

December 2011



# The CREDO News

## **Congratulations Management, Staff and Members # 2 for Productivity**

Once again your Credit Union fared well in the 2010/2011 Bridges Financial Planning Services Awards. Due to the strong support we receive from members who place their future financial wellbeing with the Credit Union and Bridges Financial Planning Services, your Credit Union was awarded 2nd place from a possible 90 financial institutional partners throughout Australia.

Your Credit Union's Financial Planning portfolio continues to grow each year with more and more members looking to secure their future.

With the uncertainty of the global financial market, there has never been a better time to seek financial advice, whether it is in regards to your retirement, superannuation or investing in today's market.

Contact us today on 4350 5255 to receive your FREE No-obligation Financial Planning Consultation with our new Financial Planner Sue Messer.

Your Credit Union team, presented with their Bridges award, presented by Sue Messer.



Inside Your Credo News:



47th Annual General Meeting Results

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Savings Account Interest Rates

Travelling Abroad?



We've got you covered

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# Switch Your Loan (Consolidate Your Debts) and Save

## Offer to Switch your Personal Loan Offer Extended



Members were quick to make the most of the discounted interest rate, with the Credit Union receiving an influx of Home Loan enquiries during the promotional period. Due to the overwhelming success of our Switch Your Loan Promotion, we've decided to extend the offer for Personal Loan Debt Consolidation in order to assist our members to get over the Christmas Holiday blues.

We all know how easy it is to overspend during the festive season and this offer will allow members to consolidate their external debts while taking advantage of a 1% discount off our variable personal loan rate for the first 12 months of their loan.

This offer is available on all personal loans during the months of January and February 2011 and to take advantage of the 1% discount off our variable Personal Loan Rate for the first 12 months of your loan, you will need to submit your loan application with the Credit Union during this time.

**It's time to clean up all those external debts,  
Call Craig Wright today on 4350 5224**



\*\* Loan Protection Insurance covers the principal borrower for the balance of the loan, up to \$120,000.  
Australian Credit Licence # 241716



# Travelling Abroad? We've got you covered.

## Travelex VISA Cash Passport Card

- Available in 5 currencies EU€, GB£, US\$, NZ\$ and AU\$
- Emergency cash to anywhere in the world
- Accepted at over 24 million VISA retailers worldwide

For a FREE quote on [Travel Insurance](http://www.wccu.com.au), go to [www.wccu.com.au](http://www.wccu.com.au)



**Ask your friendly Credit Union staff to arrange  
overseas currency and/or Travel Insurance.**

# Electronic Transaction Security

To guard against unauthorised electronic transactions, whether via the use of your VISA Debit Card/Redicard and a PIN or through telephone or Internet banking services where an access code is used, we suggest that you follow these important security Guidelines:

- Sign your VISA Debit Card/Redicard as soon as you receive it and keep it in a safe place.
- Never lend your VISA Debit Card/Redicard to anybody.
- Keep your Personal Identification Number (PIN) secret. Don't give it to anyone, including your family members and friends.
- Never write your PIN on your card. This might make it easy for you to remember the code but if your wallet or purse is stolen, it will also be very easy for the thief to access your account.
- Don't keep an undisguised PIN on or in something that is kept with or near your card. For example, don't record your PIN in an address book or electronic organiser that you keep in the same bag as your purse or wallet. If you lose your bag, both the card and the PIN would be easy to find and use.
- If you feel you need to record your PIN make a reasonable attempt to disguise it.
- If you change your PIN or access code you must not select a PIN or code that represents your birth date or a recognizable part of your name.
- Try not to let anyone observe you entering your PIN during a transaction. Use your hand or body to shield the keypad.
- Check your statements regularly, and let your Credit Union know as soon as you suspect that an unauthorized transaction has occurred.
- After accessing secure areas for Internet banking it is suggested that you close your Internet browser after logging out.
- Never leave your computer unattended while logged into your banking facility.
- Immediately report the loss, theft or unauthorised use of your VISA Debit Card/Redicard to your Credit Union or to the VISA Card/Redicard hotline - **1800 224 004**.
- Immediately report unauthorised use on your account via the telephone banking system to your Credit Union on **02 4350 5722** and if it is after office hours leave a message on the message bank.
- Keep a record of your VISA Debit Card/Redicard number and the hotline number with your usual list of emergency telephone numbers.
- Immediately notify your Credit Union of any changes of address.

Following the above guidelines does not mean that you cannot be liable for unauthorized transactions.

Depending on the circumstances, you could be held liable for unauthorized transactions. For example, if you unreasonably delay advising the Credit Union after you become aware of the unauthorized transactions, or if you have contributed to the loss by your actions.

The guidelines will NOT determine your liability for losses resulting from unauthorised transactions.

Liability for such transactions is determined in accordance with the Conditions of Use applying to your VISA Debit Card, Redicard, telephone or internet banking services and the provisions of the EFT Code of Conduct.

All members have been issued with the "Account & Access Facility Conditions of Use" which contains the terms and conditions for VISA Card/Redicard, Internet and Telephone Banking and/or the VISA Debit Card Conditions of Use. If you have misplaced those conditions and would like another copy please contact your Credit Union staff on **02 4350 5255**.

The Credit Union's **47th Annual General Meeting** was held at the Wyong Racing Club on the 11th November 2011. A tremendous turnout was once again achieved with over 90 members in attendance.

On the night it was resolved to open the Credit Union's membership bond to include Wyong Shire Council, Gosford City Council, Central Coast Water Corporation and Wyong Council Credit Union employees and their families.

The following Directors were also re-elected to your Board for a further term:  
Tara Mills, Sue McKinnon, Andrew Pearce, Beth Jones and Terry Smee.

# Interest Rates

Fees and charges may be applicable. Refer to "Schedule of Fees and Charges".

Interest rates and conditions subject to change without notice.

Terms and Conditions for all products and services available upon request.

All interest rates quoted are per annum.

Effective 16 January 2012

<b>ON-CALL SAVINGS (S1)</b>		<b>0.00%</b>
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\* Interest is charged on the daily overdrawn balance at the current unsecured rate of 13.75%

<b>PENSIONER ACCOUNT (S2)</b>	<b>&lt;\$50,000</b>	<b>3.00%</b>
	<b>&gt;\$50,000</b>	<b>4.00%</b>

\* Interest calculated on daily balances and paid quarterly.

\* Interest is charged on the daily overdrawn balance at the current unsecured rate of 13.75%

<b>JUNIOR SUPER SAVERS (S4)</b>		<b>2.00%</b>
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\* Interest calculated on daily balances and paid quarterly.

\* Interest is charged on the daily overdrawn balance at the current unsecured rate of 13.75%

<b>BUDGET SAVINGS (S3)</b>		<b>0.00%</b>
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\* Account designed to budget for monthly expenses.

\* Interest is charged on the daily overdrawn balance at the current unsecured rate of 13.75%

<b>INVESTMENT SAVINGS (S5)</b>	<b>\$0 - \$4,999</b>	<b>2.25%</b>
	<b>\$5,000 - \$19,999</b>	<b>3.00%</b>
	<b>\$20,000 - \$49,999</b>	<b>3.50%</b>
	<b>\$50,000 - \$99,999</b>	<b>4.00%</b>
	<b>\$100,000+</b>	<b>4.55%</b>

\* Interest calculated on minimum monthly balance and paid quarterly

\* Funds are lodged for 10 days and are then available at call.

\* No minimum balance required.

\* Interest is charged on the daily overdrawn balance at the current unsecured rate of 13.75%

<b>MONEY MARKET (S7)</b>		<b>4.25%</b>
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\* Interest calculated on daily balances and paid monthly.

\* Minimum deposit \$25000.00. Minimum transaction \$5000.00.

\* Interest rate maintained at current RBA official Cash Rate

<b>CHRISTMAS CLUB (S9)</b>		<b>2.25%</b>
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\* Interest calculated on daily balances and paid quarterly.

\* Open for withdrawals from 1st November to 31st January.

\* Interest is charged on the daily overdrawn balance at the current unsecured rate of 13.75%

<b>FIRST HOME SAVER ACCOUNT (S10)</b>	<b>\$0 - \$999</b>	<b>0.00%</b>
	<b>\$1,000 +</b>	<b>4.25%</b>

*The First Home Saver Account is an Australian Government initiative to help Australians save for their first home*

\* Interest calculated on daily balances and paid quarterly.

\* Interest rate is aligned to the Credit Union's Money Market Account (S7)

\* No minimum balance required. Money Market Interest rate applies to balances >\$1000