



BenefitWise Card – Living Expenses – FAQ's

1. How much can I package towards my debit card?
The limit is determined by the status of your employer.
2. Where can my debit card be used?
The card can be used to make payments at any merchant where Visa is accepted.
3. What won't my debit card allow me to do?
 - Cash advances
 - Transfer funds to and from the debit card
 - Link to other accounts
4. How do I make purchases on the card?
The Merchant will swipe your card. All you need to do is select "Credit" and enter your PIN.
5. Can I put money on my debit card myself?
No. All funds must be sent via payroll to Selectus, then paid to the card.
6. Are there any fees on the card?
The only card fee is a one-off set up fee of \$22.50 that will be deducted from your first contribution.
7. What is the salary packaging administration fee?
The salary packaging administration fee will be as per your Employer fee schedule and is subject to what you are packaging.
8. How do I obtain an additional card?
Complete a Card Holder Application form which can be obtained from www.selectus.com.au or contact our call centre on 1300 132 792.
9. What happens if I lose my card or it gets stolen?
You will need to report this to ANZ on 1300 304 317. The card will be cancelled and a replacement will be issued within 3-5 working days.
10. When will the funds be available?
The funds will be available on the card within 48 hours from Selectus receiving the funds from your employer. You can elect to receive a notification via SMS when the funds have been deposited - this message will also include your new balance.
11. How do I check my statements and balance?
 - Your balance and the amount deposited will be included in the SMS sent each time a payment is made. This is a free service if you elect to receive it.
 - Visit www.anz.com.au/salarypackaging, select 'Card Holder Log On' then enter your account and security code as per original set up form
 - Phone ANZ on 1800 304 317 and follow the prompts
12. How do I cancel my debit card?
You must advise Selectus in writing that you wish to cancel this card. Selectus will then notify ANZ and any remaining funds will be returned to your package.