

Member Matters

Macquarie Credit Union
straightforward, reliable banking

July 2009



In this issue

- New ATM at Centro Dubbo
- Don't get caught out
- Mutual Banking Code of Practice
- Looking for extra cash?

Good news for first home buyers

On 12 May the Australian Government announced an extension to the First Home Owner Boost (FHOB) in its 2009 Budget. The boost is a supplement to the existing First Home Owners Grant giving first home buyers up to \$24,000 to help them get into their first home. The boost which was previously to end 30 June 2009 will now be available until 31 December 2009.

The FHOB scheme will continue at the current rates until 30 September 2009 and will then be reduced by half up until 31 December 2009.

Under the current FHOB arrangements, first home buyers are eligible for additional amounts of \$7,000 for buying an existing home and \$14,000 for buying or building a new home for contracts entered into on or before 30 September 2009. After this, first home buyers who sign before 31 December 2009 will be eligible for boost amounts of \$3,500 for existing homes and \$7,000 for new homes.

The FHOB is paid in a lump sum, together with the First Home Owners Grant, and can be applied for through your Credit Union.

Macquarie Credit Union is a First Home Owner Grant approved agent, so we can help you with your First Home Owner Grant and boost application at the same time as your loan.

For more information on our home loans and handy tips on buying your first home, visit macquariecu.com.au or speak to us on 1300 885 680.

How it works

CONTRACTS SIGNED 14 OCTOBER 2008 – 30 SEPTEMBER 2009

EXISTING HOME	NEW HOME
First Home Buyers Grant \$7,000	First Home Buyers Grant \$7,000
Additional \$7,000	Additional \$14,000
	New Home Buyers Supplement \$3,000
TOTAL LUMP SUM PAYMENT \$14,000	TOTAL LUMP SUM PAYMENT \$24,000

CONTRACTS SIGNED 1 OCTOBER 2009 – 31 DECEMBER 2009

EXISTING HOME	NEW HOME
First Home Buyers Grant \$7,000	First Home Buyers Grant \$7,000
Additional \$3,500	Additional \$7,000
	New Home Buyers Supplement \$3,000
TOTAL LUMP SUM PAYMENT \$10,500	TOTAL LUMP SUM PAYMENT \$17,000

Switch to a better rate POWER HOME LOAN

- ✓ no ongoing fees
- ✓ free redraw
- ✓ hassle-free switch

0.50% discount*
off the standard variable rate



* See back page



Hello and welcome to our July Member Matters.

You, our Members, come first here at the Credit Union - in good times and bad.

The announcement by the Federal Treasurer earlier this year about the big four banks agreeing to a common approach for

assisting borrowers facing financial hardship has focused attention on how lenders respond when borrowers run into difficulty. We do not need to be persuaded by the Government to put our members first. You are our owners and that's how we treat you.

Firstly, we lend responsibly so you aren't over-stretched and, secondly, if tough times arrive we work with you to help you get back on track wherever we can.

Recent media coverage has suggested that the big banks will offer automatic repayment holidays and other measures. This is not the case – the big banks have agreed to look at hardship applications on a case by case basis, and to work with their customers more sympathetically. These are commitments we have been honouring for years.

Most importantly, you can be confident that we will work with you to help you get back on your feet wherever we can.

We have joined with 126 other credit unions and building societies in Australia to launch the Mutual Banking Code of practice.

The code basically spells out our responsibilities to you, our members, and what you can expect from us. The term 'mutual' refers to organisations like us that are owned by their customers (or members, as we like to call you). The code is a pretty lengthy document but it can be summed up by 10 key promises (see over).

In line with this new Code of Practice, there are some changes when it comes to notifying you about important information. These changes form part of our new conditions of use (see below).

We have recently launched a new blog on our website. From time to time we will blog about financial issues, tips on how to get more out of your money and keep you up-to-date with our workplace visits and the other things we are doing in the community. I'd like to encourage you to visit our website and submit any comments, questions or topics that you'd like us to cover.

Lastly, from 1 August 2009 some changes will come into effect regarding our fees and charges. After a full review of the current fees and charges, a number of changes have been made to reflect both the changing needs of our members, costs incurred and shifts in the market place demand for financial services.

FEE FREEDOM - Banking without fees is still available with your Credit Union, check out the updated fees and charges brochure to find out how you can still bank FEE FREE.

I hope you enjoy this edition of Member Matters.

Regards,

Matt Bow, General Manager

Notifying changes to fees, charges, interest rates and other information

We may change fees, charges, interest rates and other conditions information at any time. The following table sets out when we will notify you of any change.

TYPE OF CHANGE	NOTICE
Increasing any fee or charge	20 days
Adding a new fee or charge	20 days
Reducing the number of fee-free transactions permitted on your account	20 days
Changing the minimum balance to which an account keeping fee applies	20 days
Changing interest rates	On the day of change
Changing the method by which interest is calculated	20 days
Changing the circumstances when interest is credited to your account	20 days
Changing any other term or condition	When we next communicate with you

More ways to access your money



NEW ATM
coming soon to
Centro Dubbo



10 key promises to you

The new Mutual Banking Code of Practice is our guarantee to always lend responsibly and to serve your needs first.

Here are our 10 key promises to you:

1. We will be fair and ethical in our dealings with you
2. We will focus on our members
3. We will give you clear information about our products and services
4. We will be responsible lenders
5. We will deliver high customer service and standards
6. We will deal fairly with any complaints
7. We will recognise member rights as owners
8. We will comply with our legal and industry obligations
9. We will recognise our impact on the wider community
10. We will support and promote this Code of Practice



Are you looking for a bit of extra cash?



Do you have extra repayments available to redraw on your home loan?

You can redraw this extra cash or have it transferred to your Access Account today at no cost - all you need to do is complete our simple redraw form, and return it to us. You can download a form from macquariecu.com.au or give us a call and we will post or fax one out to you.

For more information about our free redraw facility or to find out if you have any extra repayments available, call us on 1300 885 480.

Nearest rediATM location straight to your mobile!

When you're out and about and need some cash, how can you find out the location of your closest rediATM?

Easy - it's now just a couple of clicks away on your mobile phone. All you have to do is send a text message with either your postcode, or your suburb and state to 199 55 286. Within a few seconds you'll receive a return text message with the location of the rediATMs closest to you.

Save the number to your mobile and you'll never have to search for a rediATM again.

You'll pay the standard SMS charge of 55c - much better than having to use another ATM network, which could cost you \$2 or more.

rediATM



Are you covered?

Do you have sufficient insurance? When was the last time you checked?

Interested in finding out more about the insurance policies we offer? Call us today on 1300 885 480 for an insurance quote or to request a booklet including a handy checklist that can help you calculate the replacement value of your house, furniture and other valuable possessions.

Macquarie Credit Union Limited ABN 85 087 650 256 acts under its own Australian Financial Services Licence and under an agreement with the insurer CGU Insurance Limited ABN 27 004 478 371. CGU Home and Contents Insurance is issued by CGU Insurance Limited ABN 27 004 478 371. You can get a Product Disclosure Statement (PDS) for the product from the Macquarie Credit Union office or CGU. You should consider the PDS in deciding whether to buy or hold the product.



Notice of Annual General Meeting

The 45th Annual General meeting of Macquarie Credit Union Ltd will be held at 5.30pm on Friday 20 November 2009 in the Macquarie Credit Union office, 23 Hawthorn Street, Dubbo NSW.



Nomination for the Board of Directors

Nominations for the Board of Directors are to be in accordance with the Credit Union Constitution and must be sent to PO Box 1618 Dubbo NSW 2830 and received by the Secretary no later than 5.00pm on Friday 28 August 2009. Nominations received after this time will not be accepted. Nomination forms and copies of the Credit Unions Constitution are available from the Secretary.

Candidates are advised that Credit Unions are subject to the requirements of the Corporations Act, which along with a number of common law provisions, imposes specific duties and responsibilities on Directors. Over recent years there have been significant changes in the Corporations Act and the regulatory environment, which have significantly increased the responsibilities and accountabilities of Directors. It would be prudent for any member considering nominations to acquaint themselves with these matters.



Are you financially fit?

Country Energy have recently been holding Health Field Days for their employees. It has been a great way for Country Energy Employees to find out ways to improve their health and well-being and participate in a range of things including fitness tests, blood donations and stress and mental health tests.

We have attended several of these great events offering financial fitness tests to members and non-members alike. We have had a great time travelling the country side, meeting new members, putting faces to names and demonstrating the benefits of being a Credit Union member.

Don't get caught out

Protecting your PIN or password and card is one of the simplest ways of protecting your money against fraud. Below are some tips that may help you keep your PIN or password safe from fraud.

- ✓ DO sign your access card as soon as you receive it
- ✓ DO report the loss, theft or unauthorised use of your access card to the Credit Union or call the VISA CARD HOTLINE immediately
- ✓ DO use care when using your cards online - look for a small key or lock symbol at the bottom of the browser
- ✓ DO prevent anyone seeing your access card and PIN when using an ATM, EFTPOS or Internet and telephone banking
- ✓ DO immediately notify the Credit Union when you change your address

- ✗ DON'T let your credit card out of your sight at anytime
- ✗ DON'T give your card number to strangers or telemarketers who call you on the phone
- ✗ DON'T select a PIN or code that represents your birth date or a recognisable part of your name
- ✗ DON'T write your PIN on your access card or anything that is kept near it and don't record it on your telephone or computer
- ✗ DON'T leave your computer unattended while logged into your Internet banking.



In most cases if you follow the guidelines for protecting your PIN or password outlined above you will not be responsible for unauthorised transactions made on your accounts.

However in some circumstances you could still be held liable for unauthorised transactions. For example, if you unreasonably delay advising the Credit Union after you become aware of an unauthorised transaction, or if your actions directly contribute to the loss. Remember fraud does not happen only in Australia, be just as vigilant when travelling overseas.

For more information about security please visit our website at macquariecu.com.au or call the Credit Union on 1300 885 480.

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.



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

*Current promotion variable rate 4.86%pa, comparison rate 5.36%pa. Based on a \$150,000 loan over 25 years with monthly repayments. Full terms & conditions available in branch. Fees & Charges apply.

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