

Community FOCUS

Newsletter

February 2019

Celebrating 60 years of customer-owned banking

Community First Credit Union is celebrating 60 years of operation in 2019, after starting as the Sydney Water Board Officers Credit Union Co-Op with just 63 employees.

Since 1959, Community First has focused on building financial relationships that deliver on its promise to benefit members through standards of service superior to its competitors, fairer fees and competitive interest rates on savings and loans.

The intergenerational model of people-helping-people has stood the test of time. As a small group of employees sat around a table in 1959 to help their colleagues access finance, they would not have imagined their organisation today would have grown to over \$1 billion in assets and 15 stores, plus an online presence and app capability.

Always a genuine banking alternative

The recent banking royal commission and numerous government enquiries into the financial services sector have repeatedly demonstrated the stark difference between a customer-owned banking alternative such as Community First and the banks. "The banks strive to deliver benefits primarily to their shareholders rather than their customers.

"When you bank with a customer-owned bank like Community First, there is never a conflict between shareholders and customers because they are one and the same," said John Tancevski, CEO of Community First Credit Union.

A true member of the community

Community First Credit Union also stands apart from the big banks with its genuine support for the local community.

John said, "At Community First our members' needs are our top priority, and we demonstrate this with a strong track record of supporting initiatives to benefit the community in which our members live and work." For example, our partnership with the McGrath Foundation is now in its 10th year and via the McGrath Pink Visa debit and credit cards, we have raised over \$814,000 for the foundation.

Embarking on our 60th year

As we commence our 60th year of operation, we've taken the opportunity to refresh our brand, so you may notice this newsletter looks a little different to the previous versions. You'll also notice some subtle changes across our stores and our website throughout the year as well.

We're proud of our heritage of people helping people. We're all about our members, and we're focused on continuing to deliver products for your life, service you deserve and value for money.

Celebrating **60** Years
OF
Customer-owned Banking

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Protect yourself against scams

Scammers are constantly looking for new ways to steal money. Scams can target anyone and it's important to remember that everyone is vulnerable to scams, so everyone needs to be aware of how to avoid them. Some people think that only the gullible and greedy fall victim to scams. The truth is, scammers are clever and if you don't know what to look out for, anyone can fall victim to a scam.

Have you or a family member received an offer that is too good to be true? Perhaps a phone call from Microsoft to fix a virus in your computer, or a threat to pay money you do not owe? What about an alert from your bank or telecommunications provider about a problem with your account or even an invitation to connect online? Scammers know how to press your buttons to get what they want.

The golden rules to protect yourself are:

- 1 Be alert.** Always consider the possibility that uninvited contact from people or businesses such as the ATO, energy providers, telecommunications companies or software companies such as Microsoft, may be a scam – whether made via phone, post, email, in person, or social networking sites.
- 2 Don't respond** to phone calls about your computer asking for remote access – HANG UP.
- 3 Do some research** – if you are unsure of the legitimacy of a person or business, search for their business details online to find their number or business details. Never call them back on the number they have given.
- 4 Don't open suspicious texts, pop-up windows or emails** – DELETE THEM. Never provide credit card details or purchase gift cards to unsolicited callers.
- 5 Install security software** on your computer, keep it up-to-date and install security patches when they become available.

For more information on common scams, go to www.scamwatch.gov.au

Community First Credit Union will never ask for your details or to login to your Internet Banking in email or text.



We need your help!

Discuss staying safe online and scams with family and friends.

If you are unsure, or need help, please call us on 1300 132 277.

Beware of free trials

Beware of free trials

While online or scrolling through social media you may see an ad for a free trial. It may be for diet pills or face creams and may even be endorsed by a celebrity. All you have to do is pay a small fee for shipping and handling. While some free trials are legitimate, others may be anything but free.

What to watch out for

Some free trials draw you in to get your credit card information, and trap you with ongoing payments that can be tricky to get out of.

If you can locate the terms and conditions or fine print, you may notice you are given a time-frame such as 10-16 days to cancel any future payments from your credit card. You may also notice that you've signed up for a monthly shipment of the product and will therefore be charged for these products.

How you can be affected

The cardholder is then left to arrange the return of unwanted goods and will need to pursue the merchant for a refund. Often, the cardholder needs to cancel their credit card and order a new one for the payments to stop. Merchants have even been known to sell your contact details resulting in spam emails.

How you can stay safe

- ✓ Locate and read the terms and conditions carefully
- ✓ Do an online search for the merchant with the free trial and add the word 'review', 'complaint' or 'scam' after the merchant's name to see if they have a history of any issues
- ✓ Cancel the trial within the time frames outlined in the Terms and Conditions
- ✓ If in doubt, don't sign up



How to get ahead on your home loan using an offset account

Reducing the interest you pay on your home loan takes more than just a low rate. The features and benefits attached to the loan also play a very important role. Many Australians don't fully understand how to use their home loan features to help pay off their loan sooner. One of the most effective ways to do this is by taking advantage of an offset account.

The term 'offset account' and how it works is not always well understood, so it can often get overlooked when comparing home loans. However, using a 100% offset account could save you thousands in interest which means it can help you pay your loan off sooner.

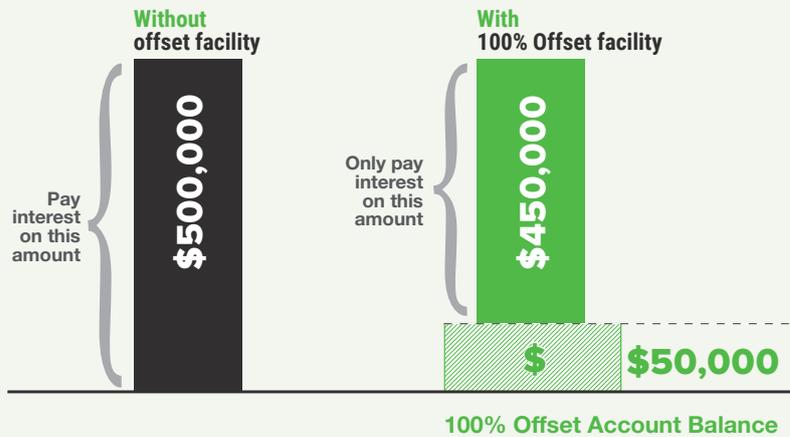
How does an offset account work?

A 100% offset account is an account linked to your home loan where you can park your savings and spare cash to reduce the interest you pay. Then, when interest is calculated on your home loan, the balance in your offset account is deducted from the loan amount owing, and interest is only charged on what remains.

For example, if you have a home loan of \$500,000 with \$50,000 in an offset account, you will only be charged interest on the remaining \$450,000.

At Community First, most of our home loans come with offset accounts as

standard. In fact, even our fixed home loans come with an offset account. And we don't charge you any monthly fees to have it. That's because we're fixed on value.



If you have a home loan and are missing out on the benefits of an offset account, talk to us today about our competitive home loan range or visit our website for more information.

Australia Day community event

Community First proudly supported the Sutherland Shire Council in their Australia Day celebrations at Cronulla Beach in January this year. The charity for the day was Rural Aid and visitors were able to tap and pay for donations via Community First, along with a range of other fundraising initiatives on the day. Donations to Rural aid help provide much needed support for farmers in drought stricken areas.

Following our merger with Cape Credit Union in 2018, we look forward to expanding our presence in the Sutherland Shire and letting more people know about us. The event was



Community First staff and volunteers at the Australia Day celebration



Community First staff with Prime Minister, Scott Morrison

a great opportunity to support the local community and Rural Aid, while raising awareness in the Shire. A big thank you to the Community First staff who

volunteered on the day to help with what was a great opportunity to play an active part in the communities in which we live and work.

RediATM scheme *changes*

On 1 April 2019, we're leaving the rediATM scheme. This decision means you may be charged a direct charge fee when withdrawing cash from a rediATM after this date.

We've had a long-term link to the rediATM scheme to enable us to provide our members with access to a national network of ATMs free of direct charge fees.

Why we're changing

In late 2018, many local and foreign banks removed ATM direct charge fees for customers with cards from competing banks. This significant change of heart by the banks means Community First cardholders won't be charged a fee when accessing cash from the ATMs of the major banks.

Moreover, this development enables you to access your cash from over 10,000 ATMs across Australia, direct charge free.

Will I be charged a fee when using a rediATM?

The rediATM scheme charges cardholders a direct charge fee to use its ATMs unless their financial institution has a partnership with the network. So from 1 April 2019, you may be charged a direct charge fee when using a rediATM, however you'll be notified on screen if a fee is applicable and can cancel the transaction if you don't wish to proceed.

What stays the same?

Although we're leaving the rediATM scheme, it won't impact the ways you can pay for goods and services. Getting cash out at a supermarket checkout won't change. Plus, with the convenience of tap and go using Visa payWave, and fast payments using your PayID, you'll find there are a number of convenient ways to pay, that don't involve the need to access cash at an ATM.

Existing Community First fees for ATM usage remain the same.

Are there any other changes?

From 1 April 2019, you won't be able to change your card's PIN at a rediATM.

However, if you can remember your current PIN you can still change it using the Community First mobile app. If your memory fails, you can visit one of our stores to obtain a new PIN or order a new card directly from our mobile app.

As part of the changes to the way you can access your cash, the existing ATMs at our stores will be given a makeover in March 2019. Our store ATMs will switch from rediATMs to Community First branded machines which you will be able to access direct charge free as a member. You will also be able to change your PIN at one of these Community First ATMs.



To find your nearest Community First store, visit communityfirst.com.au



Home Improvement Loan

6.12%
p.a.*

Variable interest rate

6.39%
p.a.**

Comparison rate

Dreaming of renovating or expanding your home, adding a swimming pool or would love to upgrade your kitchen or bathroom?

- + No monthly or annual account keeping fees
- + No penalty for early payout
- + Access to redraw
- + Borrow from \$1,000 to \$50,000
- + Loan terms between 1 and 5 years
- + Flexible repayment options
- + One-off application fee of \$195

Take the next step today
Apply online, call us or visit us in-store

 **community first**
credit union

Credit eligibility criteria, terms & conditions, fees & charges apply. *Rate is current as at 02/01/18 and subject to change without notice. **The comparison rate is based on an unsecured loan amount of \$30,000 over a loan term of 5 years. WARNING: This comparison rate is true only for the example given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate. Community First Credit Union Ltd ABN 80 087 649 938 AFSL/Australian credit licence 231204.