

FAQs - Deactivation of 'Cr' button across Woolworths group.

Q. If I press 'Chq' or 'Sav' will my transaction be accepted?

A. **Yes**, your card will be accepted when 'Chq' or 'Sav' is selected, although the fee structure may be different.

Q. Is it only Woolworths stores that will not accept 'Cr' transactions on my Visa debit card?

A. At this stage we are only aware that Woolworths and its group stores have taken this action.

Q. Is my Visa debit card broken/ damaged?

A. **No**, your Visa debit card is not broken. You can use it as normal at any other store domestically and internationally, and can only press the 'Chq' or 'Sav' button at Woolworth group stores.

Q. How can Woolworths implement this change?

A. Woolworths have the ability to switch off the functionality of the 'Cr' button for debit cards only at their point of sale terminals. Your card will work as normal using the 'Chq' or 'Sav' button.

Q. Are all debit cardholders affected by this change/ is it only Teachers Credit Union affected by this change?

A. **No**, this change affects all cardholders with a Visa debit or MasterCard debit card.

Q. Can I still use my credit card?

A. **Yes**, your credit card is **not** affected by this change.

Q. Why has Woolworths switched off the 'Cr' button functionality on my debit card?

A. Woolworths have switched off the press 'Cr' functionality on debit cards to minimise their transaction costs.