



Woolworths group withdraws Support for Visa Debit

On Thursday 1 April, Woolworths announced that it was removing the ability for its customers to use Visa Debit and Debit MasterCard in all its chain stores. This involves routing all debit transactions via the Australian EFTPOS network, instead of using the Visa and MasterCard networks.

This decision was taken independently by Woolworths and the change affects all 'scheme debit' cards issued by ALL banks and credit unions including the Visa Debit offered by MyState Financial.

From 15 April, Woolworths will progressively phase out the use of Visa and MasterCard debit cards in its stores. This means MyState Financial customers, and customers of other banks and credit unions, will need to press the 'cheque' or 'savings' buttons to access their funds through the Australian owned EFTPOS network.

Credit cards will not be impacted by this change and customers will still be able to select 'credit' when using a credit card.

The Woolworths group stores affected by the change include:

- BIG W
- Woolworths Supermarkets
- Safeway Supermarkets
- Woolworths Liquor
- Safeway Liquor
- BWS
- Dan Murphy's
- Dick Smith
- Tandy
- Woolworths Petrol
- Safeway Petrol
- Caltex Woolworths petrol outlets
- Thomas Dux
- ALH (bottle shops)

Below are some frequently asked questions that may help MyState Financial customers with any enquiries they have regarding the change.

Frequently asked questions – customers

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

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

Visa Debit transactions are free – will I now be charged for this transaction?

Selecting 'Sav' or 'Chq' when using your Visa Debit will be included as a self-service transaction. Whether you will be charged a fee will depend on your individual circumstances and the way in which you use your accounts in accordance with the terms and conditions of the account.

To minimise the fees you pay, view the 'minimising fees and charges' of the MyState Financial website to see how to reduce the fees you pay. Alternatively, you can get a copy of our 'Minimising Fees and Charges Brochure' by dropping into your nearest Branch or calling our Service Centre on 138 001.

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

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

Is my Visa Debit card broken or damaged?

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.

How can Woolworths implement this change?

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.

Are all debit cardholders affected by this change or is it only MyState Financial affected by this change?

This change affects all cardholders with a Visa Debit or MasterCard Debit card from any financial institution.

Can I still use my credit card?

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

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

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

Will MyState Financial be reviewing its fees and charges now that I can't press the 'Cr' at Woolworths?

MyState Financial reviews its fees periodically to ensure value to the majority of customers. The action taken by Woolworths is unfortunate, however, you can obtain access to your funds using alternative shopping outlets, paying cash at Woolworths outlets and managing transactions will also help to minimise fees.

What happens if I can't withdraw cash or don't have access to alternative outlets to pay for my purchases at Woolworths?

If no alternative outlets are available, or cash is not an option, simple changes to spending habits can reduce any negative affect of shopping at Woolworths Group chain stores – for more information refer to our 'Minimising Fees and Charges Brochure'.

Can I get help to minimise my fees?

For help on minimising fees, visit a MyState Financial Branch and speak with one of our Consultants.