

Member Matters

Macquarie Credit Union
straightforward, reliable banking

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Share the secret with your friends and family

Did you know that we are member-owned and as a member you are a part owner?

There is a real difference that our members enjoy by owning their own financial institution. It starts with the fact that we put the profits back into the organisation. Here are a few more reasons:

Member ownership

We are owned and operated by you, our members. This means each of you has a stake in the organisation. Without you, the Credit Union wouldn't be what it is, that's why customer service is so important to us.

Competitive products and services

We offer a wide range of products and services from home, personal and car loans to savings and investment accounts, insurance and financial planning. We aim to be competitive and provide products that suit the needs of you, our members.

Fairer fees

No one likes paying fees – this is something we recognise and we try to keep our fees and charges as low as possible. It's all about putting more money into your pocket.

Customer service

We are committed to keeping you, our members, satisfied. We provide real and caring personalised service for all our members regardless of your investment. You're not just a number to us, you're an owner of the Credit Union.



You could WIN!

As a benefit of sharing we are offering our members some great rewards.

We've made it so easy for you. All you have to do is tell your family and friends about our great products and services, and if they sign up for a membership, you go into the draw to win a fantastic range of prizes.

So why not spread the word.

*For full Terms and conditions please contact Macquarie Credit Union on 1300 885 480 or visit macquariecu.com.au



Hello and welcome to Member Matters.

Hello and Welcome to Member Matters,

I hope you've had a positive start to 2011. A lot has been going on over the last few months, and we also have some new activities we'd like to share with you.

We are growing our already extensive rediATM network, and it's now even easier for you to access your money with the Bank of Queensland joining the network. This means there is now an additional 350 ATM's for you to access across Australia. Remember, to easily find a rediATM close to you, you can visit our website or text 1995ATM with the city, town or suburb you are located.

With benefits and easy banking access like this, it's important for you as members, to let other people know. This is why we are launching our first 'Member get Member' programme this month. The programme invites you to let your friends, family and work colleagues know what great products and services we offer here at the Credit Union, and encourage them to experience it first hand by becoming a member. For more information please see the front page of this newsletter or visit our website.

In this quarter, we are also focussing on term deposits and savings accounts. Our Credit Union has a range of personal transaction and saving accounts that can be tailored to your individual needs.

Whether you are looking for a fixed term deposit or day-to-day access over the counter, via the Internet or telephone, or via the convenience of EFTPOS and ATM, we have accounts to meet your needs. For more information speak to one of our Member Service Officers on 1300 885 480 or visit our website macquariecu.com.au

As we have done in previous editions of the newsletter, once again we will be offering a \$50 cash prize to five lucky members. Look for your member number in this edition of Members Matters and then call us to claim your prize before 30 June 2011.

The results of our member survey have been received and we really value your contribution to these. These results are invaluable and helps the Credit Union improve on our products and services. Congratulations to Matt Nolan, who won the \$500 prize draw for completing our member survey. For more information please see Page 5 of this newsletter.

Finally, I hope you enjoy this edition of Member Matters and I wish you a very safe and Happy Easter.

Regards,

Matt Bow, General Manager

Kick a savings goal

With a Term Deposit or Online Savings Account.
Tackle your savings. Starting Today!

Shave for Leukaemia

Congratulations to Essential Energy Team Leader, Kim Hollis, her daughter Rebecca Hollis and fellow Country Energy staff Michele Colbert, Linda Goodchild, Ben Castle, Andy Mainwaring and Alister Gunn for participating in the 2011 Leukaemia Foundation's World's Greatest Shave.

The team was inspired by Karl Stephenson, the cousin of Kim Hollis, who lost his battle with pancreatic cancer in 2010, leaving four young boys and his loving wife behind.

Each member of Karl's Legacy team bravely shaved their heads to commemorate him and help raise much needed funds for the Leukaemia Foundation, which will assist with blood cancer research and the support of families and patients affected by Leukaemia. With the aim to raise \$5000, the team has gone above and beyond their target, already raising \$8000 with further contributions being made.

The team at Essential Energy lent a helping hand, by giving Kim and the other staff time to prepare for the shave and by throwing a company barbeque to collect donations that were contributed to Karl's Legacy.



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We are proud to support Kim and all members of Karl's Legacy team for having the courage to participate in such a worthy cause.

To donate visit worldsgreatestshave.com and search for Karl's Legacy Team.

Help is still available for first home buyers

At the beginning of 2010 the Australian government discontinued its popular First Home Owners Grant Boost. Many first time buyers rushed into the market at the end of 2009 to beat the boost deadline to receive an extra \$7,000 or \$14,000 from the federal government. As the GFC took hold in 2010 getting into the property market suddenly didn't seem as important as holding onto a job. As the storm clouds clear from the economic crisis it is worth remembering that first home buyers in Australia are still eligible for monetary assistance from both Federal and State governments.

First Home Owner Grant

The First Home Owner Grant is an initiative of the Australian Government to assist first home buyers to purchase their home. For eligible first home buyers, the First Home Owner Grant Scheme provides a \$7,000 grant. Currently, there is no set date for the FHOG to expire. To be eligible for this money you must:

- be an Australian citizen or permanent resident
- be buying or building your first home in Australia
- have the intention of occupying the property as your principal place of residence within 12 months of the settlement and living in it continuously for at least 6 months

In addition to the FHOG that is available to all Australian first home buyers, there are additional grants offered by individual state governments. Here at the Credit Union we offer a First Home Buyers Home Loan for those eligible for the grant. The loan is specifically designed for first home buyers so we make sure we look after you. Some features include:

- 0.50% discount on our standard variable rate for the first 3 years
- family guarantee option

The best thing about this loan is we do everything for you. We can lodge your grant application as well as pay up to \$600 in valuation and legal costs. **For more information visit macquariecu.com.au.**

NSW

This state's First Home Plus scheme provides exemptions on stamp duty on the purchase of a home of up to \$500,000 (and reductions up to \$600,000). The exemption from stamp duty could save you \$17,990, and when combined with the FHOG



means you are looking at saving \$25,000 on the right property. Alternatively, if you are looking at buying vacant land the state government will waive any stamp duty on a value of up to \$300,000.

Victoria

The Victorian state government has the First Home Bonus which grants first home buyers up to \$13,000 for the purchase of new homes up to \$600,000. To be eligible for this scheme a property contract must be entered between 1 July 2010 and 30 June 2011. When added to the FHOG, buyers could save up to \$20,000.

Queensland

Queenslanders are eligible for a concession of up to \$8750 on a property purchase price of not more than \$504,999.99. In this scenario, Queenslanders are looking at a combined benefit of up to \$15,750 when pooled together with the FHOG.

Regional areas

For those looking to purchase a new home or build one in regional areas between 1 June 2010 and 30 June 2011, there is an additional \$4,000 in the form of Regional First Home Owner Grant. Combined with FHOG, benefits of up to \$11,000 are available in this situation.

For more information on any of these schemes and information on how to apply visit firsthome.gov.au or talk to one of Macquarie Credit Union's loan officers.

Easter and Anzac day long weekend

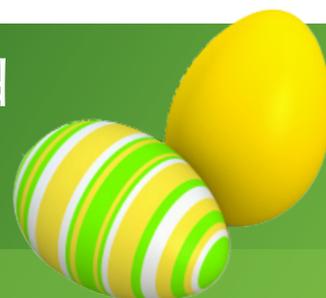
Our branches will be closed on Friday 22nd of April, Monday 25th of April and Tuesday 26th of April, for the Easter and Anzac day long weekend. Telephone and internet banking will remain available on these days.

Remember that also during this time you can access your accounts by using your RediCard or Visa card with no fees at any RediATM or NAB ATM. If you would like to find the closest ATM send a text with either your postcode or your suburb and state to 199 55 ATM (199 55 286).

We hope you have a relaxing and safe long weekend.

Easter Tip

Remember to stay safe when travelling on the road this Easter. If you're travelling a long distance, make sure to stop regularly.



Insurance from Natural Disasters

How does your insurance weigh up?

In light of the recent pressure put on many Australian families due to the shock of natural disaster, it is important to know exactly how much cover you have when it comes to your insurance.

Losing your home or car can set you back quite some time, however being left with nothing due to not having the right insurance cover can be hard to bounce back from.

Now is as good a time as ever to double check what you are covered for and taking the right measures to ensure you and your family can have peace of mind.

Insure for peace of mind

One of the easiest ways of protecting your home and contents is taking out an appropriate level of insurance. People underestimate the cost of rebuilding a home. They don't take

into account things such as removal of debris, hiring architects and surveyors, legal fees and even temporary accommodation.

The difference between an adequately insured home and an uninsured home could mean the difference between your family having somewhere to live or not if the worst should occur.

Underinsurance

Don't fall into the underinsurance trap!

Make sure your insurance includes cover for fire damage. You need to make sure your constantly revising your policy. If you have recently renovated your house or added a large television or a new kitchen make sure to add this to your policy. This way you'll be covered no matter what.

It's quick and easy to get insured or to find out if you have adequate insurance. Simply call 1300 885 480 or visit Macquarie Credit Union, we'd be happy to help.

Want something special?

With our low rate Personal Loans get what you want quicker.

.... So what are you waiting for?



Five star value

As further recognition of our great value Personal and Car Loans, Macquarie Credit Union has received a 5 star rating for outstanding value from independent research monitor Canstar Cannex.

The Credit Union is very proud to be recognised in this sense as having one of the most competitive personal and car loans in the industry. We are constantly enhancing our products and services to make sure our customers are receiving the highest quality possible.

For outstanding service, low rates, redraw and no application or monthly fees, call one of our helpful staff on 1300 885 480.

**HAVE
YOU WON
\$50?**

Have you spotted your member number hidden throughout this newsletter? If the answer is yes, you've just won \$50.

Each quarter five lucky members will win \$50 instantly just by reading our newsletter.

Simply call us on 1300 885 480 before 30th June 2011 and it's all yours. Couldn't be easier!

Looking for a new beginning with your savings?

Easter time is a great time for new beginnings, both personally and financially. Why not make a new beginning on your savings and thank yourself later.

For many of us, saving for something special is not an easy task. But it doesn't have to leave you struggling to make ends meet if you plan ahead.

Try the following helpful tips:

1. Track your spending

Working out where all your money goes is the first step in managing your finances. The easiest way to do this is to keep a financial diary for a defined period (usually a few months). Once you know where your money is going setting up your budget will be a lot easier.

3. Work out a rough living budget

Remember to include not only your everyday expenses, but also those miscellaneous items that tend to come up, such as birthday presents and higher than usual electricity bills.

Also be sure to revisit your budget periodically during the year, to see if there are any areas you can tighten up.

3. Set yourself a savings target

Aim to save at least 10% of your income. A great idea is to set-up a regular transfer from your access account, to a separate

savings account. Do this at the time you receive income into your account – if you don't see it, you can't spend it. We have various savings accounts to suit your needs. Just check out our website at macquariecu.com.au today.

4. Boost your savings

Consider putting some of your savings into a Term Deposit account, where your funds are locked away in order to remove the temptation to spend.

5. Develop a safety buffer

A good way to do this is to put part of your savings into an at-call high interest savings account. That way you'll always have access to your funds should you need them and you'll continue to earn high interest.

6. Spending is largely driven by emotion

Don't go shopping for anything until you've drawn up a list and know how much you have to spend. Set yourself an impulse spending limit.

For more information on starting fresh with your savings visit our website at macquariecu.com.au or simply give us a call on 1300 885 480.

Thank you for your responses



Thank you for everyone who completed our member survey late last year. We have had a large number of completions. A big congratulations to Matt Nolan, who has won the \$500 online savings account with the Credit Union.

We do value your comments. Although for the most part the survey results were extremely positive and encouraging, we have found that a few of you have products with other financial institutions.

Why not switch to Macquarie today!

Switching the Macquarie Credit Union is simple. We even help you switch all your regular payments to your new Macquarie Credit Union account. Say goodbye to your old banking experience and hello to straight forward reliable banking with Macquarie. Competitive rates, low or no fees and real, personal service are just some of the reasons why our members prefer Macquarie Credit Union.

Ask us how to switch today. Call us on 1300 885 480 or visit macquariecu.com.au.

We have also found that many of you would like to know more about accessing your accounts remotely with the Credit Union.

"Explain my options for accessing my several accounts if I don't want to visit a branch."

We have a range of access options to choose from:

- Internet Banking
- Phone Banking
- Bank@Post
- Redicards
- Visa Debit cards
- Redi ATM network

"The internet service is excellent, everything I need. I also prefer a paperless system - no mail, which you are moving towards."

We are also enhancing our online services including a new range of factsheets you can access and download online. They will provide comprehensive information about each of our products and services. Stay tuned for these.

If you would like any more information about our access options visit our website at macquariecu.com.au or call us on 1300 885 480.

Simple smartphone security

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Smartphones, like the iPhone, are essentially mobile mini computers.

As well as running Applications (Apps) they carry a wide range of personal and business information like birthday details, parents' names, addresses and internet login links. These devices are therefore designed to store the kind of data that criminals can use to break into bank account or computer systems.

Considering how easily an iPhone can be left in a cab, or on a bar stool, it's probably not a bad idea to take a quick look at some of the things you can do to protect your smartphone:

Be careful with WiFi

Try to only use encrypted networks and set your phone up to request confirmation before connecting to a new network. Be sure to always do any online banking over a trusted network. Remember that it is possible for criminals to hijack your phone over an unsecured network.

Lock it

All phones have security features, so check the manual and turn them on. Work out your smartphone's lock features, and then set a password to lock your phone when it's not in use.

Don't 'jailbreak' your smartphone as this makes it vulnerable to malware

You'll not only make your warranty invalid but you make it much easier for cyber-criminals to install malware and compromise your smartphone.

Never open attachments or download applications from untrusted sources

Just as with your home or office computer it's important to never open an attachment or download an application from a person or website that you don't know or have doubts about. These attachments could be infected with viruses that steal passwords, data and personal information.



Never store passwords or PINs on your smartphone

Despite how cleverly you may think you've concealed them (pin number hidden in a contact record for example), criminals know what to look for and where to find it.

Delete all data

If you recycle or throw away your old phone, always ensure you remove all traces of personal information.

Installation of smartphone security software

Internet security software tailored specifically for smartphones is already available in the marketplace. Like your home pc, it is vital to keep security software up-to-date to be effective.

If you stop to think about it, the information you store on your smartphone is probably more valuable than the smartphone itself. While we are all enjoying discovering the capabilities of these new devices, it's worth taking the time to protect the information you store on them.

Contact us

Telephone 1300 885 480
Phone-a-loan 02 6884 8650
Email info@macquariecu.com.au
Web macquariecu.com.au

Head Office 23 Hawthorn Street
PO Box 1618
Dubbo NSW 2830
Fax 02 6882 6909

To report the loss, theft or unauthorised use of your Visa Card or Redicard call the Hotline on 1800 224 004, 24 hours a day, everyday. Please also contact us to report the loss, theft or unauthorised use.

Any advice in this magazine is of a general nature only and has been prepared without considering your objectives, financial situation or needs. To decide if a product is right for you, please carefully read the Product Disclosure Statement for that product available from our branch or from macquariecu.com.au

Macquarie Credit Union Limited
Incorporating Essential Energy Credit Union & Post-Tel Credit Union
ABN 85 087 650 253 | AFSL / ACL 241132 | BSB 802 126