will no longer be able to press the 'credit button, nor sign** when making a purchase with your Visa debit card.

Instead, when using your Visa debit card to make a purchase, you will **need to press the 'cheque' option and enter your PIN** to access funds.

### What Woolworths group outlets are included?

Outlets included are BIG W, Woolworths Liquor and Supermarkets, Safeway Liquor and Supermarkets, BWS, Dan Murphy's, Dick Smith, Tandy, Woolworths and Safeway Petrol, Caltex Woolworths petrol outlets, Thomas Dux and ALH (bottle shops).

### Why has Woolworths taken this decision?

We can't speak on behalf of Woolworths, but Visa is very disappointed by the decision to remove customer choice at the check out.

### Does this affect Visa credit cards?

No.

### Are other retailers changing?

Only the Woolworths group is changing. You can continue to shop at other retail outlets by selecting the 'credit' button. However for added convenience you can now also select the 'cheque' button and enter a PIN to purchase items (a \$1,000 daily limit will apply).

### What if I forget my PIN?

If you've forgotten your PIN then please notify us immediately on **1800 651 898**. For security reasons we will need to re-issue you with a new card and a new PIN.



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### More info?

Contact our customer service team on 1800 651 898 Monday to Friday from 7am to 7pm AEST. We'll be happy to help.

FirstMac Limited ABN 59 094 145 963

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