

More than 3,100 ATMs and counting

more locations **more** convenience **more** savings

FAQs about rediATM

Q: If I can use my card at NAB, does that mean rediATM is changing its brand?

A: No, not at all. The rediATM brand remains unchanged. NAB has joined the rediATM network to create a bigger and better ATM network for their customers, but the rediATM brand will not change.

Q: Will existing rediATMs look different?

A: No, our distinctive rediATM branding will stay the same.

Q: Will all NAB ATMs be branded rediATM?

A: Yes. Over time, all NAB ATMs will change to carry both NAB and rediATM branding. From the start, NAB ATMs will carry a rediATM sticker. Existing rediATMs will not be branded with any NAB logos.

Q: Does NAB now own rediATM?

A: No. The rediATM brand is owned by Cuscal and will remain so. Cuscal is a leading provider of banking products to a wide range of credit unions, building societies, mutual societies and banks. This will continue to be our strategic business focus.

Q: When can I start using NAB ATMs without any ATM fees?

A: From 1st September 2009, any ATM transaction at NAB will automatically recognise you as a rediATM cardholder and ensure that you are not charged a direct charge fee.

Q: Do I use my card at NAB ATMs or will I receive a new card?

A: No. Your card is ready to use from 1st September 2009. You use your same PIN and account details as before. The NAB ATMs will gradually be re-badged to carry the rediATM logos but from 1st September 2009 the system will automatically recognise you as a valued rediATM customer and ensure that you are charged no direct charge fees.

Q: Will the NAB ATMs recognise cards issued by other scheme participants?

A: Yes. The new rediATM network, including NAB ATMs, will automatically recognise all cards issued by scheme participants to provide their customers with access to the rediATM network.

Q: Why does NAB want to join forces with the mutual sector?

A: NAB has joined rediATM to create a single, large, geographically diverse network to provide customers with more options and more convenience, for direct charge free ATM transactions.

The new network offers convenience and fee saving benefits for both rediATM and NAB customers. NAB customers now have 1,400 additional ATMs at which they can enjoy direct charge free transactions, while existing rediATM customers can access 1,700 additional ATMs around the country, fee free.

FAQs about rediATM continued

Q: Why NAB?

A: rediATM has a long working relationship with NAB, which has served the mutual sector well for decades.

In choosing a big four bank as a scheme participant for the expansion of the rediATM network, transactional analysis demonstrated that NAB offered a strong complementary network. This will immediately deliver the benefits of greater ATM access to our members.

Q: So how big is the new rediATM network?

A: rediATM is now one of the largest ATM networks Australia-wide, with a total of 3,100 ATMs, so you can now enjoy direct charge free ATM transactions at twice as many locations. Now looking after over 7 million cardholders.

Q: Does NAB have access to my account information?

A: Only to process your requested transaction. As your card issuer, we remain responsible for protecting your account information and personal details.

Q: How secure is my card information?

A: Protecting your information is in the interests of both rediATM and NAB. The expanded rediATM system operates with the most up to date banking technology and security that has been put in place by both rediATM and NAB to protect the integrity of all transactions as best we can. You should always follow the usual tips for keeping your own PIN private and protected.

Q: Will NAB be trying to 'convert' me to their bank or selling me their services?

A: No. The expanded rediATM network will be serving over 7 million cardholders - all customers of a diverse range of financial institutions.

Part of our participant agreement ensures that rediATM will not be promoting services or products from any of the participating institutions - simply providing all customers with more convenient access to rediATMs across Australia.

Q: Will rediATM market to NAB customers and vice versa?

A: No. The relationship is based on a safe haven principle where both parties will not market products or services to each other's customers.

Q: If I have a problem with my card, can I go into a NAB branch for assistance?

A: No. You should refer any enquiry to the financial institution that issued your card. NAB is simply a participant in the rediATM network and your financial institution remains your point of contact for all card and account enquiries.

Contact Us

Visit rediATM.com.au or call 1300 650 501 for more information about the new expanded network.