

# YOUR BANK YOUR NEWS

WINTER EDITION 2018

## WHICH HOME LOAN IS RIGHT FOR YOU?

### BASIC HOME LOAN

OWNER OCCUPIED

**3.74%**<sup>pa</sup> **3.77%**<sup>pa</sup>

INTEREST RATE<sup>1</sup>

COMPARISON RATE<sup>2</sup>

#### IN THIS ISSUE

- PLATINUM VISA CREDIT CARD
- REGISTER FOR eSTATEMENTS
- PROTECT YOUR ACCOUNTS FROM SCAMS



# A MESSAGE FROM DAVE TAYLOR



Like many people, I have been shocked by the stories coming out in the Banking Royal Commission.

As a customer owned banking institution, G&C Mutual Bank is customer focused because our profits are used to benefit customers - our valued members. Importantly, customer interests are not in conflict with shareholder interests.

We are supporters of the Customer Owned Banking Association's (COBA) recent campaign, **Own Your Banking**, encouraging Australians to take ownership of their banking and seek out a genuine alternative they can trust to put them first. They recently commissioned an independent Essential Media poll of 1000 people, finding almost half of all Australians have less trust in the big banks because of the Royal Commission into banking, with trust in customer owned banking institutions on the rise. This has generated increased interest in our sector, and I hope to see more people making the switch to G&C Mutual Bank and to customer owned banking.

As part of our ongoing commitment to member service, I am pleased to advise that we will offer **extended hours for over the phone contact, operating from 8am – 6pm, Monday to Friday, commencing Monday 2nd July, 2018.** In response to member feedback and changing banking behaviour, we can now provide members with greater access to our staff during the times, and via the channel, they most generally need to speak to someone.

Shortly after our last newsletter, was the launch of the New Payments Platform (NPP) with PayID and Osko available to make and receive payments in real time, 24/7 through Online Banking, Mobile Banking and the G&C Mutual Bank Banking App. I am pleased to see that our members continue to embrace these new options. We are always evaluating new technology and channels to help enhance member experience.

Finally, as we move into a new financial year, I'd like to once again thank all of our members for their ongoing support. I look forward to sharing our financial results in our upcoming annual report.

“ We are supporters of the Customer Owned Banking Association's (COBA) recent campaign, **Own Your Banking...** ”

## HELPING OUR COMMUNITY

G&C Mutual Bank staff have continued to make generous donations to a variety of charities over the recent months. Our latest initiatives have included giving clothes and shoes to Dress for Success, and we are currently collecting non-perishable food for OzHarvest.

A great effort!

**CLOTHES & SHOES**  
DRESS FOR SUCCESS

**\$116**  
MCGRATH FOUNDATION

**NON-PERISHABLE FOOD**  
OZHARVEST

**\$190**  
PEOPLE REACHING OUT TO PEOPLE

**\$107**  
EPILEPSY AUSTRALIA

**\$60** +  
TOYS & BOOKS  
THE SMITH FAMILY

View our full range of 2017/18 staff donations here.



**EUROPE AWAITS!**

**EARN QANTAS POINTS ON ELIGIBLE PURCHASES<sup>3</sup> WITH OUR AWARD WINNING PLATINUM VISA CREDIT CARD<sup>4</sup>**



**COMPLIMENTARY QANTAS FREQUENT FLYER MEMBERSHIP THROUGH G&C MUTUAL BANK**  
**SAVE \$89.50**

**APPLY ONLINE HERE**

OR CALL US ON 1300 364 400



**APPLY ONLINE HERE**

**VIEW OUR HOME LOANS HERE**

HOME LOANS

## WHICH HOME LOAN IS RIGHT FOR YOU?

CHOOSING A HOME LOAN CAN BE DAUNTING – BUT IT DOESN'T NEED TO BE.

Regardless of whether you are looking to buy your first home, your next home, an investment property, or even to refinance, we can help you find a home loan to suit your needs.

With such a significant financial investment, it is important to understand your borrowing power, financial commitments, and to evaluate the different loan types, features and interest rate options available.

Navigating the jargon and the buying process can feel overwhelming, but our lending specialists are here to support you on your home ownership journey. Make your move.

## BASIC HOME LOAN

OWNER OCCUPIED

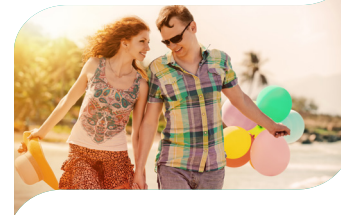
**3.74%** pa

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### FIRST HOME BUYERS



Buying your first home is a significant milestone and finding the right loan for your circumstances could help get you into the property market sooner.

### REFINANCERS



Over time your circumstances may change, so it makes sense to review your loan. You might want to renovate, consolidate debts or bring your loan across from another institution.

### INVESTORS



Investing in property could be a great way to build your wealth for the future to supplement your income with rent, gain tax benefits, or earn profit from capital growth.



**MEET OUR MOBILE LENDERS!**  
**BOOK A HOME OR WORKPLACE VISIT HERE**





SECURITY  
INFORMATION

## PROTECT YOUR ACCOUNTS & CARDS FROM FRAUDSTERS

No one wants to be the victim of a scam because not only can it be financially devastating, it can also be emotionally painful. Below are some recent scams to be aware of.

Stay informed! For our general, card, ATM/EFTPOS, and online security information, click here.



### TAXI SCAMS

Recently, there has been an increase in taxi ride card skimming. Here are some tips:

- Never let the driver take your card out of your sight
- Take the 'Tap & Go' terminal to the back seat with you to make the payment to reduce the risk of card skimming if in the vicinity of a reader
- Make sure the driver isn't putting their smartphone near your card as they could be skimming your data.

Read more here.

#### REMEMBER



COVER THE PIN PAD WITH YOUR HAND WHEN YOU ENTER YOUR PIN.

### PHONE SCAMS

Have you been getting missed calls from overseas numbers or people pretending to be from Centrelink or the Australian Taxation Office? These are just some examples of common phone scams that have occurred over the past few months. Anyone can be targeted! The best thing to do is to HANG UP.

For more tips as recommended by the ACCC click here.

#### ALMOST

40% OF SCAMS IN AUSTRALIA ARE OVER THE PHONE.

### ONLINE SHOPPING SCAMS

Online shopping scams involve scammers pretending to be legitimate online sellers, either with a fake website or a fake ad on a genuine retailer site. The biggest tip-off that a retail website is a scam, is the method of payment. Scammers will often ask you to pay using a money order, pre-loaded money card, or wire transfer, but if you send your money this way, it's unlikely you will see it again or receive your purchased item.

Read more here.

#### SOCIAL MEDIA PLATFORMS

CAN BE USED BY SCAMMERS TO ADVERTISE FAKE WEBSITES.



## REGISTER FOR SMS ONE TIME PASSWORD FOR ADDED SECURITY

- Use your mobile phone to provide an extra layer of security with a once-only password which is generated and sent to your mobile phone to verify your transactions.
- Protect your accounts from unauthorised access by fraudsters.
- You can change your personal details, register new payees, make external transfers, or change your card PIN online all with the added security of SMS One Time Password.
- It's a free and easy to use service. Click here to read the FAQs.



REGISTER VIA ONLINE BANKING. CLICK HERE TO VIEW THE STEPS TO REGISTER.

## EXTENDED CONTACT CENTRE HOURS OF OPERATION

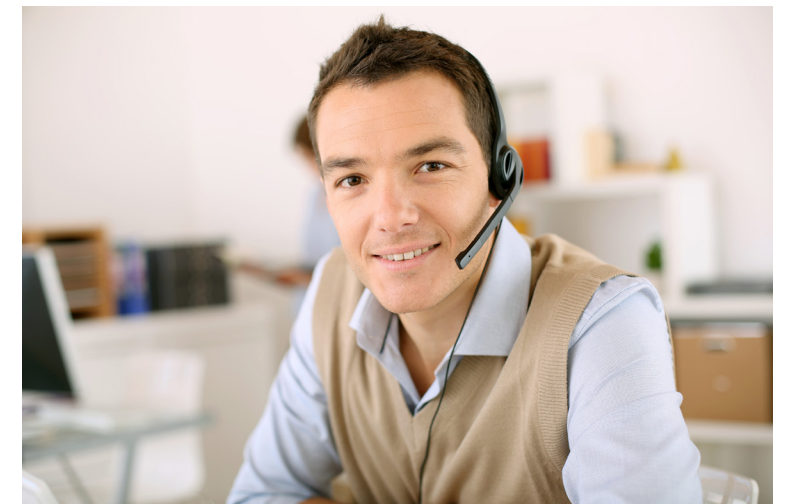
As a member of a mutual bank, you would be well aware of the continuous change taking place with technology and the provision of financial services. The mutual banking sector is a leader in embracing this change and developing solutions to meet customer expectations and to improve the manner in which products and services are delivered.

Analysis of our own product and transaction activity has shown that our members are embracing these channels, increasingly choosing to deal with us over the phone, electronically via online and mobile banking, and by utilising the various electronic payment methods available.

With this in mind, we are pleased to advise that from **2 July 2018** we will be enhancing our member service offering. **Our operating hours for over the phone contact will extend from the current schedule of 9am - 5pm Monday - Friday to a new schedule of 8am - 6pm Monday to Friday.** This will provide members with greater access to our staff during the times they most generally need to speak to someone.

Members can also access their account 24-hours a day, seven days a week via Online Banking, Mobile Banking, G&C Mutual Bank Banking App or Phone Banking.

We listen to our members and their banking behaviour so we can continue to meet their changing banking needs.



### WE ARE HERE TO HELP

WE'VE BUILT A TEAM THAT VALUES SERVICE, TEAMWORK AND INTEGRITY AND WE GO ABOVE AND BEYOND FOR OUR MEMBERS.

OUR CONTACT CENTRE IS LOCALLY BASED AND WE MAKE SURE WE PROVIDE TRUSTED, PERSONALISED SERVICE AND AIM TO HELP YOU REACH YOUR GOALS.



G'Day

SHOULD YOU HAVE ANY QUESTIONS, PLEASE CONTACT US VIA PHONE, EMAIL, ONLINE ENQUIRY, OR VISIT ONE OF OUR SERVICE CENTRES.

**1300 364 400**

8AM-6PM WEEKDAYS



WEB:

[www.gcmutualbank.com.au](http://www.gcmutualbank.com.au)

EMAIL:

[gcmmb@gcmutualbank.com.au](mailto:gcmmb@gcmutualbank.com.au)

### STEPS TO REGISTER FOR eSTATEMENTS

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EASY STEPS for G&C Mutual Bank members to register for eStatements:

1. Sign in to **Online Banking** via our website [www.gcmutualbank.com.au](http://www.gcmutualbank.com.au)
2. Under the '**Services**' tab select '**GCMB Online Statements**'
3. Follow the prompts and you will be set up with eStatements. Or call us on 1300 364 400 and we can register you for eStatements.

For Quay Mutual Bank members please call us directly on 1300 364 400 and we will register you for eStatements.



SWITCH TODAY AND AVOID PAYING THE \$2 PAPER STATEMENT FEE



# ADVANCE NOTICE OF 2018 ANNUAL GENERAL MEETING

The 2018 Annual General Meeting of G&C Mutual Bank will be held on **Tuesday 20 November 2018**. The Board of G&C Mutual Bank call for nominations for one position of Director. Director Alex Hutchison's term expires at this year's AGM and he has indicated that he will be re-nominating for a further term. If a member intends to stand for election as a Director of G&C Mutual Bank, he/she must complete a Nomination For Director form, which is available from the Company Secretary by contacting **02 9307 5410** or email at **rargall@gcmutualbank.com.au**

The Constitution requires all Director candidates to be assessed by the Board Governance & Nominations Committee, to determine their fitness and propriety to act as an G&C Mutual Bank Director, in accordance with the requirements of the Board's Fit & Proper Policy. To determine a candidate's fitness and propriety under the Board's Fit & Proper Policy, candidates will be required to submit a Resume of skills and experience and undergo an interview process with the Board's Governance & Nominations Committee.

In addition, the Australian Prudential Regulation Authority (APRA) which regulates financial institutions requires Boards, through the APRA prudential framework, to ensure the Board maintains a sound governance framework. To comply with this Standard, the Board regularly reviews its composition to ensure an appropriate mix of skills, experience and knowledge to meet the regulatory, governance and strategic needs of the mutual bank.

Following the assessment and interview process the Board will notify potential candidates of their status regarding their interest in Nominating as a Director. Nominations for Director will open on **18 September 2018 and close at 5:00pm on 16 October 2018**.

## Option to receive Financial Accounts

At the end of each financial year G&C Mutual Bank produces an Annual Report which contains information on G&C Mutual Bank's financial position and performance, how efficiently it is being managed and any financial risks it may face. As a member and shareholder you can choose to receive a hard copy of the Annual Report by completing and returning the form provided or providing your request in writing to us at G&C Mutual Bank, PO Box A253, Sydney South NSW 1235. In addition the Annual Report is available to all members on our website. You are not obliged to complete the form below, but if you do not respond then we are not required to send copies of the Annual Report to you. You may change your choice at any time by notifying us in writing. Alternatively you may choose to view the Annual Report online at **www.gcmutualbank.com.au**



Please complete and return to:

G&C Mutual Bank Limited  
PO Box A253,  
Sydney South NSW 1235

**Yes, I wish to receive a copy of G&C Mutual Bank's Annual Report.**

Member Name: \_\_\_\_\_

Member Number: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

## G&C MUTUAL BANK

**PHONE 1300 364 400 | FAX 02 8362 9943**

G&C Mutual Bank Limited

ABN 72 087 650 637 | AFSL & AUSTRALIAN CREDIT LICENCE 238311 | BSB 659-000

M : PO Box A253 Sydney South NSW 1235

## OUR SERVICE CENTRES :

SYDNEY LEVEL 25, 201 ELIZABETH STREET | BATHURST SHOP 5/201 HOWICK STREET | LISMORE 60 MOLESWORTH STREET  
MALABAR DETENTION CENTRE, ANZAC PARADE | NEWCASTLE 328 KING STREET | PARRAMATTA LEVEL 8, 20 SMITH STREET  
WAGGA WAGGA 125 BAYLIS STREET | MELBOURNE LEVEL 1, 128 EXHIBITION STREET

## Terms & Conditions:

1. Eligibility criteria, terms & conditions and fees & charges apply. Minimum loan amount \$100,000. Establishment fee \$500. Maximum loan to valuation ratio 80%. Offset account not available on this product.

2. Comparison rate based on \$150,000 loan over 25 years. **WARNING:** This comparison rate is true only for the examples given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate.

3. You must be a Qantas Frequent Flyer member to earn and redeem Qantas Points. A joining fee may apply. Membership and the earning and redemption of Qantas Points are subject to the Qantas Frequent Flyer Terms and Conditions available at [qantas.com/terms](http://qantas.com/terms). Qantas Points are earned on eligible transactions, in accordance with and subject to G&C Mutual Bank Platinum Visa Credit Card - Qantas Points - Terms and Conditions available at [www.gcmutualbank.com.au/platinum-visa-credit-card](http://www.gcmutualbank.com.au/platinum-visa-credit-card). Eligible transactions are goods or services purchased from merchants that accept the G&C Mutual Bank Platinum Visa Credit Card. Account holders must provide their Qantas Frequent Flyer membership number to earn Qantas Points. Qantas Points will ordinarily be credited within 6-8 weeks of meeting spend criteria.

4. Eligibility criteria, terms & conditions and fees & charges apply. Minimum credit limit \$6,000 for G&C Mutual Bank Platinum Visa Credit Card.