



2022 Newsletter



Police
Credit Union
Better Banking

Chairman's and CEO's Summary



Pictured: Chairman, Alexander Zimmermann (left) and Chief Executive Officer, Costa Anastasiou (right)

We are pleased to present the Chairman's and CEO's Summary of Police Credit Union's 2021 results. Members can access the full 2021 Annual Report on policecu.com.au

Our steadfast commitment to our core values and strategic priorities has delivered another year of strong performance across all measures. Although the year was turbulent, your Credit Union continued to remain focused on supporting our Members and the broader community.

As the nation continued to feel the ongoing impacts of the COVID-19 pandemic, we remained in an active pandemic response status throughout the period of review. We deployed carefully considered measures and engaged conservative and responsible practices to ensure Members and employees were well-supported, operated in a safe environment, and business disruptions minimised.

Police Credit Union has exceeded its Customer Satisfaction benchmark since 2009 and achieved a record 93.8% Member Satisfaction result for the 2021 financial period, underpinned in part by a best practice Net Promoter Score of 95.

During the reporting period, Police Credit Union achieved record Annual Member Value and Products per Member results of over \$272 and 5.3 respectively. We were particularly pleased to see our significant and ongoing investment in delivering a balanced mix of traditional face to face, as well as reliable and innovative digital solutions for customers, resulting in a score of 97.1% in the measure of Member trust in Police Credit Union looking after your financial needs.

Despite a challenging operating environment, group profit after tax concluded at \$6.5 million, taking Member reserves to \$95.7 million, which was a 7.7% increase on the previous period.

As a mutual customer-owned organisation, 100% of these profits are reinvested back into the business to provide Members with access to loans and deposits, and to strategically invest in capital infrastructure designed to improve products and services.

Police Credit Union continued to perform in the upper industry quartile relative to key financial metrics. Return on Assets and Return on Equity ratios concluded the period at 0.55% and 7.09% respectively. Total group assets grew by 2.86%, reflecting modest growth funding settings during the pandemic. Notwithstanding, Police Credit Union has continued to average an annual growth rate of 8.05% since 2010.

Operating efficiency remained strong with the Operating Expenses to Operating Income Ratio concluding the period at 71.49%, and asset efficiency as measured by Operating Expenses to Average Total Assets at 1.97%.

Employee Satisfaction remained strong at 91.11% and was underpinned by a 93.4% Employee Engagement result, which remained in the global upper quartile, and a best practice rating. Strong and improved results for people and risk-based culture indices reflect a continued focus on key areas of, adherence to policy, compliance and regulations, sustained

high-performance outcomes, and values-aligned behaviours and conduct.

Similarly, the focus, agility, presence, and effort by employees in driving effective operational outcomes, particularly relevant during the COVID-19 pandemic, resulted in strong performance of the Organisational Resilience Index. The Index remained stable, increasing marginally to 91.3% for the period.

This consistent result reflects a continued careful and conservative approach in managing the key areas of performance that underpin the availability of the Credit Union's critical operating systems. These include the maturity of our digital security strategies, robust and adaptable business continuity management frameworks, careful monitoring and mitigation of risk incidents, and proactive investment in resilience training.

Organisational risks continued to be closely monitored with further initiatives and mitigants activated across all key risks to ensure the ongoing adequacy and effectiveness of the risk control frameworks. Additional and continuous effort to improve oversight and reporting frameworks, enhanced the overall management of our risk frameworks.

During the period, Police Credit Union invested over \$527,000 in sustainable strategic community investments, including

the renewal of numerous important existing sponsorships along with some newly formed partnerships. We have consistently delivered on our community commitments each year since formulating our strategic benchmark in 2006 and have cumulatively invested in excess of \$5.5 million since this time, as reflected in our Community Investment Spend.

Since 2018, Police Credit Union has maintained a carbon zero footprint having achieved its strategic target reduction which formally commenced in 2007. Police Credit Union continued to expand the scope of its environmental impact initiatives, including policy frameworks and initiatives designed to reduce greenhouse gas emissions, waste, and pollution.

In addition, our future focus will include a positive forward step in enhancing key product characteristics to introduce a pass-through of carbon-zero offsets on products such as car loans.

Despite the many unparalleled challenges over the past 12 months, the Police Credit Union governance and leadership teams continue to draw on their capability and cultural strength to confront these challenges.

Summary of Financial and Non-Financial Performance Metrics

Strategic Metrics	Actual 30 June 2021	Strategic Target Achieved
Group Profit After Tax	\$6.5 million	✓
Group Assets	\$1.2 billion	✓
Growth in Total Assets	2.86%	✓
Return on Assets	0.55%	✓
Return on Equity	7.09%	✓
Expenses to Income	71.49%	✓
Expenses to Assets	1.97%	✓
Capital Adequacy	14.51%	✓
Member Satisfaction Rating	93.8%	✓
Products per Member	5.3	✓
Per Member Value for the 12-month period	\$272	✓
Employee Satisfaction Index	91.1%	✓
People-based Culture Index	94.2%	✓
Risk-based Culture Index	96.0%	✓
Organisational Resilience Index	91.3%	✓
Innovation Index	91.5%	✓
Average Significant Risk Score	35.3	✓
Annual Community Investment Spend (\$'000)	\$527	✓
Community Engagement Index	85%	✗
<i>Target of 90 not achieved. Index impacted negatively by COVID-19 restrictions</i>		
Carbon Emissions Footprint	zero	✓

The team is now challenged to continue this journey, remembering our purpose, remaining attuned and relevant to Members' needs, maintaining our positive high-performance mindset, and building excellence that well-surpasses the test of time.

We'd like to take the opportunity to thank and recognise the longstanding contribution of Mr. Michael Standing, as a Director since 2006 and who retired from the Board after the 2021 AGM. Being a member of the Board Audit Committee until 2019, is just one example of Michael's achievements during his many years of devoted service and support.

Notwithstanding the significant impact of the pandemic on all of us, the team at Police Credit Union displayed courage, resilience, adaptability, and commitment like never before. During this period, their authenticity and humanity shone through, and they displayed an unwavering work ethic, passion for success, diligence and professionalism in getting the job done, and enormous commitment and integrity in serving you with outstanding customer service.

Thank you

We value the significant trust placed in us by Members to deliver on their many banking needs. Despite any impeding external influences, Police Credit Union remains highly resilient and well-positioned both in capacity and capability in continuing to deliver exceptionally competitive financial products and services to Members. Our commitment to remaining highly sustainable, values driven and relevant to our communities, in delivering a customer experience that is second to none, is absolute.

On behalf of the Board, Management, and Staff we sincerely thank our many Members, friends and business partners for your ongoing support and loyalty, and we look forward to a bright and prosperous future partnership.



Mr Alex Zimmermann
Chairman



Mr Costa Anastasiou
Chief Executive Officer



Pictured: L: Yorketown Branch Manager, Wendy Ault with Minlaton Fire Brigade, and R: Poccu at the Clipper Ship of Adelaide's Descendants' Day.

2021: The year that was

Like the year before, 2021 brought many obstacles and challenges thanks to the global pandemic. But like last year, Police Credit Union rose to the challenge, once again achieving our strategic goals whilst remaining committed to our Members and the broader community.

Important Community Initiatives and Partnerships

This year we helped our long-standing partner Crime Stoppers SA celebrate 25 years of protecting our community. Since launching in 1996, Crime Stoppers has assisted Police in catching more than 22,400 criminals and solving almost 35,000 crimes, including some of the state's largest cases. We're proud to support such an important and influential not for profit organisation in our state.

In the world of sport, we renewed our Major Sponsorship with Adelaide Footy League and welcomed onboard our new partner Hills Football League of which we are now Naming Rights sponsors. Both partnerships have allowed us to positively support grass-roots sports across metro Adelaide and in the hills area.

We strengthened our existing relationship with emergency services personnel through a new partnership with SA SES Volunteers' Association, to help support the 1,700 volunteers who donate their time to help others. We also renewed

our sponsorship of the historic City of Adelaide Clipper Ship for another 3 years. This sponsorship helps to generate public interest in the organisation's work and preserve a part of our state history.

Giving back to our core bond

Our commitment to supporting our dedicated South Australian and Northern Territory Police Officers continues. Not only through our commitment to PASA and the NTPA, but this year we also expressed our gratitude to the Police community for their tireless work in keeping our community safe, with events such as drive in movie nights in South Australia. Whilst only small gestures, we also said 'thank you' with a delivery of thousands of blue iced donuts on Valentine's Day and KitKats to Police stations as part of Police Week.

In May, to celebrate International Nurses' Day, we delivered cookies and personal safety alarms to some of our SA and NT nurses to thank them for their incredible efforts and hard work in

caring for our community.

As Major Sponsor of the CFS Foundation, our team was also busy visiting local fire brigades to deliver Nespresso coffee machines to hardworking CFS volunteers. It was a pleasure to meet so many amazing volunteers who donate their time to keep us safe.

Better now and in the future

We're proud to share that Police Credit Union has again achieved an excellent year of performance across all measures despite difficult operating conditions.

Our significant achievements from the past year are outlined in more detail in our 2021 Annual Report which can be accessed at policecu.com.au – just type 'Annual Report' in the search bar or grab a copy at one of our branches.

As always, our innovative, resilient, and sustainable culture allows us to remain as committed as ever to providing a secure banking environment for our Members, whilst continually supporting our emergency services and important wider community and environmental



Award winners once again!

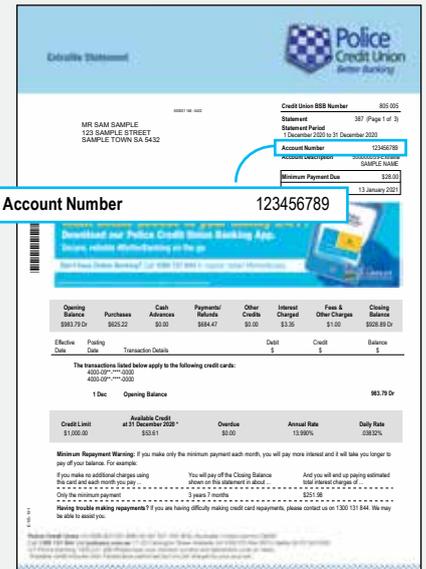
We're very excited to strengthen our reputation as a market leading lender, winning awards in both the Mozo Expert Choice Awards and RateCity National Awards and in 2021.

For the sixth year in a row, we won the Mozo award for our **Fixed Rate Car Loan**. Our **Special Offer Better Car Loan** also picked up an award in the same Car Loan award category. With Mozo being one of Australia's most visited comparison sites, these consecutive wins continue to highlight our products as some of the best in the market. To find the cheapest car loan for buying a new car, Mozo's money experts analysed 83 different personal loans and calculated the cost of a \$30,000 new car loan including principal, interest, fees and charges repaid over 5 years. The judging panel consider every publicly available product, so we're thrilled with our wins, especially when our products were reviewed amongst those from 82 other Australian Financial Institutions.

We also won big in the RateCity National Awards! These awards recognise the top 10% of the market that deliver unmistakable and exceptional value to consumers, with more than 5,000 products and variations analysed and compared based on rates, fees, features, and flexibility. The RateCity categories in which we scored prestigious gold award wins are:



At Police Credit Union, we are dedicated to providing value to our Members, and are thrilled to be recognised for our market leading products. Compare our products at mozo.com.au/expertschoice and ratecity.com.au



Receive external transfers into your chosen account

Did you know you can now view your individual account numbers on your statements?

They're perfect for receiving funds from an external payee or financial institution. The individual account number allows you to specify the exact account you'd like your funds to go into. Simply quote BSB 805-005, your account number and account name. It's that simple!

Don't forget, if you need to view your Online Statements just log into Online Banking.

From our valued Members



Roger and Jane have been proud Members of Police Credit Union for decades.

Retired Police Officer, Roger became a Member when he joined the South Australian Police Force at 17 years old. Over the years, the couple have purchased several homes, both investment and residential, and cars, which were all made possible through Police Credit Union, and by taking advantage of our Extralite Credit Card to assist with their cash flow strategy. Now, over 60 they are taking advantage of our GO SIXTY PLUS range of products, and even have their children onboard as Members.

“When you go into a Police Credit Union branch you are greeted by your christian name and we know the staff in our branch by their christian name. To get that sort of service, and for them to know you on a personal level, you just don’t get that with the big banks. I find that really refreshing and an easy way to do my banking”.

“We would definitely recommend Police Credit Union to friends and family. We have done so with our children. They became Members and were treated the same as if they had been Members for years.”



Police Credit Union joins the atmX network!

From 1 January 2022, the rediATM network is ending. To ensure our Members are still able to easily access their money, Police Credit Union has moved to the atmX by Armaguard network.

Joining the atmX network opens up more opportunities for our Members to securely access their money across 2,100 plus ATMs in Australia.

What does this mean for our Members?

You can enjoy the convenience of your closest atmX and continue to experience direct charge FEE-FREE withdrawals*.

To locate your closest atmX, visit policecu.com.au/atmfinder.

While rediATMs have been removed from our branches, our friendly team members will still be available to assist you with unlimited fee-free over the counter withdrawals and transactions.

Here’s some other options to consider for accessing your money:

- Ask for cash out at participating retailers such as supermarkets, service stations and post offices with Bank@Post.

- Visit policecu.com.au/atmfinder for other ATMs that have zero direct charges.
- As an alternative to cash, our contactless payment options include payWave and Digital Wallets (Apple Pay, Google Pay™ and Samsung Pay).
- With Online Banking and our Banking App, you can securely transfer money to others within seconds using Fast Payments with Osko®. You can also pay your bills using BPAY®.

If you have any questions, please call **1300 131 844** or visit our friendly branch staff.

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Bank with convenience with our Banking App!

Have you downloaded our Banking App yet? Make sure you are registered for Online Banking, download the 'Police Credit Union Banking App' from your phone's app store and bank 24/7.

The Banking App can be used for checking your account balance or paying bills using BPAY[®]. Here's some other features you might find useful...

Fast Payments using Osko[®]

Fast Payments allow you to be paid or make payments in near-real time. Some people may refer to Fast Payments as the New Payments Platform (NPP) or simply as PayID, but we call it Fast Payments. Fast Payments makes it easier to transfer and receive money without having to wait!

Set up alerts

Want to know when your next repayment is due? Maybe you need to know when your term deposit is maturing? Alerts help you manage payments to be received or made, notify you of changes to your account balance and so much more.

Setting up your Alerts is easy. Follow these simple steps:

1. Login to Online Banking
2. Set your Alert via your Inbox
3. Once set, you will receive the advance alert notification in your Banking App Inbox

Tip: Make sure you have 'push notifications' or 'app notifications' turned on to receive alert notifications from your Banking App on your mobile or tablet.

Send or receive a Secure Message

Secure Messages is a feature available when you log into Online Banking and your Banking App. It's a secure way for you to send us a message via your inbox (look for the envelope icon in the Banking App) and we can respond to you the same way.

In your inbox you'll see any sent messages you may have already viewed.

To send a Secure Message:

1. Click 'new' in the top right corner or the pencil symbol in Android phones.
2. Pick your category. Then simply type your message and we'll get back to you!

Set a savings goal

Did you know you can use your Banking App to set a savings goal? This is a great way to motivate yourself to reach your goal. Open your App, swipe across to the second screen or scroll down in Android phones, and click on 'Savings goal'.

Fill out the details for what you're saving for, how much you'll need, and which account you'll be saving in. You can even upload a photo.

Use our calculators

Try our calculators to work out your borrowing power or estimate how much it will cost you per week to pay off a loan.

Head to our website

Want to find out more about our products or want to apply for a loan, click on the 'Products' icon or press 'Apply for a loan' and you will be directed immediately to the relevant pages on our website.

Our Banking App is safe, secure and convenient. Access the app via a 4 digit PIN, Touch or Face ID on an iPhone or iPad. And remember, your money is protected by our Guardian Fraud Protection Money Back Guarantee.

The App Tour which has a signpost icon, will help guide you through all the different app functions available.

You'll need to be registered for Online Banking first, to use the Banking App. Call us on **1300 131 844** to register, or for assistance to download or use the app.



From our valued Members



Belinda and Luke, Members of Police Credit Union since 2020.

Belinda is an Occupational Therapist and Luke is a physiotherapist, and now they are both First Homeowners thanks to a Home Loan with Police Credit Union. They love the convenience of the Banking App and the personal service they receive from the Marion branch.

"When you are going to get a home loan it's really scary, but Police Credit Union made it a really nice and warming environment for us."

"We chose Police Credit Union over other banks because at the time we were buying, was in the middle of the pandemic and other banks were taking months to get pre approval, but Police Credit Union were able to get it done for us in two weeks which allowed us to buy our home."

Safe, secure, 24/7 – better access options

If you need help using any of our access options including **Online Banking** or our **Banking App**, visit us in a branch or call **1300 131 844** and we'll set you up and help you feel confident banking online.



Have you registered for Online Banking?

Register today for unlimited access to your banking, **Fast Payments**, **Alerts**, and your **Banking App**!



Banking App

Download the Banking App to gain **24/7 access** to your accounts on your smartphone or tablet. **Check** your account, **transfer funds**, **pay bills**, use **Fast Payments**, **activate cards**, receive **Alerts** and send **Secure Messages**.



Secure Messages

Need to ask a question? Try **Secure Messages**. Head to the inbox in your Banking App or Online Banking.



Alerts

Need to set up a reminder to advise you when your next bill is due? Go to Online Banking to set up **Alerts**.



Fast Payments

Want to make a transfer in seconds? Try Fast Payments in Online Banking and the Banking App.



Tap and go

Tap and go using your smartphone **Digital Wallet**, **Apple Pay**, **Google Pay™** or **Samsung Pay**.



Federal budget changes and the impacts on your retirement

The Federal Budget handed down in May this year proposed several important changes which are sure to impact plenty of Australians, including our superannuation and retirement plans.

Changes include a repeal of the current work test, a reduction in minimum age for downsizer contributions and changes to the self-managed superannuation funds residency rules. There are also looming changes in the way super funds and Self-Managed Super Funds (SMSFs) operate, although this remains subject to industry consultation.

To help you understand what this means for you, we've explained some of these important changes.

Repealing the work test for voluntary superannuation contributions

Currently, anyone aged between 67 and 74 years can make voluntary concessional and non-concessional contributions to their superannuation or receive contributions from their spouse if they work at least 40 hours over a 30-day period in the relevant financial year.

The budget proposes that those in this age bracket will be able to make or receive non-concessional contributions or salary sacrifice superannuation contributions without having to meet the work test. Removing the work test requirement will provide greater flexibility for the many older Australians wanting to save for retirement through their superannuation.

Older Australians will still need to meet the test if they want to make personal deductible contributions and will continue to be subject to existing contribution caps.

The Federal Government expects to have required legislation passed to achieve a start date of 1 July 2022.

Reducing the eligibility age for downsizer contributions

The eligibility age to make downsizer contributions into superannuation will be reduced from 65 to 60 year's old and is expected to be in place from 1 July 2022. The downsizer contribution allows people who have sold their home to use the proceeds to make a one-off, post-tax contribution into their superannuation of up to \$300,000 per person or \$600,000 per couple – without impacting non-concessional contribution caps. This aims to encourage older Australians to downsize to a home that better suits their changing needs and deliver larger homes to the market for younger families.

Relaxed residency requirements for SMSFs

Relaxed residency requirements for SMSFs and small APRA-regulated funds are expected to be ready for 1 July 2022. Changes will mean SMSF and Small APRA Fund (SAF) members can make superannuation contributions even if they are temporarily overseas while working or studying for up to five years.

It's important to be aware of the changes to the Federal Budget and whether they will affect your personal finances and your future. For more detailed information regarding these changes and more, you can head to **budget.gov.au**.

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Buy now, pay (through the nose) later?

Buy Now Pay Later (BNPL) options provide the perfect instant gratification of buying something now with the “convenience” of paying it off later. But there are some serious potential pitfalls to consider.

The Australian Securities and Investments Commission (ASIC) has revealed that 20% of BNPL users go without everyday living essentials to meet repayments and another 15% have been forced to take out additional loans.

How does BNPL work?

A BNPL service lets you buy goods up to around \$2,000 by paying for some at the time and the rest in instalments from a linked debit or credit card. You'll get what you want, and the merchant gets paid upfront by the BNPL provider. If you pay your instalments on time, there is normally no interest or fees to worry about.

What are the downsides of BNPL?

Difficulty in tracking your spending

According to ASIC, more than half of BNPL users are spending more than they otherwise would, with one in six having overdrawn accounts, delayed bill payments, or borrowed money because of overcommitment through BNPL platforms. With BNPL schemes recently becoming available in hospitality settings, keeping on top of all the varied transaction types will only get harder!

Be careful of the effect BNPL and late payments may have on your credit score!

Unfortunately, this payment option has seen a jump in the number of people struggling to pay debts – and with six out of ten BNPL users aged under 34, there is growing concern that regular late payments could affect their future credit rating and shatter their dreams of future home ownership.

BNPL schemes are unregulated

BNPL accounts might seem easy to use but you are entering into a legally binding contract that is not regulated like normal credit applications done through a financial institution like Police Credit Union. It means people are not carefully assessed on whether they can afford the repayments.

What you should consider with BNPL

As with any spending decision, consider whether you can afford something and really need it. If you rely on BNPL payment options, consider the type of account access card linked to your BNPL account to avoid paying extra interest on purchases. Also, limit yourself to only one BNPL account to track your spending.

Could a credit card work better?

Although BNPL options are widely available, they cannot be used to pay bills and all daily transactions, unlike credit cards. Here are some other ways you can use credit cards on a day-to-day basis:

- Credit card interest free periods could be used as part of a cash-flow strategy combined with offset or redraw accounts.
- Most credit cards can be monitored with Online Banking or Banking App options, with all your purchases in one area.
- Credit cards are heavily regulated, and applications are assessed with your living expenses and affordability considered.
- Responsible credit card holders who consistently make repayments on time, could help to build their credit score. This could assist you in applying for more serious credit in the future, such as a mortgage.
- Credit Cards are accepted globally across thousands of established retailers.

Can we help?

We offer safe access options to easily track both your spending and your savings, with Online Banking and our Banking App. We also offer a market leading low rate Extralite credit card with 44 interest free days. Give us a call today to discuss your options on **1300 131 844**.



Pictured: Middleton Beach Huts

Safety first!

Check for border restrictions, quarantine requirements or any health warnings before setting off. Visit [covid-19.sa.gov.au](https://www.covid-19.sa.gov.au) (SA) or [coronavirus.nt.gov.au](https://www.coronavirus.nt.gov.au) (NT).

Five mini getaways in SA and NT

Dreaming of a summer vacation? If you're looking to get away for a few days, but not ready to venture over the border just yet, consider these travel ideas that will allow you to explore your own backyard!

Escape at CABN in Kuitpo Forest, SA

If you're after an escape from the outside world, a stay at CABN in Kuitpo Forest is the perfect mini-getaway. Nestled off-grid on a working vineyard, you'll find Georgia, a tiny house situated under a beautiful big tree overlooking a lake. Fall asleep gazing at the stars, go for walks, play boardgames, or simply relax. The exciting part? It's such a hidden gem that you won't even know the location until five days before your arrival!

Beach Hut Fun at Middleton, SA

Where better to escape in summer than to the beach! Take in the beautiful sea breeze at the cutest accommodation in Middleton, the Beach Huts. Located between Goolwa, Port Elliot and Victor Harbor, there are so many local attractions to see during your stay. Explore the beaches surrounding you, have a surf lesson, cuddle koalas at the Urimbirra Wildlife Park, hop on a whale watching tour or treat yourself at the Port Elliot Bakery, just to name a few fun activities. If you'd prefer to stay in, relax on your Beach Hut balcony or play tennis at the private tennis court.

Beach Camping at Coorong National Park, SA

If you're a camper and own a four-wheel-drive (4WD), you'll love camping on the picturesque Ocean Beach at Coorong National Park. Beach camping is available anywhere along the beach between the high and low watermark. Located southeast of Adelaide, you can access the southern part of the park via Goolwa, Meningie and Salt Creek off Highway 1. Explore the park during the day through the various walking trails or kayak through the waterways. If you love birdwatching, there are over 200 species of birds that call the park home.

Glamp in an Outback Retreat at Cooina Lodge Kakadu, NT

Just over three hours from Darwin, you'll find Cooina Lodge in the UNESCO World Heritage listed Kakadu National Park. Here you can stay in a luxury tent in one of the most remote areas of the lodge. While you're there, jump on a Yellow Water Cruise, regarded as Australia's best wildlife boat tour, or visit Mamukala Wetlands. You can't leave without going for a swim at Maguk, located within a monsoon forest, you'll find a waterfall and a plunge pool at the base.

Venture to the Tiwi Islands, NT

Known as 'the island of smiles', the beautiful Tiwi Islands are situated 80km north of Darwin and can be reached by a 30-minute flight from the capital city or via a ferry. Stay at the Tiwi Island Retreat, located on the Southwest coast of the Bathurst Island. Enjoy beachfront accommodation, along with a private resort pool and bar. Make sure to immerse yourself in the culture and take the opportunity to have a local Tiwi guide show you around.

Protect yourself while away

Have we got you dreaming of your next trip? Don't forget to make sure your vehicle is insured, as well as what you're leaving behind at home!

Chat to one of our friendly insurance team specialists about our Motor Insurance and Home and Contents Insurance today, visit a branch, or call **1300 131 844**. For more information on our insurance products, visit [policecu.com.au](https://www.policecu.com.au).



BE SCAM AWARE

Scam activity is very common and becoming more sophisticated. Always remain vigilant. **Don't forget, if you lose money to a scam, you may be liable for those transactions.**

Examples of possible scams to look out for and avoid:

- **Unsolicited instructions** regarding financial transactions via phone, email, SMS or social media.
- **Paying a private seller** for any goods you haven't seen.
- **Providing someone with remote access** or installing software on your computer or mobile.
- **Text messages featuring information** about missed calls, voicemails or deliveries from unrecognised numbers or contacts (flubot scams).
- **Providing someone with login details** or security codes.
- **Scammers telling you what to say** to bank staff, to mislead them about the nature of a transaction.
- **Transactions you have been asked to complete** to 'protect your account' or 'catch a scammer'.
- **Payments requested as a refund** for a 'previous overpayment'.
- **Payments requested to receive a larger payment.**
- **Investments** not recommended by your financial planner.
- **Romance scams** where people create fake online profiles to gain your trust in order to defraud you. Never send money to someone you have not at least met in person.

Protect your PIN

This is one effective way to help protect your card. Although Police Credit Union's **Guardian Fraud Protection Service** protects you against fraud, you may be liable* for unauthorised electronic transactions on your account where you have:

- Chosen your date of birth as your PIN
- Recorded your PIN on or with your card
- Recorded Online Banking login details where others can access them
- Disclosed a password or PIN or provided your card to anyone, including friends and family

Regularly check your Online Statements

Being familiar with your account balance and past transactions helps you to detect unauthorised or suspicious transactions. You can check 13 months of Online Statements using Online Banking.

You can also regularly view your account and daily transactions by logging into Online Banking or our Banking App.

Tip: make sure to only log into Online Banking on private computers that cannot be accessed by the public. Be careful when logging into your Banking App – you don't want anyone seeing your PIN.

Guardian Fraud Protection Service

Guardian Fraud Protection Service is a comprehensive suite of services provided by Police Credit Union to keep your transactions safe and secure. Guardian ensures better cover across online and mobile banking channels for your key accounts. Our Guardian Money Back Guarantee means we will credit your account for money lost in a fraudulent transaction*.



*Liability will be determined upon investigation according to the ePayments Code where that code applies. You will not be liable where it is clear you have not contributed to the processing of unauthorised transactions by breaching any of the guidelines above. Guardian Fraud Protection offers a money back guarantee only if members have not directly contributed to the fraud and have notified Police Credit Union promptly of the fraud.

To report a scam, go to scamwatch.gov.au/report-a-scam

If you receive a suspicious call or notice unusual transactions on your account, please contact us immediately. To report and cancel a lost or stolen card please use IVY Phone Banking, our Banking App or call us during business hours.

Business hours: 1300 131 844

After hours: 1300 131 844 and press '2' (to cancel a card)

Overseas: +61 2 8299 9101

GO SIXTY PLUS



Supporting you through your 60s and beyond!

Entering your 60s, or already there? we have a range of products tailored just for you!

GO SIXTY PLUS products are designed for over 60s to get the best outcome from your banking and help you get the most out of retirement.

We are living longer and healthier lives but one challenge we face, is how to afford it. Many retirees find themselves asset rich and cash flow poor due to their wealth being tied up in their family home or retirement village unit.

GO SIXTY PLUS has unique benefits, services, and products to help you maximise the potential of your assets.

Plus you'll have your own dedicated Relationship Manager to help you get the most out of the GO SIXTY PLUS product range.

Here are some products to consider as part of GO SIXTY PLUS:

Bridge to Retirement

Designed to help facilitate a simple, smooth transition into a smaller property, retirement village or help pay for an aged care facility.

This is a bridging finance option secured against your existing home. Funds (up to 75% of the value of your existing home) are provided in advance, allowing up to 12-month (maximum) term to sell your existing home, at which time the bridging loan (and any interest that has capitalised to the loan) is repaid in full.

Home Care Services Loan

This home loan is tailored to help you remain in your own home for as long as possible. Principle and interest

repayments are required for the loan with maximum loan term determined by the applicant(s) life expectancy at the time of application.

If you own, or are close to owning your property freehold, you can access some of this wealth to fund services such as home care services, home improvements, new or replacement vehicles, travel or medical expenses.

Lifestyle Personal Loan

Exclusive to Police Credit Union, this loan is ideal for those residing in an approved retirement village, wishing to access equity secured against their 'license to occupy' for any worthwhile purpose (excluding debt consolidation). Principle and interest repayments are required over the 5 year term, maximum loan is \$50k.

Master Club

Flexible everyday access accounts with better rates, less fees and benefits including no monthly or account keeping fees, fee-free over-the-counter branch withdrawals, competitive and stepped interest rates with funds at call and more.

This account also includes:

- 24/7 secure Phone Banking and Online Banking access including our Banking App
- 0.05% bonus interest on all standard fixed term deposits¹
- No minimum deposit, withdrawal or account balance

Reverse Mortgage

Financed through Heartland Reverse Mortgages (HRM)³, this loan allows you to borrow money using equity in your home as security. Reverse mortgages provide funds via a lump sum, a regular income stream or a cash reserve (like a line of credit) or any combination of these. No regular loan repayments are required until the end of the loan, as interest compounds monthly and is added to the loan balance.

You are also able to use your investment property or holiday home as security, and can use it to fund entry into residential aged care.

Other products and services that you may be interested in...

Term Deposits

Our Term Deposits offer the security of a fixed rate for a fixed term, with deposits up to \$250,000 Government Guaranteed.

Fee Free Bill Payment Service

Pay your bills 'fee free' from the comfort of your home. Simply call and we'll assist you to pay your bills using BPAY[®] for free[^] with no fee charged for staff assisted BPAY. It's easy and available for all Members.



Speak to your Relationship Manager

Call Linda on **8208 5628** or **0438 859 797**, or email her at gosityplus@policecu.com.au