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# Newsletter January 2012



**Police  
Credit Union**  
The force in banking

## We continue to grow & succeed!

Our members can be proud that in our 41<sup>st</sup> year of operation, we once again bucked the trend.

Despite continuing global volatility, we had another outstanding year of success, underpinned by a record profit after tax of **\$3.95 million**.

### Being a member just gets better!

Our credit union is founded on the co-operative responsibility to reinvest all profits back into member benefits, instead of lining shareholder pockets.

The value we returned to you increased by 20.3% in last financial year, to a huge **\$5.453 million**.

### How did you receive your \$151.69 in member value?

- » Superior service standards
- » Better interest rates
- » Free access services
- » No account keeping fees on savings accounts
- » Fairer transaction fees
- » Longer branch opening hours

### Better than the banks.

Our growing profit is attributed to our strong brand and ability to consistently deliver a better offering than the big banks.

If you've visited a branch lately, you would have had the chance to experience our superior level of service firsthand.

We're also proud to consistently offer more competitive rates for our deposits and loans!

For example, on page 2, you'll see you can **save up to \$32,377** on a home loan in comparison to the banks.

### It's great to be appreciated!

We're extremely proud to report that we continue to eclipse the 75% bank satisfaction average - **91.1%** of our members love us!

### How can we help you?

Are you planning to save for something special in 2012? Turn to page 4 for tips on how to get there.

Or is it time to ditch your credit card debt? On page 10, you'll see you're not alone and that we'd love to help.

### Would you like to win an iPad2?

If you haven't experienced the convenience of Mobile Banking yet, now is a great time to do just that.

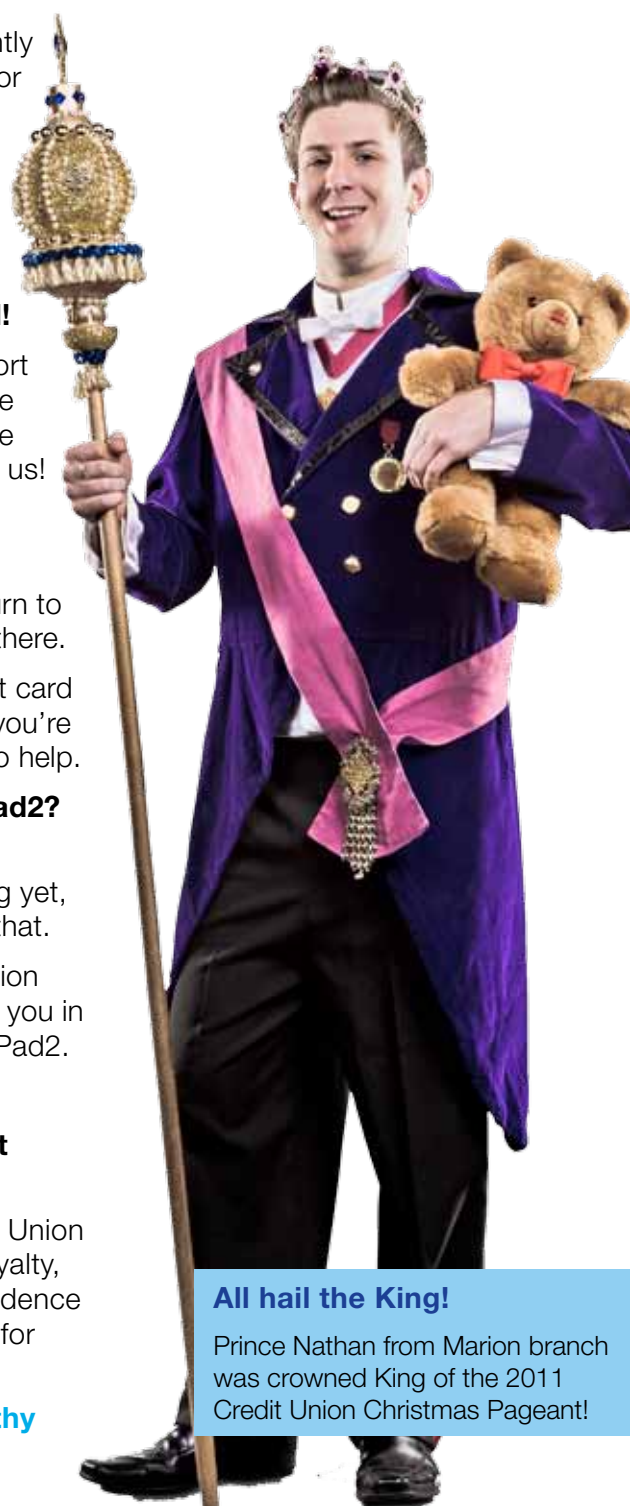
Every Mobile Banking transaction until 29 February 2012 will put you in the draw to win a brand new iPad2.

Go to page 7 to find out more!

### A big thank you for the part you've played.

All of the staff at Police Credit Union thank you for your ongoing loyalty, support and unwavering confidence that you have displayed in us for more than 4 decades.

**We wish you a happy, healthy and prosperous 2012.**



### All hail the King!

Prince Nathan from Marion branch was crowned King of the 2011 Credit Union Christmas Pageant!

## Do you know what you're covered for?

What if your home was struck by a major catastrophe?

This includes fire, lightning, storm damage or falling trees.

Could you afford to replace the clothes, furniture, books and other items that you've lost?

Do you know the real cost of rebuilding or repairing your home to the quality and size it is now?

**It's important to review your level of insurance cover regularly.**

At the very least do this annually when your policy renews, and don't forget about any new items you've purchased, gifts you've received and any recent renovations or additions.

**Don't forget the hidden costs.**

For example, if your home is destroyed you will need to allow for the costs of removal of debris from the site and for architect's fees.

These can add an extra 10-20% on replacement building costs.

**It's important to have the right amount of cover.**

To get an idea of how much cover you need, visit [policecu.com.au/insure](http://policecu.com.au/insure) and use our building and contents calculators.

**For a comprehensive review of your policy, contact the insurance specialist at your local branch or call 1300 131 844.**

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# Love your home loan and you could save thousands.

Talk to us 1300 131 844

## The most common thing we speak to our members about is their home loans.

They could be excited about buying their very first home, thinking about refinancing or expanding their investment portfolio.

One of the core values at Police Credit Union is honesty and we pride ourselves on delivering this to our members.

What's most important to us is saving you money and helping you get into a better position.

**You could save thousands.** As you can see in the table below, you could save thousands when you compare Police Credit Union to the major banks. To find out how much you could save, call 1300 131 844.

Financial Institution	Loan Type	Comparison Rate p.a.	25 year Interest	YOU could SAVE
<b>PCU</b>	<b>Special Variable<sup>#</sup></b>	<b>6.62%</b>	<b>\$157,226</b>	
ANZ	Standard Variable	7.40%	\$179,624	\$22,398
BankSA	Standard Variable	7.71%	\$188,717	\$31,491
CBA	Standard Variable	7.70%	\$188,422	\$31,196
NAB	NAB Tailored	7.35%	\$178,168	\$20,942
Westpac	Rocket Repay	7.74%	\$189,603	\$32,377

Terms, conditions, fees, charges and lending criteria apply. Full details are available on application. AFSL/Australian Credit Licence 238991. Rates current as at 16.12.11 sourced from [anz.com.au](http://anz.com.au), [banksa.com.au](http://banksa.com.au), [commbank.com.au](http://commbank.com.au), [nab.com.au](http://nab.com.au), [westpac.com.au](http://westpac.com.au), and are subject to change. Comparison rates and interest calculations based on a \$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. A comparison rate schedule is available from Police Credit Union Ltd. #Minimum loan amount \$150,000. \*Doesn't apply to fixed loans. ^Excludes Discount Variable loans.

### Step 1: What's the best deal for me?

When you talk to us about your home loan, we'll do a comparison between what your current offer is and what's available at Police Credit Union.

Then you'll be able to make an educated decision on what's best for you.

First, let's look at your current home loan package:

- » What Interest Rate are you paying?
- » Do you pay monthly fees?
- » Do you pay an annual fee?

Using the information provided, we can then do a comparison on how much interest you'll be paying.

The difference this can make can literally be thousands.

### Step 2: What's important to you?

Here at Police Credit Union, we don't have a one-size-fits-all approach to home loans.

We like to find out what's important to you now and in the future, then tailor a loan to suit your situation.

Our home loans features include:

- » No monthly fees<sup>^</sup>
- » 100% Mortgage Offset<sup>\*</sup>
- » Free Online Redraw<sup>\*</sup>
- » Variable, Fixed or split variation

**For a free home loan appraisal, visit your local branch or call us today on 1300 131 844.**



# Saving for your dream house, car or even a holiday?

Talk to us 1300 131 844

Start by putting away a small amount each week!

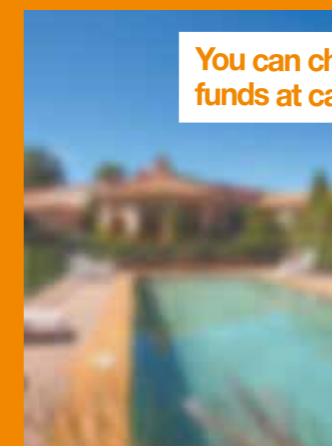
Beans teaches our members under 18 the importance of saving!

- » Earn 4.00% p.a. interest when you deposit a minimum \$10 and make no withdrawals within a month.



Time to focus on reaching your savings goal...

You can choose to keep your funds at call or locked away



Focus Saver will reward yourself with bonus interest!

- » Earn bonus interest by saving a minimum of \$100 per month, without making any withdrawals and maintaining a balance over \$500!

iSavings online account is ideal for growing your savings to that next level.

- » Earn a great, competitive rate on amounts above \$5,000.
- » 24/7 access to your funds.
- » No monthly account keeping fees!

Term Deposits ensure your money is safely locked away.

- » With a fixed rate and term, your return is guaranteed.
- » Eliminate the temptation to dip into your savings!

Talk to us 1300 131 844

## Police Credit Union can help you achieve your savings goals!

Whether you're saving for your home deposit, that long awaited trip around Australia or overseas, a wedding, school fees, much-needed renovations or retirement, we can help you get there.

**"A few weeks ago, I had a typical 19 year old sitting in front of me. Dan happily admitted that he was terrible with money!"**

When Dan sat down with his local branch manager to set up his very first budget, he soon realised his biggest expense was enjoying himself on weekends!

### I'd love to ditch my rent!

Once it dawned on Dan how much he could save, he set himself the goal to buy a home within 5 years and so we got him started with a **Focus Saver**.

It's the best account to start saving with if you have under \$5,000 or if you've struggled with the discipline of saving in the past.

**It's easy to qualify for bonus interest with Focus Saver:**

- » maintain a minimum balance of \$500,
- » deposit a minimum of \$100 per month, and
- » don't make any withdrawals during the month.

### On the road to glory

After just 7 months, Dan was both amazed and excited at how quickly he got to \$5,000!

Now he's reached \$5,000, we've opened an **iSavings** account so he can benefit from the higher interest as he continues his march to glory – his very own house!

**To discuss how to reach your savings goal or to open a Focus Saver or iSavings account, call us today on 1300 131 844.**

**"I spoke to Police Credit Union about a substantial Term Deposit that the bank had simply been rolling over, because I wasn't sure if I was getting a good deal or not.**

**Imagine my surprise when I was told the rate we were getting was less than half of what Police Credit Union could offer!"**

Have you ever wondered if you're getting the best deal for your Term Deposit? Perhaps you keep a keen eye on the changing rates to snap up the best return possible?

**You don't need to have tens of thousands to invest. It only takes \$1,000 to get you started.**

You also don't have to lock your money away for a long time - we have great rates on terms ranging from 60 days to 5 years.

Whatever term you choose, you'll have no temptation to dip into your savings because your money is safely locked away!

**If you're looking to invest or would like to switch your Term Deposit, call 1300 131 844.**

## Want your dream car sooner rather than later?

Talk to us about getting a Car Loan approved in a day.

Great features of our Car Loans include:

- ✓ Free online redraw
- ✓ No monthly fees
- ✓ Flexible repayments

**Protecting your repayments is easy too.** Peace of mind can cost you just a small amount each week, and you can include it with your loan repayments if you'd like. When you speak to us about a loan, we can also quote on Loan Protection Insurance.

**To organise conditional approval in a day for your Car Loan, call 1300 131 844.**



# Take the weight out of your wallet with extralite.



Talk to us 1300 131 844

## Introducing our low-cost credit card

Looking at the table below, you can see why we think extralite is streets ahead of the 'low-rate credit cards' of the major banks.

There are no transaction fees for purchases, no annual fee and you get up to 44 days interest free days.

Plus there's no catch - the rate isn't just an introductory offer!

The 11.99%p.a. ongoing rate applies to purchases and any cash advances too.



It can give you some breathing space - if you're not able to repay your card in full each month, it won't cost you nearly as much as other cards.

### Get the most out of extralite

If you pay your purchases off by the 13<sup>th</sup> of every month, in reality an extralite credit card doesn't ever have to cost you anything!

We can even set up an automatic payment from another account so you don't forget.

### What about Rewards schemes?

Here at Police Credit Union, we decided to reward our members with a true low-cost credit card.

Most credit cards with rewards schemes attached have a high

interest rate and annual fee for the card and the scheme itself!

Consider what benefits you are gaining from the reward scheme versus the cost you incur for having it.

- » What's the annual fee per card holder?
- » Is there an annual fee to participate in the rewards scheme?
- » What rewards did you actually get in the last year?
- » What did you have to spend to get that (including all of your fees)?

For more information on extralite, call us today on 1300 131 844.



AFSL/Australian Credit Licence 238991. Terms, conditions, fees, charges and lending criteria apply. Full details available on application. Information and interest rates correct as at 16.12.11 and sourced from anz.com.au, banksa.com.au, commbank.com.au, nab.com.au, westpac.com.au, virginmoney.com.au and are subject to change. \*Interest free days depend on when you make your purchase, when your statement is issued and whether or not you are carrying forward a balance on your account from the previous statement period. There are no interest free days for cash advance, Bank@Post withdrawals or balance transfers.

Financial Institution	Card	Interest Rate on Purchases	Annual Fee	Interest Free Days
<b>PCU</b>	<b>extralite</b>	<b>11.99%p.a. ongoing</b>	<b>\$0</b>	<b>Up to 44*</b>
ANZ	Low Rate Mastercard	13.24%p.a. ongoing	\$58	Up to 55
BankSA	Vertigo Mastercard	13.24%p.a. ongoing	\$55	Up to 55
CBA	Low Rate Credit Card	13.49%p.a. ongoing	\$78	Up to 55
NAB	Low Rate Visa Card	13.49%p.a. ongoing	\$59	Up to 55
Westpac	Low Rate Visa Card	13.49%p.a. ongoing	\$45	Up to 55
Virgin Money	No annual fee card	18.99% p.a. ongoing	\$0	Up to 44

# Want the chance to WIN an iPad2?

Simply perform any Mobile Banking transaction during January or February 2012 and you'll automatically be entered into the draw to win!



### You can start Mobile Banking today!

If you're registered for Internet Banking then you're ready to use Mobile Banking. Simply visit [policecu.com.au](http://policecu.com.au) on your internet-enabled mobile and follow the Mobile Banking link.

Be sure to set the link as a bookmark so you can access it from your phone's dashboard!



## Do your banking on the go.

Whether you're in line at the supermarket, waiting for the bus or on holidays, you can check your balances, pay your bills or even transfer money into your credit card. **And it's so easy to use!**

- ✓ Check your account balances and transaction history.
- ✓ Transfer money to your accounts, another membership or another financial institution.
- ✓ Use BPAY to pay bills.
- ✓ Find out how much interest you've earned.
- ✓ Ask us to contact you about your banking.



The information provided herein does not take into account your personal needs, objectives and financial circumstances. Please consider your circumstances before deciding if the product is right for you. Trader is Police Credit Union Ltd, 17-23 Carrington Street, Adelaide SA 5000. Competition starts 1/1/12 and finishes 29/2/12. Prize: iPad2 Wi-Fi + 3G 32GB Value: \$839.00. Prize drawn at PCU at 11am on the Friday 9/3/12. Winners will be notified by phone and mail within five (5) working days of the draw.

# Your money is safe with Guardian 24/7.

Talk to us 1300 131 844



**GUARDIAN**  
Fraud Protection Service

## Introducing Guardian. Our fraud protection service.

We are excited to launch Guardian, a service available to all members 24/7.

Do you have any of the following products or services with Police Credit Union?

- » Visa Debit or Credit cards,
- » Internet Banking,
- » IVY Phone Banking,
- » Mobile Banking,
- » EFTPOS, or
- » BPAY.

If the answer is yes, you'll love this advanced level of fraud protection.

What will Guardian do for you?	
✓	<b>Identify</b> high risk transactions.
✓	<b>Assess</b> the transactions and where required, monitor your account for any suspicious transactions.
✓	<b>Monitor</b> fraud trends within Australia and globally.
✓	<b>Take proactive action</b> to recover funds where an unauthorised transaction has occurred.

### Visa Small Ticket Transactions

Small ticket transaction service has recently been introduced by some major retailers in conjunction with Visa International, for transactions under AU\$35.

#### What is the small ticket transaction service?

The small ticket transaction service makes low value card acceptance faster and easier for customers and sales staff by eliminating the need for cardholders to sign or enter a PIN when making a qualified transaction of AU\$35 or less.

#### Can cardholders choose not to use it for purchases below AU\$35?

No, if a merchant has implemented the service they will not ask you for your PIN or signature.

#### Are small ticket transactions secure?

Yes. Small ticket transactions will be processed between the merchant and us via the same secure channels.

#### What if a cardholder loses their card and somebody else uses it?

Small ticket transactions are for low value purchases at merchants where the goods and services sold generally have little to nil resale value which makes fraud less likely.

#### And of course you are covered by the GUARDIAN Money Back Guarantee.

If you suffer a loss as a result of a fraudulent transaction, we will credit your account with the amount of the loss provided you have not directly contributed to the fraud and have notified us promptly of the fraud.

If you notice any unusual transactions on your account, please contact us immediately on 1300 131 844.



### A few important things to remember about PIN Security!

Never record your PIN on your card or on anything that you usually keep with or near your card - memorise it. Never use your PIN as a password.

Don't let anyone see your PIN as it is entered into a device. Cover your hand when using the PIN pad to ensure it is not observed or filmed.

Select a PIN that's not easy to identify. Don't choose sequential numbers or numbers that can be easily associated with you such as phone numbers and date of birth.



## Here at Police Credit Union, we take Fraud Protection very seriously.

### Will you identify a suspicious transaction when you see one?

- ✓ A suspicious transaction can be anything that seems **abnormal** or out of the ordinary for you.
- ✓ If you notice any suspicious or unusual transactions on any of your accounts, **contact us immediately** on 1300 131 844.

### What will we do if we identify a suspicious transaction on your account?

- ✓ **Review the transaction** against your past history to see if it is inconsistent.
- ✓ **Contact you** to verify the validity of the transaction. Don't forget to keep your phone numbers (home, work and mobile) and also your email address up to date.

### Are you planning on travelling overseas?

- ✓ **Let us know before you go** so that we can contact you if we need to validate any transactions.
- ✓ **Tell us what countries you'll be visiting** and make sure we have a phone number and email address for while you're away.

### If a Visa transaction is deemed to be very high risk, we may:

- ✓ **Suspend access** or your Visa card pending verification of the transaction.

### If you use Internet banking and do not use SMS One Time Password:

- ✓ **We will review** internet payments to new external payees above the Guardian threshold.
- ✓ **We may hold the funds** from your internet transaction until we have confirmed the validity of the new payee.
- ✓ **We will send you** an SMS alert advising you of high value internet banking transactions where payment is to an external party.



**GUARDIAN**  
Fraud Protection Service

### All of our members are covered by the Guardian Money Back Guarantee.

This means that if you suffer a loss as a result of a fraudulent transaction, we will credit your account with the amount of the loss provided you:

- » have not directly contributed to the fraud; and
- » have notified us promptly of the fraud.

### If you notice any unusual transactions on your account, please contact us immediately.

To find out more information about Guardian and how it protects your money, call us on 1300 131 844.

# How to get debt under control.

Talk to us 1300 131 844



## Help, I feel like I'm drowning.

**"I recently rang my local branch manager to say help, help, help!**

**I was really embarrassed because I had over \$25,000 in credit card debt and I was struggling to make any headway.**

**I was sick of the stress of it all but am so glad I rang. They were able to bring it all together into one debt consolidation loan.**

**What a relief!"**

This is just one example of many members who have come to us over the years.

We understand how having credit cards drawn to their limit, unmanageable personal loan repayments and ever-increasing living expenses can weigh heavily on your shoulders.

If you're in a similar situation then please don't think you're alone or be embarrassed!

At the moment, the average credit card debt in Australia is over \$3,000.

With many people having 2 or 3 cards, you can easily reach \$10,000 in plastic debt with interest rates as high as 20%p.a. at other financial institutions.

Store credit is another trap people fall into and with interest rates considerably higher - sometimes as much as 30%p.a. - many people struggle to repay this debt.

Then if you have a car loan as well, the combined monthly payments can quickly become the cause of a great deal of stress.

**Don't wait until breaking point.**

It's no doubt that debt can take a serious toll on your relationships and your sense of wellbeing.

That's why we encourage any members who are struggling with debt to pick up the phone.

Your local branch manager is well equipped to take the load off of your shoulders and can discuss different options for how to ease your burdens.

## Here are some steps you can take to make sure your debt doesn't control your life:

- 1. Roll your debts into one manageable repayment.** A debt consolidation loan can be a great solution thanks to a lower interest rate and no monthly fees.
- 2. Account for every cent you spend.** Not only regular bills, but also any small purchases so you know where your money is going.
- 3. Put your spending habits on paper and it's easier to see what you can live without!** A common example is spending \$60 a week on buying lunches - try bringing your lunch instead.
- 4. Make sure your budget is realistic and reasonable.** Don't forget to put some funds aside for emergencies and entertainment.
- 5. Cut up high-cost credit cards.** This is a huge step for many people! Consider an extralite if you need a credit card. Or apply for a Visa debit card and only spend your own cash, even when you make online and phone purchases.
- 6. Avoid the 0% balance transfer merry go round.** Whilst it may sound appealing, transferring can leave you trapped once it reverts back to its original higher rate.

If you need help with consolidating your debt, visit your local branch or call us today on 1300 131 844.

## Do you have enough to retire?

**You work hard so why not make sure your money is working as hard as you are!**

Financial Planning is about helping you plan for a future lifestyle that is as good as it can possibly be.

Whether you are in your carefree 20s, consolidating 30s, comfortable 40s or cruising 50s, the advice of a professional financial planner can be critical.

It can help you weather the storm so that you can achieve your goals and have the lifestyle you deserve in retirement.

**The right advice can make a real difference.**

A Bridges financial planner is someone who can help you:

- ✓ Understand and make the most of your superannuation fund.
- ✓ Understand your current financial position and how to improve it.
- ✓ Save tax.
- ✓ Build and protect your wealth.
- ✓ Explain Centrelink rules and help you maximise your entitlements.
- ✓ Understand estate planning (how to pass your wealth onto beneficiaries).

**Start planning for your future now.**

Make an appointment today with one of our highly experienced financial planning experts.

**To make an appointment, please contact Bridges on (08) 8208 5700.**



**Linda Ginever**  
Senior Financial Planner

Bridges Financial Services Pty Ltd (Bridges) ABN 60 003 474 977, ASX Participant AFSL No. 240837. In referring members to Bridges, Police Credit Union Ltd does not accept responsibility for any acts, omissions or advice of Bridges and its authorised representatives.



# Helping our community.

## We love being able to give back.

Here at Police Credit Union, we contribute over \$250,000 each year to a variety of worthwhile events and causes.



**Helping to sprinkle a little bit of Christmas magic in Adelaide.**

As a major sponsor of the **Credit Union Christmas Pageant**, we're proud to bring this iconic event to life year after year.

Our staff and their families love taking part as the colourful characters on the floats that fill the streets of Adelaide with community spirit and excitement.



**Giving local SA & NT groups a hand.**

**Marleston Netball League SA** is just one of the local charity and sporting groups that our branches have made a difference to. All grants have been received with a big smile!

### On your bike for a good cause!

We're also proud to sponsor **Ride Like Crazy** for the fourth time in January 2012, and encourage all members to sign up at [ridelikecrazy.com](http://ridelikecrazy.com) and help raise much needed funds to fight cancer.



**For more information on our community involvement, visit [policecu.com.au/community](http://policecu.com.au/community)**



**Police Credit Union**  
The force in banking

**1300 131 844**  
**[policecu.com.au](http://policecu.com.au)**



## Thinking about travelling overseas?

**If you're planning a trip in 2012, think about travel insurance before you leave home soil.**

Each year, over 25,000 Australians find themselves in difficult circumstances overseas, from hospitalisations and medical evacuations to death.

Without travel insurance, these situations can result in big expenses, and big burdens.

**This is why we say that if you can't afford travel insurance, you really can't afford to travel.**

It's important that you make sure you choose the right travel insurance.

Always read the product disclosure statement before purchasing travel insurance and make sure that you understand exactly what it covers.

If you're unsure about what you need, talk to Police Credit Union about our range of flexible international and domestic travel insurance plans.

They can be customised based on age group, destination, frequency and length of travel.

**For more information on travel insurance or to organise a quote or new policy, contact the insurance specialist at your local branch or call 1300 131 844 today.**