



News and Media

Woolworths to deny members payment choice

22 Apr 2010

Woolworths Limited will be ‘turning off’ the credit (CR) button on its PINpad terminals for VISA Access (debit) cards across all its stores from 05 May 2010.

This change means that members will now have to press SAV or CHQ when paying for goods at the checkout with their VISA debit card. Members should note that this change affects not only **Central Murray** members, but everyone who shops at a Woolworths owned store.

Central Murray Credit Union’s Chief Executive Officer John Pattison said that members need to be aware that there is nothing wrong with their VISA debit card, and pressing CR at other merchants will still work.

By using SAV or CHQ your purchases will be processed as an EFTPOS transaction rather than a VISA transaction. Therefore as a result of Woolworths you will be charged EFTPOS transaction fees of \$0.75. These payments will remain subject to **Central Murray’s** Member Rewards program.

“**Central Murray** is encouraging members to keep using the credit option wherever possible when paying for items with their VISA debit card. This will ensure members continue to receive the benefits of VISA debit such as fee-free transactions,” Mr Pattison said.

Mr Pattison said all VISA debit card holders should object strongly to the Woolworths decision and that consumers should consider the availability of payment choice when deciding where to shop.

The deactivation of the CR button for VISA Debit will occur throughout all stores in the Woolworths group including:

- BIG W
- Woolworths Supermarkets
- Safeway Supermarkets
- Woolworths Liquor
- Safeway Liquor
- Dick Smith
- Tandy
- Woolworths Petrol
- Safeway Petrol
- Caltex Woolworths petrol outlets

For more information read the full press release issued by Abacus, the Credit Union Industry at www.cmcu.com.au – special information

CARDHOLDERS FAQs

If I press CHQ or SAV will my transaction be accepted at Woolworths owned stores?

Yes, your card will be accepted when CHQ or SAV is selected, but the EFTPOS transaction fee \$0.75 subject to Member Rewards will apply

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/ damaged?

No, your Visa Debit card is not broken. Woolworths have chosen to block access using the CR button for their own financial reasons. You can use it as per normal at any other store domestically and internationally, but can only press the CHQ or SAV button at Woolworth group stores.

How can Woolworths implement this change?

Woolworths have the ability and the legal right 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 only Central Murray members affected by this change?

No, this change affects all cardholders with a Visa Debit or MasterCard Debit card.

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 transaction costs.

If you need further information please contact us on 03 5744 3713 or visit your local branch.