



**SOUTHERN CROSS
CREDIT UNION**

Open Banking CDR Customer Guide

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Introduction to Open Banking

This guide will explain exactly what open banking is, how it's going to work and what you can do with it.

What is Open Banking?

Open banking gives you control of the data banks and financial institutions hold on you. It can be difficult to get your full financial data and for banks to send that data to each other and to other companies. This makes it tricky for you to find the best product or service and to switch to new products and services.

Open banking allows you to ask that your data be sent to other banks, financial institutions and authorised organisations when you want it to. You control who holds your data and how it is used.

Why does Open Banking matter?

Open banking puts you back in control of your data. It will allow you to tell financial service providers to transfer your data to other banks or companies in order to compare products or sign up for new products more easily.

Having better access to your data will allow you to make better and more informed choices about the financial products that are right for you. It will also drive competition within the financial services sector, promoting innovation and allowing new and better products and services to be developed.

What is the Consumer Data Right (CDR)?

The Consumer Data Right (CDR) is what gives you, a consumer, the right to choose to share data that providers hold on you. This could be financial data such as what banks hold or data held on you by your energy provider. CDR gives you the right to share your data between providers to be able to easily switch providers, compare products and take advantage of new products and services. The CDR will be introduced in the financial sector first with Open Banking.

What's an example of how Open Banking will work

There are a lot of possibilities for open banking. One is signing up for a new product. Right now, it's easier to sign up for a product such as a loan or credit card with your current financial service provider because it has all of your transaction history and identification documents in its system. With open banking, you will be able to direct your financial service provider to send that information to any bank or lender so that signing up for a new product will be just as easy anywhere.

Another example is budgeting apps and tools. With open banking, you will be able to direct your banking data to be fed into a budgeting app so it can help you manage your money. Budgeting apps can help you categorise your money automatically, track and optimise your savings and more.

What will I be able to request from my Financial Services Provider?

There are a few different types of data included in open banking. All of this data will become available to be securely requested from Southern Cross Credit Union under open banking:

1. Access to Product Data

All Authorised Deposit-taking Institutions (ADIs) such as banks, credit unions and mutuals are required to share information in a standard format about their consumer banking products. This allows for standardised comparison of products and services across all ADI's.

2. Access to Consumer Owned Data

Allows consumers greater control over their own data, with the ability to authorise their ADI to securely share their banking data; for example, balances, transaction histories, loan data etc.

Initially, personal customer data (known as consumer data) will only be available for single accounts and select loan products, with all remaining products phased in during 2022. Data for joint accounts and for non-personal entities will also become available in accordance with the Consumer Data Right (CDR) Timetable.

Who can I send my data to and from?

Authorised deposit-taking institutions or ADI's (banks, credit unions and mutuals) will be automatically included in open banking. Other companies able to receive and hold data will need to be authorised in order to accept and hold data through open banking.

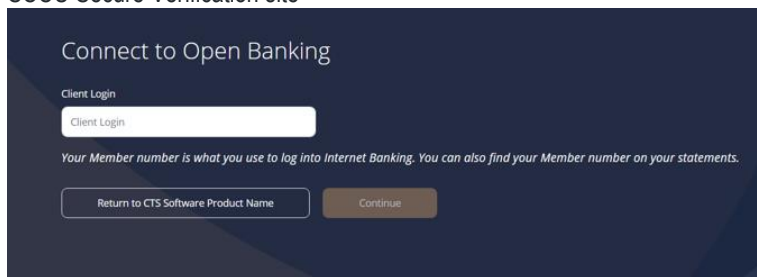
The current list of authorised CDR participants can be found [HERE](#)

How is my data shared under Open Banking?

You can securely share your data using open banking in about two minutes. Here is the step-by-step process:

1. **Give consent.** You will need to give permission for the new provider to access your data with SCCU via their own website or APP.
2. **Identity check.** From the new provider's website or App you'll be securely sent to the SCCU website, where your identity will be verified via a One Time Password.

SCCU Secure Verification site



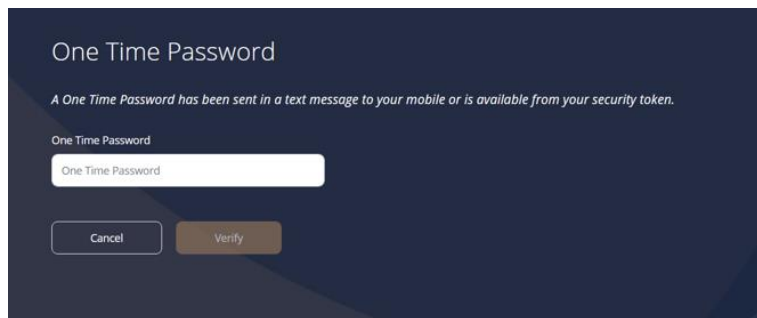
Connect to Open Banking

Client Login

Client Login

Your Member number is what you use to log into Internet Banking. You can also find your Member number on your statements.

Return to CTS Software Product Name Continue



One Time Password

A One Time Password has been sent in a text message to your mobile or is available from your security token.

One Time Password

One Time Password

Cancel Verify

3. **Confirm data.** Once verified, you will need to confirm the data you want to share.
Note: You can see and manage the data you've consented to share and can withdraw this consent at any time via your SCCU Netbanking login.
4. **Data is shared.** The data you have requested to be shared is securely transferred in a machine-readable format.
5. **You can start using the service.** You'll be able to start using the app or website you want to use with your personal data.

How do I view and manage the data sharing requests I have consented to share?

As the data holder, Southern Cross Credit Union provides you with a Data Sharing Dashboard within Netbanking where you can perform the following:

- View your data sharing authorisations
- Manage your data sharing authorisations
- View your data sharing history
- Manage joint account service (for future release)
- View Open Banking FAQ's



- It is important to remember that SCCU provide the ability to manage a data sharing arrangement only once it has been established following consent given to the other provider.
- SCCU cannot set up or facilitate a data sharing arrangement in the first instance. This must always be done via the website or App of the other provider!

The Data Sharing Dashboard in SCCU Netbanking

Once you have logged into your SCCU Netbanking session you can access the **Data Sharing Dashboard** from the 'Accounts' menu at the top of the page and clicking on the 'Data Sharing' menu item.

An example of the dashboard is displayed below:

The screenshot shows the Southern Cross Credit Union Netbanking interface. At the top, there is a navigation bar with the logo, the text 'SOUTHERN CROSS CREDIT UNION', and the phone number '1300 360 744'. Below this is a secondary navigation menu with links for Home, Accounts, Payments, Preferences, Account Options, Services & Help, Print, and Logout. The main content area is titled 'Data Sharing' and contains the following elements:

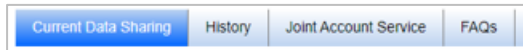
- A heading: 'Your Consumer Dashboard allows sharing arrangements you have with Accredited Data Recipients to be viewed and managed.'
- A set of tabs: 'Current Data Sharing', 'History', 'Joint Account Service', and 'FAQs'. 'Current Data Sharing' is selected.
- A text prompt: 'Data is currently being shared with the following Accredited Data Recipients. Sharing can be withdrawn at any time by selecting the Stop option.'
- A search bar with the placeholder text 'Find a data recipient...' and a 'Search' button.
- A table with two rows of data sharing arrangements:

| CTS Software Product Name | Consented on: | Frequency: | Status: | Action |
|---------------------------|---------------|------------|---------|--------|
| CTS Software Product Name | 17 Oct 2021 | On Demand | Active | Stop |
| CTS Software Product Name | 17 Oct 2021 | On Demand | Active | Stop |

At the bottom of the page, there is a footer with links for Disclaimer, Privacy, Security, Netbanking FAQ, and Contact Us, along with copyright information and a warning about ePayments.

Note: the dashboard will be blank if no data sharing arrangements have been made with other providers.

The functions in the 'Data Sharing Dashboard' can be accessed by clicking on the appropriate tab from the task bar



- Current Data Sharing
- History
- Joint account service (for future release)
- My Data
- FAQs

Each tab will be explained on the following pages.

Current Data Sharing tab

The 'Current Data Sharing' tabbed page allows you to view and manage all of your current data sharing arrangements.

You can withdraw consent and stop a data sharing arrangement at any time.

For each data sharing arrangement, you can view all of the details of the arrangement, including:

- The data recipient details
- The date of the sharing request
- The name of the customer who authorised the request
- The period of the arrangement
- The accounts shared under the arrangement
- The data access history.

You can also view the data requested by the data recipient, which may include:

- Name and occupation
- Organisation profile
- Contact details
- Organisation contact details
- Account name, account type and balances
- Account numbers and features
- Transaction details
- Direct debits and scheduled payments
- Saved payees.

To view and manage a current data sharing arrangement, follow these steps:

Step 1

From the Netbanking home page, select 'Data Sharing' from the Accounts menu to access the **Data Sharing dashboard**.

The 'Current Data Sharing' tabbed page is displayed by default.

SOUTHERN CROSS CREDIT UNION Home | Branch Locations | Contact Us
1300 360 744

Home | Accounts | Payments | Preferences | Account Options | Services & Help | Print | Logout

Data Sharing

Your Consumer Dashboard allows sharing arrangements you have with Accredited Data Recipients to be viewed and managed

Current Data Sharing | History | Joint Account Service | FAQs

Data is currently being shared with the following Accredited Data Recipients. Sharing can be withdrawn at any time by selecting the Stop option.

Find a data recipient... Search

| | | | | | |
|----------------------------------|---------------------------|----------------------|----------------|------|---|
| CTS Software Product Name | Consented on: 17 Oct 2021 | Frequency: On Demand | Status: Active | Stop | ▼ |
| CTS Software Product Name | Consented on: 17 Oct 2021 | Frequency: On Demand | Status: Active | Stop | ▼ |

Disclaimer | Privacy | Security | Netbanking FAQ | Contact Us
© Southern Cross Credit Union Ltd. ABN: 82 087 650 682, AFSL/Australian Credit Licence: 241000. BSB: 722 744.
Warning: Your liability for unauthorised use, in connection with electronic payments, can potentially increase to the value of the new daily transaction limit of \$5000.
Please review the ePayments section of our Credit Union Account & Access Facility as to the steps we recommend you take to keep your passwords safe so as to reduce the risk to you of unauthorised transactions.

All of the current data sharing arrangements are listed on this page. If required, you can use the **Search** field to find an arrangement for a specific data recipient.

From this tabbed page, you can do the following:

- View details of a data sharing arrangement
- Stop a data sharing arrangement.
- Update the sharing status of an account within a data sharing arrangement

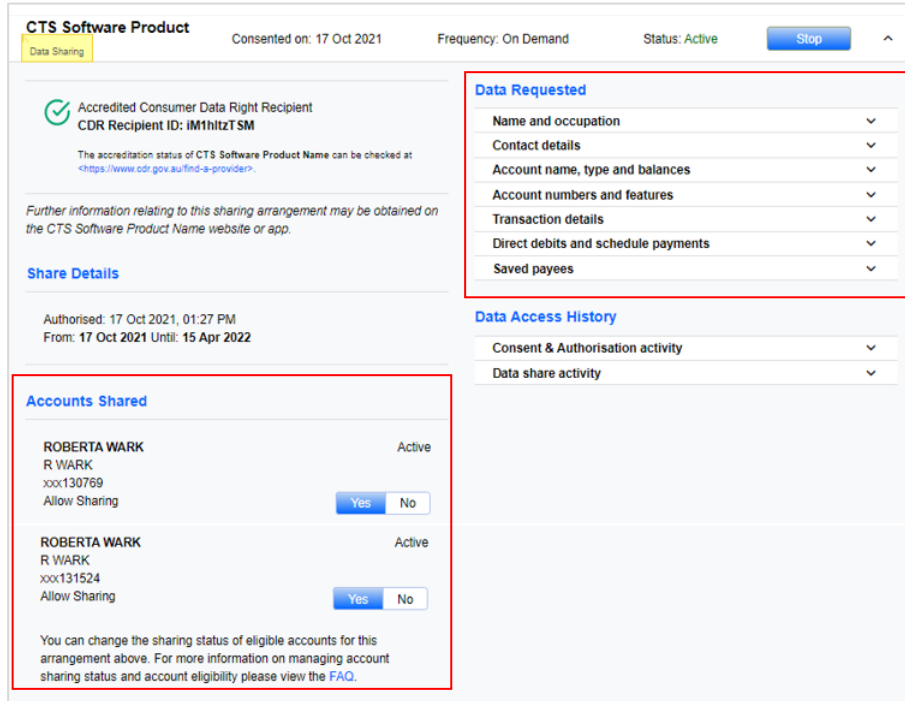
View details of a data sharing arrangement

Step 1


In the row of the data sharing arrangement you wish to view, click the  icon.



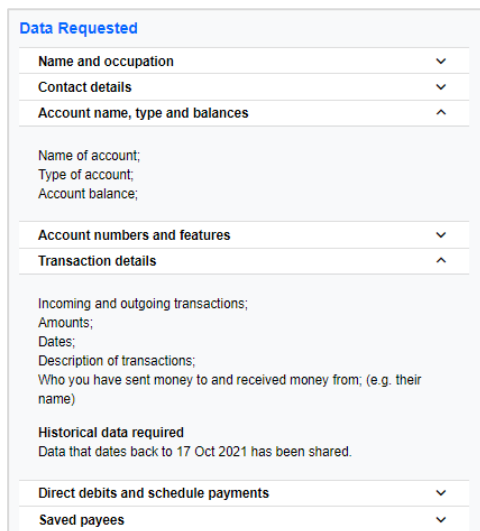
The row will expand to display the details.



Step 2

Under the heading Data Requested, you can click the  icon to expand each row to get an indication of the data that has been shared.

Note that only the names of the fields are displayed, not the actual data values shared. For example, 'Name' is displayed, not 'John Citizen'.



Click the  icon to collapse the expanded section.

Step 3

Under the heading Accounts Shared, you can view the data sharing status of your accounts under the consented arrangement with the third party provider.

Note: some types of accounts and joint accounts are not currently available to share under this phase of open banking.

The screenshot shows a section titled "Accounts Shared" with two account entries. Each entry includes the account holder's name (ROBERTA WARK), a partial account number (R WARK xxx:130769 and xxx:131524), and a status (Active). Below each entry is an "Allow Sharing" label and a button with "Yes" and "No" options. A note at the bottom states: "You can change the sharing status of eligible accounts for this arrangement above. For more information on managing account sharing status and account eligibility please view the [FAQ](#)."

It is possible to manage access to each account individually.

See the next section **Update the sharing status of an account within a data sharing arrangement**.

Update the sharing status of an account within a data sharing arrangement

Step 1

Under the Accounts Shared section of the sharing arrangement, you can choose to grant or restrict data sharing access per available account.

The screenshot shows the "Accounts Shared" section with two account entries. The first entry shows the account holder (ROBERTA WARK), a partial account number (R WARK xxx:130769), and a status of "Approval Withdrawn". The second entry shows the same account holder and partial account number (R WARK xxx:131524) with a status of "Active". Both entries have an "Allow Sharing" label and a button with "Yes" and "No" options. A note at the bottom states: "You can change the sharing status of eligible accounts for this arrangement above. For more information on managing account sharing status and account eligibility please view the [FAQ](#)."

Step 2

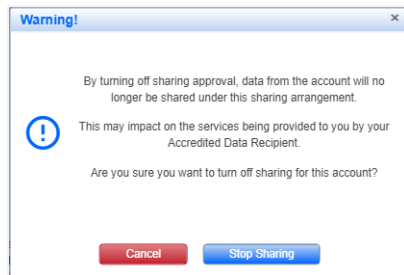
For the account you wish to update the sharing status, do one of the following:

- Click the **No** option to withdraw the account from data sharing in the arrangement.
This sets the account to a non-sharing status within the data sharing arrangement. It does not remove the account from the arrangement.
- Click the **Yes** option to reinstate data sharing for the account in the arrangement.
This sets the account back to a sharing status within the data sharing arrangement

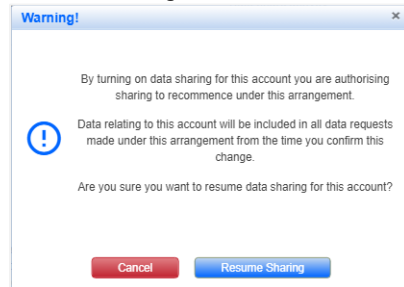
The **Warning!** dialog box will display.

Step 3

Stop Sharing:



Resume Sharing:

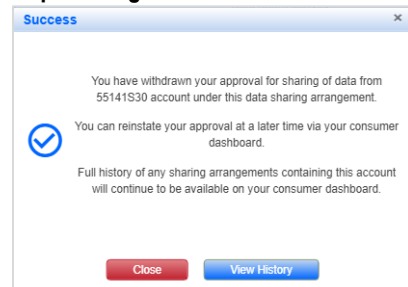


Do one of the following:

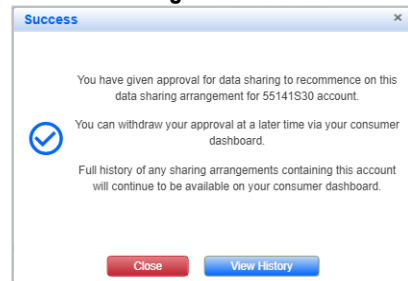
- If you selected the **No** option, click **Stop Sharing** to confirm withdrawal of the account from data sharing in the arrangement.
- If you selected the **Yes** option, click **Resume Sharing** to confirm reinstatement of data sharing for the account in the arrangement.

The **Success** dialog box will display.

Stop Sharing:



Resume Sharing:



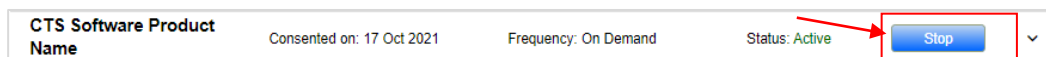
Do one of the following:

- Click **Close** to close the dialog box.
- Click **View History** to view a history of the data sharing arrangement

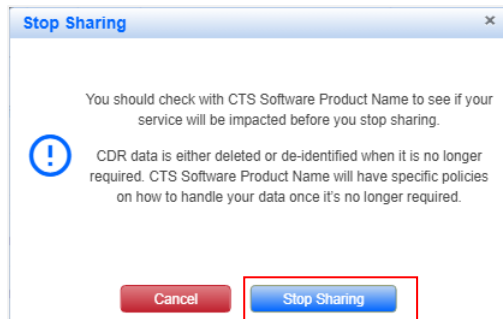
Stop a data sharing arrangement

Step 1

In the row of the data sharing arrangement that you wish to stop, click **Stop**.



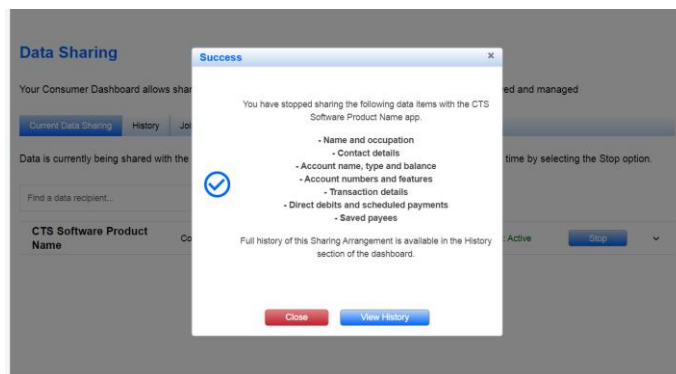
The **Stop Sharing** dialog box will display.



Step 2

Click **Stop Sharing** to stop the data sharing arrangement.

Your data sharing consent is now revoked and your data will no longer be shared with the data recipient or third party provider.



You can view details of the stopped data sharing arrangement via the **History** tab.

History tab

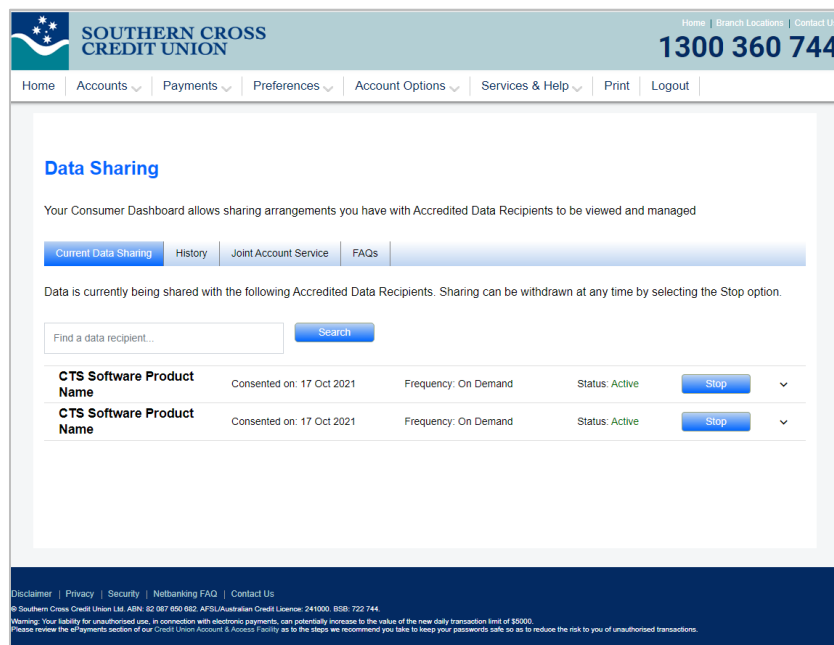
The **History** tabbed page allows you to view the historical details for all of your active, suspended, stopped and expired data sharing arrangements.

To view your data sharing history, follow these steps:

Step 1

From the Netbanking home page, access the **Data Sharing Dashboard** by selecting the 'Data Sharing' menu item in the 'Accounts' menu.

The **Current Data Sharing** tabbed page is displayed.



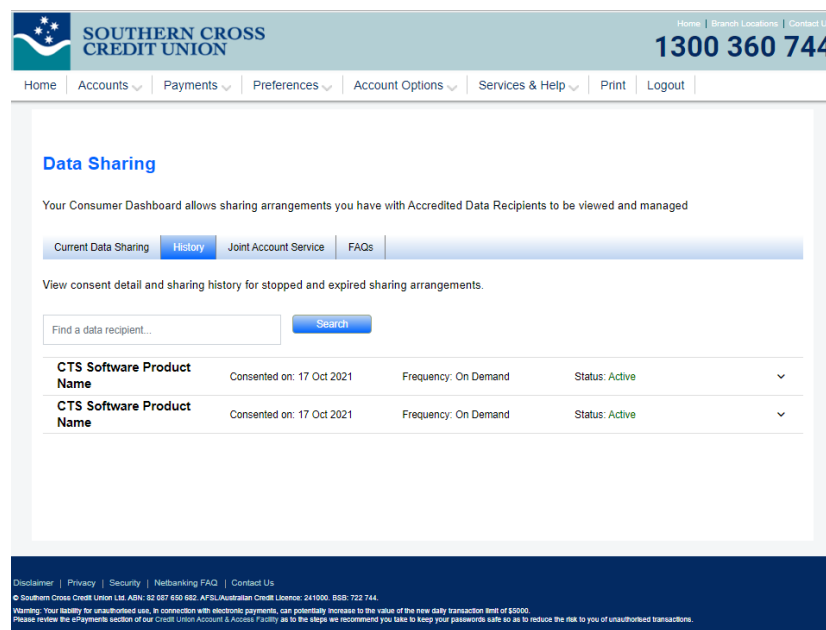
The screenshot shows the Southern Cross Credit Union Data Sharing dashboard. The page title is "Data Sharing". Below the title, there is a navigation bar with tabs: "Current Data Sharing", "History", "Joint Account Service", and "FAQs". The "Current Data Sharing" tab is selected. The main content area displays a search box labeled "Find a data recipient..." and a "Search" button. Below the search box, there is a table with two rows of data sharing arrangements. Each row includes the recipient name, consent date, frequency, status, and a "Stop" button with a dropdown arrow.

| CTS Software Product Name | Consented on: | Frequency: | Status: | Action |
|---------------------------|---------------|------------|---------|--------|
| CTS Software Product Name | 17 Oct 2021 | On Demand | Active | Stop |
| CTS Software Product Name | 17 Oct 2021 | On Demand | Active | Stop |

Step 2

Click the **History** tab.

The **History** tabbed page is displayed and from this page you can view the details of each data sharing arrangement.



The screenshot shows the Southern Cross Credit Union Data Sharing dashboard with the "History" tab selected. The page title is "Data Sharing". Below the title, there is a navigation bar with tabs: "Current Data Sharing", "History", "Joint Account Service", and "FAQs". The "History" tab is selected. The main content area displays a search box labeled "Find a data recipient..." and a "Search" button. Below the search box, there is a table with two rows of data sharing arrangements. Each row includes the recipient name, consent date, frequency, status, and a dropdown arrow.

| CTS Software Product Name | Consented on: | Frequency: | Status: | Action |
|---------------------------|---------------|------------|---------|--------|
| CTS Software Product Name | 17 Oct 2021 | On Demand | Active | |
| CTS Software Product Name | 17 Oct 2021 | On Demand | Active | |

Step 3

In the row of the data sharing arrangement you wish to view, click the  icon.

The row will expand to display the details.

CTS Software Product Consented on: 17 Oct 2021 Frequency: On Demand Status: Active Stop

Data Sharing

Accredited Consumer Data Right Recipient
CDR Recipient ID: iM1htzTSM
The accreditation status of CTS Software Product Name can be checked at <https://www.cdr.gov.au/find-a-provider>.

Further information relating to this sharing arrangement may be obtained on the CTS Software Product Name website or app.

Share Details

Authorised: 17 Oct 2021, 01:27 PM
 From: 17 Oct 2021 Until: 15 Apr 2022

Accounts Shared

ROBERTA WARK Active
 R WARK
 xxx130769
 Allow Sharing Yes No

ROBERTA WARK Active
 R WARK
 xxx131524
 Allow Sharing Yes No

You can change the sharing status of eligible accounts for this arrangement above. For more information on managing account sharing status and account eligibility please view the [FAQ](#).

Data Requested

- Name and occupation
- Contact details
- Account name, type and balances
- Account numbers and features
- Transaction details
- Direct debits and schedule payments
- Saved payees

Data Access History

- Consent & Authorisation activity
- Data share activity

Step 4

Under the heading Data Access History, there are 2 categories:

- **Consent & Authorisation activity** - to view a timeline of actions taken for the selected data sharing arrangement; ie when data sharing was authorised, when data sharing was withdrawn and an account under the arrangement was updated, just to name a few. Click on the icon to expand the details under this category.

Data Access History

Consent & Authorisation activity

19 Oct 2021, 12:18 PM, xxx130769 Sharing re-instated by ROBERTA WARK

19 Oct 2021, 12:17 PM, xxx130769 Sharing withdrawn by ROBERTA WARK

17 Oct 2021, 01:27 PM, Amended by ROBERTA WARK
 Added account(s) xxx131524
 Duration 17 Oct 2021 to 15 Apr 2022

17 Oct 2021, 01:25 PM, Authorised by ROBERTA WARK
 Added account(s) xxx130769
 Duration 17 Oct 2021 to 15 Jan 2022
 Added data cluster(s) Name and occupation
 Contact details
 Account name, type and balance
 Account numbers and features
 Transaction details
 Direct debits and scheduled payments
 Saved payees

Data share activity

- **Data Share Activity** – to view by date, when your data has been accessed by the authorised third party. Click on the icon to expand the details under this category.

Data Access History

Consent & Authorisation activity ▾

Data share activity ▲

17 Oct 2021 ▾

Load more ▾

Click on the date hyperlink to display more details.

Data Access History

Consent & Authorisation activity ▾


Data share activity ▲

17 Oct 2021 ▲

| | | |
|----------|-------------|--------------------------------|
| 01:27 PM | Account(s) | xxx:131524 |
| | DataCluster | Account name, type and balance |
| 01:25 PM | Account(s) | xxx:130769 |
| | DataCluster | Account name, type and balance |

Load more ▾

Step 5

Click the  icon to collapse expanded rows

FAQs Tab

The **FAQs** tab page allows you to view frequently asked questions and other information regarding data sharing.

To view this important information, follow these steps:

Step 1

From the Netbanking home page, access the **Data Sharing Dashboard** by selecting the 'Data Sharing' menu item in the 'Accounts' menu.

The **Current Data Sharing** tabbed page is displayed.

The screenshot shows the Southern Cross Credit Union website. The header includes the logo, navigation links (Home, Accounts, Payments, Preferences, Account Options, Services & Help, Print, Logout), and the phone number 1300 360 744. The main content area is titled 'Data Sharing' and contains a search bar and a table of data recipients.

| CTS Software Product Name | Consented on: | Frequency: | Status: | Action |
|---------------------------|---------------|------------|---------|--------|
| CTS Software Product Name | 17 Oct 2021 | On Demand | Active | Stop |
| CTS Software Product Name | 17 Oct 2021 | On Demand | Active | Stop |


Step 2

Click the **FAQs** tab and the following page is displayed.

The screenshot shows the 'Data Sharing' page with the 'FAQs' tab selected. Below the navigation tabs, there is a list of frequently asked questions, each with a downward-pointing arrow icon to indicate it can be expanded.

- What is Data Sharing?
- Data Groups
- What happens to my data?
- Accredited Consumer Data Right Recipient
- Why can't I share accounts?
- Consumer Dashboard
- Withdrawing Consent
- Managing an Accounts Sharing Status
- What is a Data Holder?
- What is a reciprocal data holder?
- What is an accredited data recipient?

Step 3

Click the  icon to expand a row and view the answer to a frequently asked question or more information on the selected topic.

The screenshot shows the 'Data Sharing' page with the 'FAQs' tab selected. The question 'What happens to my data?' is expanded, showing the following text:

Once you have authorised SCCU to share your data we will share the selected data with your Data Recipient on the agreed frequencies. Your Accredited Data Recipient will use the data to provide the services or products that you have consented to. Your data may either be deleted or de-identified when it is no longer required. Your Accredited Data Recipient will have specific policies in place for how they handle your data once it's no longer required.