

# Current News



## Move Your Home Loan

### Without the Fees or Hassle!



Are you unhappy with your current home loan provider?

Keen to move your home loan but worried about all the forms and difficulties?

It's time to talk to us about our new ECU Australia Easy Move Home Loan – the easiest move you will ever make.

Switch to an Easy Move Home Loan and:

- We will do all the hard work;
- We will pay switching costs including your application fee and valuation fee;
- You will enjoy a special low introductory interest rate of 6.60% pa\* fixed for the first 12 months. (Comparison rate 7.40% pa).

This fantastic low rate applies to all new Easy Move Home Loans taken out before October 31, 2011, but if you mention this Current News story, we'll extend the date until November 30, 2011.

For further information about switching from another home loan to an ECU Australia Easy Move Home Loan, apply online at [www.ecu.com.au](http://www.ecu.com.au), visit your local branch or Member Service Centre or call us on 1800 every1 (1800 383 791).

Offer applies to new home loans that are refinanced from another financial institution. Minimum loan amount is \$150,000. Offer available until 31/10/11. \*The comparison rate is based on monthly repayments of a \$150,000 loan over 25 years. After the 12 month introductory period the rate reverts to the standard variable rate. A comparison rate schedule is available from ECUA. Warning: This comparison rate is true only for the example given & may not include all fees & charges. Different fees & charges or other loan amounts might result in a different comparison rate. #ECUA will credit the cost of the application fee and up to two valuations to your ECUA account within 30 days of settlement. ECU Australia Ltd ABN 50 087 650 986. AFS/ACL 240719. Terms, Conditions and lending criteria apply.

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*a different kind of banking...*

General Enquiries:  
**1800 383 791**  
every1



Credit Union and Building Society group



## From The CEO's Office ...

Firstly this time, a warm ECU Australia welcome to all current and new Members of our brand new Brisbane CBD branch that opened in August. I have spoken to a number of

South East Queensland Members who say it's about time we opened this branch and I agree. Not just a great example of the way in which your Credit Union is reinvesting profits back into additional services for Members, it also gives ECU Australia much wider exposure than if we operate solely in regional Queensland.

On that note, it's appropriate to mention our latest financial results that will be outlined in detail at the AGM to be held in Cairns next month. There's no doubt it's been a more difficult year for every business in Australia but despite that, I am very proud to report that your Credit Union has performed well.

Our operating profit before tax was 17.59% higher than in 2010 – now a healthy \$2.06 million. Total loans increased by 3.85% to more than \$250 million; total Member deposits rose by 9.07% to over \$267 million; total assets rose by 5.56% to more than \$296 million; and our total reserves increased by 7.82% to \$17.95 million.

Credit Unions exist for you, our Members, so those profits are now being reinvested back into the business, developing new Member-friendly products like our Easy Move Home Loan and extra services like the new Brisbane CBD branch. As always, I would like to thank our staff for another outstanding year of work, and you our Members for your continued loyalty.

On a less positive note, fraud is again at the forefront. Please be vigilant in all of your financial dealings, either in person, over the internet or over the telephone. If you are ever suspicious of anything related to your ECU Australia accounts, contact us immediately and we will investigate.

And finally, thanks to our former insurance manager Doug Ryan who recently resigned after 15 years with ECU Australia. Doug is a classic example of the way in which we encourage our employees to acquire new skills and continually progress in their career. Doug leaves with our thanks for his efforts over such a long time ... and our very best wishes for the future.

Until next time ...

*Brett*

## Tips to Avoid Fraud

### Credit & Debit Cards

- Protect your PIN. Don't share your PIN with anyone and don't keep a written copy of it with the card;
- Check your bank account and credit card statements when you get them. If you see a transaction you cannot explain, report it immediately;
- Avoid magnetic strip readers. Try to use your card at merchants with chip terminals;
- Don't let your card out of your sight (ie at restaurants or hotels);
- Report lost or stolen cards immediately.

### Online

- Beware of unsolicited emails. ECUA will never ask you to confirm your details via email;
- Install software that protects your computer from viruses and unwanted programs, and ensure it is kept up-to-date;
- Beware of free websites and downloads (such as music, adult sites, games and movies) which may install harmful programs without you knowing;
- Check the web address carefully. Scammers often set up fake websites with very similar addresses;
- Use passwords that would be difficult for anyone else to guess;
- Don't send money or give credit card or online account details to anyone you do not know or trust.

Another great tip is not to have large amounts of funds sitting in an access account that has Visa Card access. Talk to us about transferring excess funds to another account. We can structure your accounts to suit your needs.

And remember – ultimately if anything looks too good to be true, it probably is! For the latest up-to-date information see [www.scamwatch.gov.au](http://www.scamwatch.gov.au)

## New Cheque Books Arrive

Some Members have recently received new ECU Australia cheque books in the mail.

These new cheque books are branded ECU Australia Ltd and are the result of the work done over the past year to improve our Member chequing system. If you have any old unused cheque books (branded Electricity Credit Union), please cut them up or shred them.

This also applies to Deposit Books. If you have any questions, please contact your local branch or Member Service Centre.

## Want 3.25%pa Bonus Interest?

At ECU Australia, we know how hard it is to save money. And we'd love to help you reach your goal sooner, whether you're saving for a deposit on your first home, a holiday, or a new car!

That's why we created our new Bonus Saver Account - a savings account that actually rewards you for saving your hard-earned money. Simply deposit \$200 into your account each calendar month with no withdrawals and you'll be rewarded with 3.25%pa bonus interest on top of the standard rate. Interest on the account is calculated daily and paid monthly.

You also enjoy ready access to your Bonus Saver account via eTeller (Internet), Telelink (phone), Direct Entry (credit or debit), BPay (for bill paying) and at any ECU Australia branch or Member Service Centre.

Any advice given is of a general nature only and is not based on any consideration of your objectives, financial situation and needs.

## Fanfare As Our Brisbane Branch Opens

A week of events was held in mid-August to celebrate the much-anticipated opening of ECU Australia's first Brisbane CBD branch – at 100 Edward Street.

Throughout the week, ECU Australia staff distributed celebratory coffee, muffins and sample bags to new and existing Members and passersby, from a highly decorated stall out front of the branch. The week culminated with a VIP function on Friday, August 12, at which the branch was officially opened by the Federal Member for Brisbane, Teresa Gambaro.



"Our investment in South East Queensland with the opening of our new branch is a part of our overall ECU Australia growth strategy and reinforces our commitment to Members," CEO Brett Myles said.

"As a Credit Union, we put our Members first and reinvest our profits back to benefit our Members in the form of competitive rates, fairer fees and outstanding service. We provide a very different banking experience and it appears from the response that consumers right now are looking for an alternative to the major banks. We are delighted to be able to provide that alternative in such a high profile location in Queensland's capital city, as well as our regional centres."



CEO Brett Myles, Member for Brisbane Teresa Gambaro, Chairman Chris Turnbull and Rose Febo at the official opening of ECU Australia's Brisbane CBD Branch.

## Vale John Savory

Our thoughts are with the family of long-standing former ECU Australia Director John Savory who passed away in Cairns in late June. John, who was also the District Clerk for Ergon Energy in the Far Northern Region, retired from the ECUA board in 2007 after an outstanding 31 years service as a hard-working Director.

## Welcome Rose

The week of celebrations in Brisbane also provided the chance to formally welcome Rose Febo to the newly created position of Executive Manager Sales and Service – South Queensland.

To be based at our new Edward St Branch, Rose will focus on growing ECU Australia's presence in the South East Queensland market.

Rose boasts a wealth of industry experience including senior management roles with Westpac and NAB. She brings a strong background in retail banking and customer service, and is passionate about leadership and innovation. She is now looking forward to the challenge of spreading the ECU Australia message in and around the Brisbane market.



It all comes back to our members

Credit Union and Building Society group

## Around the Branches



### Jeans for Genes Day

Almost \$200 was raised through a successful Jeans For Genes Day, which was again well supported by ECU Australia. All proceeds go to Children's Medical Research, helping to prevent and treat genetic disorders.



### Nese Takes Insurance Reins

Congratulations to Nese Pepperell who has been appointed ECU Australia's new General Insurance Manager, replacing Doug Ryan who has moved on after 15 years with the Credit Union. Nese has been heavily involved in our General Insurance operations for many years. She is now looking forward to continuing the growth of our insurance business.

### Chamber Golf Day

More than 120 golfers competed in the recent Cairns Chamber of Commerce Golf Day. ECU Australia sponsored the 11th hole as a great opportunity to promote the ECU Australia brand while engaging with key business and community leaders from around the Cairns region.



Pictured (L-R) Jeff, Greg, Deb, Ron and Jenny.

ECU Australia was the silver sponsor of a team called the "Dribbling Footy" in the Variety Queensland – 2011 XXXX Gold Bay Whales to Hay Bales Variety Bash.



## You're Invited to Our AGM

ECU Australia's 38th AGM is on in Cairns next month and we'd like as many Members as possible to attend.

The meeting will be held on Saturday, November 19 at 6.30pm for a 7pm start, at the Cairns Colonial Club Resort & Conference Centre. Complimentary canapés will follow formal meeting procedures so come along to hear what's happening with your Credit Union ... and say hello to Directors, Management and Staff.

**Our 2010/2011 Annual Report will be available online from October 21: just go to [www.ecu.com.au](http://www.ecu.com.au), click "About Us", then "Publications".**

## Want a copy of the Annual Report or advice of meetings?

Name: .....

Member no: ..... Date: .....

(. .) Yes, I want to receive annual financial statements about my Credit Union.

(. .) Yes, I want to receive notices advising about meetings of Members of my Credit Union, including the Annual General Meeting

(. .) Yes, I want to receive notices advising me about a particular general meeting, namely:

.....

(please describe the meeting in your own words either by reference to a date or subject matter, ie. just Annual General Meeting or general meetings called to consider changes to the Constitution.)