

Member Matters



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Welcome

The Credit Union has been in business for fifty four years, providing friendly, top class personal service, and first rate financial products to our members at the lowest possible cost. This year was another year of solid growth and working hard for our members. Our current and new members increased their support of our products and services by over 7%, which confirms our ongoing strategies to give more back to our members. The Credit Union continues to be competitive and innovative and deliver real value benefits to our members.

This, the Credit Unions third year at our new premises in Dubbo continues to provide the best member experience through outstanding personal service. While many of the big banks are reducing staff numbers and turning to Skype to conduct loan interviews, Macquarie Credit Union prides itself by providing the "face to face" experience that people want.

The Banking Royal Commission has uncovered many dubious practices employed by the major banks that have lead to an erosion of trust in the major banks. Macquarie Credit Union has continued to deliver a suite of competitive loan and deposit products in a completely ethical fashion. We exercise caution in the way that we apply our lending assessment criteria and we always ensure we have our members' interests at the forefront with any decision made. We do not pay any of our staff performance bonuses or incentives to sell to our members.

Our customers are also our members and our shareholders, there is no difference, the Credit Union's focus is on offering the most competitive products and services while committing to sustainable long-term relationships rather than short-term profits. Our mutual model is the only alternative that can claim it is solely customer focused because 100% of profits are used to benefit members.

New research has found that the Banking Royal Commission has made Australians more receptive to switching their banking. The research supports a movement towards credible, strong viable alternatives to the major banks, such as customer owned banking. An 'Essential Media' poll has found almost half of all Australians have less trust in the big banks because of the Royal Commission into banking. At the same time, trust in the customer owned banking institutions is on the rise.

Just as a reminder, the way in which we all access and use cash is changing, so from 1 February 2019 the Credit Union will no longer be part of the rediATM network. You can now have free access to over 10,000 ATM's Australia wide, so please read on to see how this may affect you.

Finally, I would like to wish all our members a prosperous 2019 and hope that you all had a well deserved Christmas break with your families and loved ones.

A handwritten signature in black ink.

Matt Bow
General Manager

Happy New Year!
2019

New Years Resolution

What was your new years resolution? Travel, update your car, or maybe you're planning to buy your first home. Whatever you're thinking about you may be pleasantly surprised at just how our staff can help you plan and achieve these goals sooner.

Start a conversation with us today.



**Start saving
today with our
CHRISTMAS CLUB**


[learn more inside](#)

Canstar Award Gold Retirement Account



It's Official, our Gold Retirement Account has successfully claimed another 5 star award from Canstar for outstanding value. If your retired and receive a pension you may qualify for this great account with a great interest rate and funds at call, it may be just what you've been looking for.

Contact our staff today to see if this account is right for you.



Looking for a fee-free ATM?

WILL 10,000+ DO?

You can now access your account fee-free at all major bank ATMs in Australia.

Normal transaction limits apply.

Important Reminder about ATM Access Changes

A reminder that from 1 February 2019 the ATM network we use to access our money will be changing. Macquarie Credit Union will NO LONGER be a part of the rediATM network. You will now have FREE ACCESS to use any of the major bank ATMs (CBA, ANZ, Westpac and NAB) to withdraw your money giving you over 10,000 ATMs Australia wide to choose from.

Please remember when using some third party ATM's you may be charged a fee, this is not a fee charged by Macquarie Credit Union, this is charged by the owner of the ATM, the fee is disclosed upfront allowing you the option not to proceed further.

For further information refer to our website or contact our friendly staff.

Your Credit Union and the Community



McGrath Foundation

October had Macquarie Credit Union's staff tickled pink. We threw our efforts into supporting the McGrath Foundation. This is a cause close to many of our staff's hearts and we were so proud to raise over \$500 for such a wonderful organisation.



Congratulations to the Dream Festival committee and volunteers for making the 2018 festival an even bigger and better event than past years. Thousands of people enjoyed the festivities on Saturday afternoon at the markets and the amazing Lantern Parade never fails to disappoint.



RIDE FOR CROSSY

Sadly over a year has already passed since we lost Gary Cross. Gary was well known amongst the Essential Energy community and had organised mystery bike rides for many years. To celebrate and honour Gary his daughter Andrea organised a Memorial Mystery bike ride on his anniversary. This was a fitting event enabling over 100 family and friends to say a last goodbye at a favourite destination of Gary's.

STAMPEDE RUNNING FESTIVAL

The seventh MAAS Group Dubbo Stampede running festival was held on 26 August 2018, with Macquarie Credit Union again supporting as a Bronze sponsor.

Despite the surrounding drought and ironically the first wet event, the weekend was a positive community event with:

- ★ 2,279 people registered for the event
- ★ record numbers in the marathon event, and
- ★ five new event records set.

The committee are working hard to improve our community through the Dubbo Stampede. In 2018 they have contributed:

\$3000 towards Drought Angels to support Aussie farmers and rural communities with meaningful and personalised assistance.

\$7000 towards the Indigenous Marathon Program, developing leaders and role models in our Aboriginal communities.

\$3000 towards local community groups who volunteer at the Stampede.

The Dubbo Stampede committee will soon be investing in the next stage of the River Lighting Project in partnership with Dubbo Regional Council.

We're proud to support this local event that works to improve the health, wellbeing and infrastructure of our community.





Car Loan Crusher

Up to 2% discount off your current car loan interest rate from a different financial institution.*

**TO APPLY CALL 1300 885 480
VISIT MACQUARIECU.COM.AU
OR 165 BRISBANE STREET, DUBBO**



*Terms and conditions - Available for new lending only, not available on refinance or an increase to the limit of existing Macquarie Credit Union Facilities. Proof of current rate required. Floor rate of 6% pa does apply. Comparison Rate of 6.22% pa. Comparison rate is calculated on a loan of \$30,000 over a term of 5 years with monthly repayments. 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. For cars up to five years of age. Normal lending criteria, terms and conditions, fees and charges apply.
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Christmas Club Account

The festive season is a great time of year, however for many it can be a stressful time of year. Why not be prepared and plan ahead, open a Christmas Club Account and start saving straight away. The funds are available when you need them from November each year.

For those that are still caught out we also have a unique way to assist you with our Christmas Club Overdraft, contact our friendly staff to find out more or visit our website today.

Cocktail party

Our Inaugural Members Cocktail Party was held on Friday 9 November. For over 50 years we have held a Members Annual Dinner however we notched it up a gear this year by offering our members a cocktail party function. We had wonderful entertainment provided by Sam Coon and delicious food provided by Bellotti's Italian Dining.

The night was a huge success and we actually sold out of tickets 2 weeks prior to the event, so remember next year get in early to book your tickets.

Some great photo booth memories ↗



Car Finance Tips, Tricks & Traps

So you've seen an advertisement promising "0% interest", "0% finance" or even 1% pa finance car deals. Sounds too good to be true! Well it almost certainly may be the case. The fact is the 0% finance deals for new cars can be more expensive to buy than the same cars brought with a standard finance rate.

Some people will use a car dealer to organise their finance as it seems convenient, after all the finance is offered at the point of sale right? Makes sense, well not necessarily. You need to understand the full picture, whilst the information will be disclosed in the contract you don't want to be caught out later in the purchase.

If a car dealer offers a new vehicle with a low finance offer you may find the price of the vehicle has been inflated to cover the finance costs.

To avoid these types of hidden traps here are some questions you may like to ask the Dealer upfront;

- What are the monthly repayments?

- Is there a monthly fee?
- How much is the establishment fee?
- Is there a broker fee charged?
- Can I make early or additional repayments?
- Can I make flexible repayments?
- Is there a balloon payment?
- Is there a finance rebate included in the purchase price?

When should I apply for finance?

If you're genuinely looking for a vehicle its best to have your finance pre-approved before you shop, this may give you better bargaining power and you will know your budget. Above all this will fast track your transaction when you locate the car of your dreams.

Internet Security Fraud Tips

With both internet and telephone banking widely available, accessibility to your funds is even easier. However, it's important to remember to stay smart and safe online.

Accessing the internet safely and securely is relevant to everyone. It is important to know the risks that exist online and how to protect yourself from online crime like identity theft, which is an ever present threat.

Ensure you access the internet securely and with confidence.

There are five simple steps you can take to protect yourselves, your family and your business online.

Remember to

- Ensure you have a strong password, and change it at least twice a year.
- Obtain security software, and update and patch it regularly.
- Stop and think before you click on links or attachments from unknown sources.
- Information is valuable. Be careful about what personal information you give away about yourself and others online.
- Your personal identity details such as date of birth and address are private – don't give them away to random callers.

Scam Emails

Scam emails are a popular way to illicit your personal information. To try and reel people in, they can often use emotive language, request money or just request a reply. These are called "Phishing" scams.

Do not respond to these kinds of requests.

Scam Telephone Calls

Unsolicited telephone calls are the latest way to illicit your personal information. Using what's called social engineering, scammers will call pretending to be a legitimate business or service. They will often use a large brand name for the purposes of trying to obtain personal confidential

banking details. To gain attention and get a response they may use emotive language and local events or even disasters to convince people to give up their personal and private banking details.

Calls can be under the pretext of being a survey or even a security check, this is where the scammers will press for personal information they can use to identify themselves as you. This is why it's very important not to respond to these kinds of requests.

Never give out your card PIN, Banking credentials, identity or personal information to anyone. Remember, Macquarie Credit Union will never ask you for your banking or personal identity details in an email, an online message or phone call you didn't initiate.

Identity fraud is a real threat – fraudsters will target you and others that may be more vulnerable, such as the elderly or those who may not easily understand the scam. Make sure everyone in your family is aware and hang up on scam callers. Don't just throw out old bills, records and expired cards- destroy them.

Do not send money to anyone you don't know. You can also check if the request is legitimate – research the person, company, and check with family, friends and www.scamwatch.gov.au which has information about how these scams target you.



Australia Day Notice

The branch will be closed on Monday 28 January 2019 for the Australia Day Public Holiday. Internet and Phone Banking services will still be available to our members.



Contact us

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To report the loss, theft or unauthorised use of your Visa card call the Hotline on 1800 648 027, 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 Conditions of Use for that product available from our branch or from macquariecu.com.au. Full terms and conditions available in branch. Fees and Charges may apply.

VIP SECURITY TOKENS

Would you like additional internet & mobile banking security?
Could you benefit from a higher daily transfer limit?

Talk to one of our friendly staff today for more information how we can help on 1300 885 480 or visit www.macquariecu.com.au

