

#BetterBanking



Police
Credit Union
Better Banking

2018 Newsletter

A word from our Chairman and CEO

We are pleased to report another successful year of performance across all metrics, including a Member Satisfaction Rating of 92%, asset growth of 10%, total assets of \$944 million, and a profit after tax of \$5.064 million. The strong results presented in this report provide testimony to the outstanding team contribution and positive and caring culture throughout Police Credit Union.

Notwithstanding we continue to operate in a challenging, low interest rate, low growth, competitive and highly regulated environment, we have exercised care, diligence and measure in the implementation of our strategy and delivery of market leading value propositions, which serve to reaffirm continuing relevance to our community.

We have optimistic expectations for the future and remain on-track to meet and exceed our long-term strategic goals. We are absolutely determined to achieve our goal of delivering a customer experience that is second to none.

In the deployment of strategy, we have been mindful of our Credit Union's 47 year police heritage, its niche market position and the privileged role we have in serving our community. To this end, we have engendered a culture of thoughtful and disciplined leadership, strengthened resilience, agile innovation and heightened boldness in our execution. The committed and talented team at Police Credit Union, continue to embrace the better banking philosophy, delivering superior service outcomes to our Members, whilst adhering to prudent governance, compliance and risk practices.

We have asked the question, "Can you do better than the banks?", and have been rewarded with an excellent response from customers seeking a better alternative to the major banks. Our better banking commitment has contributed positively to our overall performance for the year and augurs well for the future.

Our strong financial performance in the 2017 period delivered a 24% increase in group profit after tax of \$5.064 million, contributing to an increase in total equity of 6.8% to \$73.2 million. These results meet or exceed our long-term strategic targets and compare favourably to comparative industry benchmarks.

As a mutual credit union, 100% of our profits are retained within the business and reinvested to deliver superior customer experience outcomes. These have included better banking products, rates, service, access channels and improvements in physical and digital infrastructure.

Better Banking for Members

We have successfully implemented important non-financially based initiatives as an integral balance to our strategy. We are incredibly proud of the positive, ethical, diverse and inclusive culture throughout our workplace. As a result of the tremendous contribution and personal commitment of our people, we have received outstanding feedback and results from Members across all areas of non-financial performance.

Being a customer owned financial institution, we believe our Members deserve more from us than what they would receive from a major bank.



Non-Financial Performance Results

	30 June 2017	Strategic Target Achieved
Member Satisfaction Rating	92%	✓
Products per Member	5.05	✓
Member value for the 12-month period	\$251	✓
Employee engagement index	89.78	✓
Average Significant Risk Score	39.2	✓
Annual Corporate Social Responsibility Spend (\$'000)	\$414K	✓
Annual Reduction in Carbon Emissions	11.4%	✓

Accordingly, each year we calculate Member Value being the monetary quantum of benefit that our Members receive on average. As part of this process, we undertake a detailed comparison against the major banks, giving consideration to superior service standards, better loan and deposit interest rates, free access services, and fairer fees and charges.

Member value was calculated as \$251.08 per Member, or in aggregate \$9.6 million, for the 12 months to 30 June 2017, an increase of 2.4% from the previous period.

Supporting our Community and Environment

A sense of social responsibility is central to Police Credit Union's business philosophy and is a key strategic focus. Providing meaningful and relevant contributions to our community and environment have always been a measure of our success.

During the period of review, Police Credit Union has established the Community and Environment and Employee Engagement and Diversity Committee to proactively implement our corporate social responsibility and employee engagement initiatives. During the year we invested over \$414K through major sponsorships, volunteer programs and charitable donations.

Supporting the broader community is nothing new to our organisation. Over the last 10 years, Police Credit Union has invested more than \$3.22 million in fulfilling our corporate social responsibility objectives.

As part of our pledge to operate in an environmentally sustainable manner, we are committed to reducing our carbon emissions by at least 5% each year, targeting a carbon neutral position by 2020. During the current period, we exceeded our target, achieving an 11.4% reduction in our carbon footprint.

Regulatory Environment & Corporate Governance

Police Credit Union is an Authorised Deposit-Taking Institution (ADI) and is regulated in the same way as publicly-listed banks. All ADIs must meet the same legally-enforceable standards under the Banking Act within the jurisdiction of the Australian Prudential Regulation Authority (APRA).

APRA's strict rules on safety and capital apply to all ADIs. It means that our Members' deposits are backed by the Australian Government under the Government Guarantee scheme for deposits up to \$250,000. While the burden of increased regulation presents considerable financial challenges to the business, we continue to meet the expectations of our regulators.

During the period, the Board has worked diligently to ensure that it is able to meet and exceed its governance duties, responsibilities and obligations. Board renewal continues to evolve and to that end, we extend a warm welcome to Mr. Tom Scheffler as an Elected Director. We also take this opportunity to recognise the outstanding contribution of Mr. Tony Rankine during his 12-year tenure as a Director. Tony will be greatly missed and on behalf of the Board,



Staff are always friendly and make me feel welcome, it is a pleasure to walk into my Police Credit Union branch.

Jeanette, 68, Port Macdonnell,
SA – Member for 37 years.

Management, Staff and Members we thank him for his positive contribution.

Congratulations to Deputy Chairman Michael Fisher and Director Paul Schramm in their recent re-election to the Board.

Looking Forward

Looking forward, better banking is integral to our strategic focus – a point of difference that promises continued success through innovation, simplicity, agility, better governance and a commitment to developing better products and services for our Members. The better banking promise means an unwillingness to accept mediocrity, and the passion to deliver an outstanding customer experience to our Members.

This year's impressive result is testament to the work ethic and tireless commitment of our passionate and caring team. In this complex operating environment, we have remained resilient, thoughtful, positive and innovative in our thinking, whilst continuing to meet the financial needs of our Members through the consistent delivery of superior customer experience outcomes.



Pictured (L-R): Alex Zimmermann, Chairman and CEO, Costa Anastasiou

On behalf of the Board, Management and all Employees we take this opportunity to wish you and your families a safe and happy festive season and a prosperous, healthy and fulfilling New Year. ■■

For more information, visit www.policecu.com.au annual report to view the full 2017 Annual Report online, or visit one of our branches to obtain a hard copy.

Can you do better than the banks?

We ask the question, “Can you do better than the banks?” because we know we can...

From our market leading home loans to a person answering the phone when you call our Contact Centre, to our branch staff knowing our Members by name and our responsible lending practices, we know the answer to the question.

The Proof

With some of the most competitive rates in Australia (**we are currently offering our lowest variable rate home loan EVER!**), everything from our home loans, personal loans and even term deposits are always giving people better options. We really do strive to give everyone better but, in saying this, it's always nice to be recognised for our efforts at a national level.

The experts at Mozo, Australia's leading money saving website, seem to agree, awarding us with the Mozo Experts Choice Award for Outstanding Performance 2017*. We also took home awards for the best:

- Car Loan (*Fixed Rate*)
- Used Car Loan (*Fixed Rate*)
- Car Loan (*Variable Rate*)
- Used Car Loan (*Variable Rate*)

That tops off what has been a very successful 12 months and cements us as one of Australia's best financial institutions with some of the best products and service available!

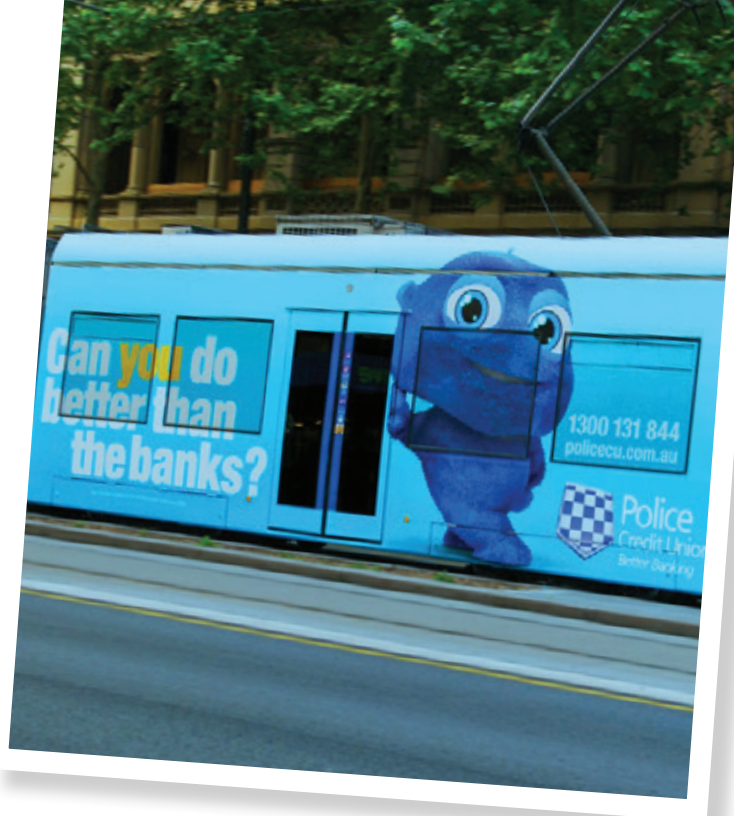
Better Customer Service

Our current Customer Satisfaction Rate of 92% proves that we are always striving to do better for our Members. It's the little things that we provide, like tips on how to make getting a loan an easier process and how to budget and save like a professional, to our personal banking services. Our one-on-one service with that 'personal touch' is just another example of how we go above and beyond.

Better Value and Benefits

You can receive better value and benefits with:

- Highly competitive interest rates
- No monthly account keeping fees on your everyday banking and savings accounts
- Fairer fees and charges
- Better personalised Member service
- Ever-improving, free and low-cost access options
- Extended branch opening hours



Better Access

You will experience state of the art access to your money with our range of Better Access products and services. From our easy to use Banking App and our world class Online Banking facilities, we have ensured that you can access your accounts anytime, anywhere!

Better Today, Better Tomorrow

We work every day to be better than the last and that's why we continue to survey our Members twice a year, renew our products and ask for your opinion. ■

Call us on 1300 131 844, check us out on social media or visit us in branch and let us know how we can be better for you.

Pictured: The Police Credit Union tram signage.

The Proof: Our Mozo Awards

In 2017 we were awarded four Mozo Expert's Choice Personal Loans Awards:

- Car Loan (*Fixed Rate Car Loan*)
- Used Car Loan (*Fixed Rate Car Loan*)
- Car Loan (*Variable Rate Car Loan*)
- Used Car Loan (*Variable Rate Car Loan*)

In 2016 we were awarded:

- 2016 Personal Loan Lender of the Year
- Car Loan (*Fixed Rate Car loan*)
- Used Car Loan
- Unsecured Personal Loan
- Excellent Credit Personal Loan

Terms, conditions, fees, charges and lending criteria apply. Full details upon request.

*Source: <https://mozo.com.au/expertschoice/best-personal-loans>

It's more than banking, it's personal

For Brenda Davidson, her role as Police Credit Union's Senior Manager of Relationships is much more than just a job, it's personal...



Over the past 29 years working with Police Credit Union, Brenda has had the opportunity to hone her skills and knowledge, giving her the chance to help change people's lives.

This might sound a bit dramatic but in life your circumstances can change in an instant. Things happen when you least expect it. Illness, accidents and even someone you love passing away could mean your situation can change at very short notice.

"In the 29 years that I have spent at Police Credit Union, not only have I honed my skills and knowledge but what I am most proud of is being able to help people change their lives."

More often than not people are unaware of their financial options and this is where Brenda comes in... She understands and will ensure you have all the information you need to make an informed decision.

The proof is in the stories that Brenda tells of the times where she has been able to positively impact a person's life, and prevented them from having to take radical measures. One existing Member approached Brenda thinking he would need to urgently sell his home in order to put his wife with a debilitating illness into a nursing home. With a nursing home room cost of \$350,000, plus a daily accommodation payment (DAP) of \$120 per day, he felt that he had no other options. However, after assessing his situation, Brenda suggested that the Member borrow the required funds at a very competitive interest rate against the family home.

It didn't end there. Because of the debt being taken on the family home, the DAP was reduced to \$60 per day following an asset test. The Member was also able to deposit cash funds from insurance into the loan, reducing the interest and the life of the loan. The Member was able to keep their family home, quickly place his wife into care and reduce the DAP.

Brenda's input, knowledge and guidance along with the specifically designed products in Police Credit Union's GO SiXTY PLUS package, means people don't necessarily need to lose their homes, use their life savings or rely on family to help them out of a sticky situation. This is exactly what Brenda loves most about her job.

Another real life story comes from a couple living in a retirement village desperately needing a new car. One of them had recently fallen ill and was struggling to get in and out of their existing car. Brenda visited them in their home

to discuss the options available. She organised a \$30,000 line of credit due to the equity they held in their Licence to Occupy Residential agreement. Things have been much more comfortable since the couple picked up their brand new SUV.

There are more stories like these, from helping a family member place a person into care, to offering advice to a newly retired couple looking to transition into accommodation without the stress of renovating and selling before buying. Brenda can even assist someone to stay in their own home by using their own equity to accomplish this.

Police Credit Union has recognised that seniors still have important financial needs. Whether you require the funds to be placed in home aged care, or bridging finance to ensure the smooth transition into a retirement village or nursing home, Brenda can help you use Police Credit Union's GO SiXTY PLUS products to ensure the best outcome. With a simple conversation you could also be on that dream cruise, or starting those long-awaited kitchen renovations.

Brenda will ask the right questions first (maybe over a nice, warm cup of tea) but more importantly, she provides answers. She can identify the specific needs before she moves on to offering personalised advice and hopefully a sound solution to fit your goals or problems. For Brenda and Police Credit Union, it's about you. When it comes to helping people, it's very personal and her passion for it is obvious. Almost thirty years on and she still gets a thrill from helping Members and she's hoping to help you. ■

If you would like to speak with Brenda about your move into retirement or any of our products, please call 0438 859 736.

Pictured (above): Brenda Davidson, Senior Manager of Relationships





Above: CEO, Costa Anastasiou with Police Credit Union Member and environmental advocate, Rex Adams showing support for Motor Neuron Disease.



Annie Rafferty, Jackson Stringer and Darius Jones receiving an award for the Barkuma Work Experience Program.

A Better Community

Better Banking doesn't stop with our Members. We always look for ways we can help and participate in creating a better community for everyone.

Riding Like Crazy for a Cause

It's a favourite on the Police Credit Union calendar and Ride Like Crazy 2017 didn't disappoint! Some of our staff joined more than 1,000 riders to take part in the charity ride that raises important funds for cancer research. With over 12,000 riders having participated in the event over the past decade, and over \$1.3 million raised in total, we look forward to what will be the final Ride Like Crazy event on Sunday 14 January, 2018.

Taking on the Mighty Murray

Police Credit Union's own fundraising event, Canoe for Kids made a huge comeback in April 2017. With 12 participants taking on the two day, 36km paddle down the mighty River Murray, we raised a massive total of \$9,000! The funds were given to the Blue Light Police Link Program where police spend time with kids who are in hospital, not only creating a distraction from their illness but also teaching them about community safety.

Hitting the Pavement

On Friday 11 August, 2017, 23 Police Credit Union staff jumped out of bed a little earlier than usual, threw on their walking shoes and joined 3,000 people to hit the pavement

for Walk a Mile in My Boots Adelaide 2017. It was the least we could do to raise some funds for the Hutt St Centre who do amazing things to help aid and support homelessness. We are proud to announce that Team PCU raised \$1,768 for the cause.

Taking on the Freeze

In 2017, Police Credit Union proudly supported and participated in numerous worthwhile initiatives, causes and events but one in particular struck a chord. Following the news that one of our long serving Members, Rex Adams had been diagnosed with Motor Neurone Disease, we wanted to do all that we could to raise funds and to aid awareness.

We did everything, from a delivery of special Vili's doughnuts (proceeds going to MND), to casual days and even a bacon and egg breakfast cook up. But the most fun was our inaugural Big Freeze! Three staff members were challenged to raise funds and to be drenched in icy cold water! We raised a total of \$2,448 for MND South Australia.

As the Environmental Project Officer at Walkerville Rotary Club and a pioneer of many environmental initiatives at Police Credit Union, Rex has been involved in programs that have seen over 2,500 trees planted in bushfire ravaged areas and



Above: Police Credit Union staff at the Canoe for Kids charity event.

over 6,500 trees propagated ready for planting. His work has been inspiring and so, following his diagnosis, we will continue to look at ways that we can raise money for MND and help the environment.

Providing Opportunities for Everyone

One new staff member made a special impact in 2017! Jackson Stringer joined our team thanks to Barkuma's Work Experience Program – a program giving people with disabilities the opportunity to gain successful employment. Jackson has had a significant and positive impact in such a short period – from his outlook on working with us to his love for doughnuts, we love having him in our team!

SA's Fastest Growing Charity

It can often take just one person to make a difference... Kerrie Butler, our Manager Retail Operations had already been doing all she could for Backpacks 4 SA Kids, a not-for-profit organisation providing backpacks filled with love and supplies to children who need them most. After hearing about the relief and joy that these backpacks can bring children in the foster care system, domestic violence shelters or under duress, a number of our staff joined Kerrie at Backpacks 4 SA Kids' Para Hills West warehouse to help pack as many backpacks as possible.

Wanting to do more, we pulled together and raised a massive \$2,260 and used this to purchase some of the much-needed items for backpacks.

Bringing Christmas to the Streets of Adelaide

Our staff relished in bringing the joy of the Credit Union Christmas Pageant to the streets of Adelaide! As a proud sponsor, we love to get involved. You might have seen some of our smiling faces on floats, or clowning around as we made our way along the route. Our friendly volunteers also made an appearance, along with Poccu, handing out our famous Christmas

hats and fidget spinners. This year we also offered free rides on EcoCaddys. The weary Pageant watchers were very appreciative. Hopefully we will see you behind the Blue Honour Line when the Credit Union Christmas Pageant hits the streets again in 2018!

Supporting SA's History

Our support for an important and unique part of South Australia's history also continued in 2017. The Clipper Ship - City of Adelaide is one of only two surviving composite clipper ships and the most important historic ship in Australia. The ship had an exciting year, playing host to some fabulous events including lots of pirate fun (and some mutiny) as part of the Pirates of Port Adelaide weekend in September. You can head down to the port at Port Adelaide to see the ship in all its glory and take advantage of the exclusive Police Credit Union two for one tour prices.

Continue to Support Better Communities

We love doing what we can for a range of different charities, organisations and causes and look forward to continuing this work into the new year. ■

To find out more about our community involvement, visit policecu.com.au/community or our Facebook page.

Clipper Ship Offer

Present any Police Credit Union card to receive TWO for ONE tour prices for the Clipper Ship City of Adelaide. Tours are conducted daily at 10am, 12 noon and 2pm.

Please check www.cityofadelaide.org.au to keep updated on any tour time changes. Children under 16 are free if accompanied by an adult.

Police Credit Union is a proud sponsor of the Clipper Ship.



**YOU DON'T HAVE TO BE A SUPER
HERO TO HELP FIGHT CRIME**



South Australia



Police
Credit Union
Better Banking

Supporting Better Communities

Supporting Better Communities

Police Credit Union has partnered with Crime Stoppers SA in a bid to make safer communities across South Australia.

Positively supporting the wider community has always been a major focus for Police Credit Union and that's why in July 2017, we proudly committed to a three-year major partnership with Crime Stoppers SA. The hope is that the ongoing support and funds provided will assist Crime Stoppers SA in solving and perhaps preventing a large number of crimes, making a safer community for all South Australians.

With our 47 year long-standing history with the South Australian Police and our dedication to our community – this partnership just made sense. According to Police Credit Union Chairman, Mr Alex Zimmermann, "This exciting major partnership announcement strengthens Police Credit Union's connection within the South Australian community, and reinforces its long-held heritage with SA Police".

Our support will assist Crime Stoppers SA in offering rewards for information, assistance in conducting annual crime prevention campaigns, and help to collect the vital information required from the community to solve crimes.

Communities making a difference

The importance of the Crime Stoppers SA program lies in the valuable information the general public contributes and this is what really makes a difference. Crime Stoppers SA Chair, Ms Sharon Hanlon states, "There are countless examples of where one call, one report, or one piece of information has made a huge difference to solving a case". And the results speak for themselves with Crime Stoppers SA being among the nation's best. At present, Crime Stoppers can boast

that on average, one apprehension is made for every seven actions taken, and an average of 25 crimes are solved each and every week.

These results simply wouldn't be possible without the support from organisations like Police Credit Union and more importantly, the ongoing support from the general public.

A bit about Crime Stoppers

Crime Stoppers operates nationwide and has become an integral part of improving community safety through information received from the public. Statistics over recent years have shown a growing number of people reporting information related to crimes – particularly online, with annual website visitors growing from about 34,000 to 75,000 new visitors per year. Recent figures also reveal that over 4,000 online reports directly led to more than 1,100 apprehensions in just a 12 month period in 2015-16. ■

Report a crime – anonymously

If you witness or have information about a crime, contact Crime Stoppers SA, it's a simple, effective and secure way for you to provide information anonymously.

**Call Crime Stoppers SA on 1800 333 000 or
head to crimestoppers.com.au**

A day in the life of our Personal Banker, Glenn Lewis

Our personal bankers take their jobs very seriously - not much will stop them from visiting their clients at police stations across the state. Not even a venomous brown snake... Glenn Lewis shares a funny anecdote from his work delivering Better Banking.



The search for a venomous brown snake on the grounds of the police academy was hardly a sight I expected. But that was exactly the task a group of recruits was undertaking when I turned up on a 40-degree day last summer.

At first sight, I wasn't even sure what was going on as these diligent searchers – some of them my clients – stood around a garden bed in the searing heat. Then I happened to glance at a warning sign, which read: Beware of Snakes.

Clearly, the recruits had assessed the risk posed by the snake and wanted to be sure that it didn't slither away and make someone a victim of its poisonous bite.

Support came from other recruits who watched on from behind their classroom window. They pointed each time they noticed the slight movement of bark in the garden bed, but the cause turned out to be the breeze rather than the snake.

Now, I'm no authority on reptiles but I could see that this snake-catching exercise was a tough gig, particularly on such a scorching-hot day. Fortunately a professional snake catcher was on his way, but these recruits needed some relief – now.

Part of my purpose at the academy that day was to shell out some refreshing ice blocks to recruits, and I had some spares. So, to make my contribution to the exercise, I handed out those spares – better described in the circumstances as frozen gold – to the searchers.

They responded gratefully, with lines like: "See, it pays to know your personal banker."

In the end, that elusive snake vanished and avoided capture. So I would think you best be careful at the academy on those hot summer days.

This snake incident reminded me that, in my 15 years with Police Credit Union, I've had so many highlights, most in my current role assisting police with financial services.

I started in the north-eastern suburbs so the first to embrace my visits were members at the Golden Grove police station.

I later felt greatly privileged when they invited me out to play golf with them, even though I had no experience in the sport. "How hard could it be?" I thought.

So I bought some clubs especially for the round and headed off to the Highercombe Golf & Country Club.

I produced my best possible golf swing but all it did was draw raucous laughter from the crowd of off-duty cops. You see, I missed the ball time and time again. After a while, even I was laughing at my lack of prowess; and I came to understand that golf isn't that easy.

Far from embarrassing it was a lot of fun and a great way to get to know Police Credit Union Members.

These ongoing golf days, as well as sponsorships and other initiatives, have given me great opportunities to help our Members, support police initiatives and, even better, form lasting friendships.

Just recently I watched one of our Members, Brevet Sgt Andrew "Spud" Murphy, play his 800th police basketball game in the Police Credit Union Cup.

I congratulated him on this great achievement; and it was inspiring to see the level of respect his police colleagues afforded him. The camaraderie was palpable.

Anyway, if you see a bloke in your station meal room talking about home loans and handing out Tim Tams, that'll be me – Glenn Lewis.

As the Police Credit Union personal banker, I provide specific and exclusive products to police officers; and I visit police, in person, all over the state.

My work has allowed me the privilege of getting to know great people and personalities among police. It has also reinforced the great respect I already had for police and the tough job they do – society's toughest job in my view.

So, if you see me at your station please come and chat, ask me about a home loan, or just take a Tim Tam. I'll take it as a privilege to meet you. ■

This article was provided by Brett Williams - Editor, Police Journal and was originally published in the June issue of the Journal.

Interested in our Platinum products and perhaps a new Home Loan and want to speak with Glenn? Please call 0421 243 741.



Better access in 2018 and beyond

We continue to look at ways to make your banking experience with us better, with convenient and easy ways to manage and access your money.

Our fundamental access options continue to receive positive feedback from our Members and we want to keep it that way.

You already get...

From our easy to use, state of the art **Banking App** and our world class **Online Banking** facilities, to the introduction of **Digital Wallets**, and **Android and Apple Pay**, the endeavour to better our digital platforms is a priority moving forward.

In saying this, we already have a range of better access options for our Members, including:

payWave – No more signature. No more PINs. Simply wave and go

Visa Debit Card – The worldwide convenience of paying with Visa, but only spending what you have

Online Banking – Available 24/7, you are also protected by Guardian Fraud Protection Service

BPAY® – The world's favourite, globally centralised, bill payment network

IVY Phone banking – Giving you 24 hour access via an automated phone system, you can access IVY Phone banking from anywhere in the world. Read ahead to find out how you can continue to have better access to your money...

Want better access to your funds 24/7?

Have you registered for Online Banking? With the click of your mouse you can:

- Check your account balance
- Pay bills
- Transfer funds
- Access online statements

Plus, registering means that you can also access our Banking App. Gain access to your accounts using your smartphone or tablet. More than this, you can also use our Banking App to:

- Set up a **Quick Balance** to see funds even when you're not logged into the Banking App
- **Transfer money and pay anyone**, anytime and anywhere, including your bills using BPAY®
- **Manage your cards** at your fingertips. Activate your new cards for immediate use, report stolen or lost cards, temporarily lock your cards and order replacement Visa debit or credit cards
- Set yourself a **savings goal** and track your progress in just one click

If you haven't registered for Online Banking yet, make sure you do so by calling us or visiting us in branch.

Use your phone to pay with Digital Wallet

Did you know that Police Credit Union is ahead of the majority of the big four when it comes to Digital Wallets? The process has been somewhat of a revelation when it comes to making payments on the go. Gone are the days of worrying that you left your bank card at home because now it can go with you everywhere, in your phone or even your smart watch. By simply loading your Police Credit Union cards into your Digital Wallet, you'll be able to make contactless payments wherever they are accepted. Using your fingerprint as authorisation for the payment means Digital Wallet transactions are extremely safe. Some Digital Wallet transactions may require a PIN authorisation. Make sure any PIN that you set up for your Digital Wallet (and any form of electronic banking) is difficult to decode and easy to remember. See our great tips on page 12.

Fast, safe, easy to set up and the way of the future. Having already launched Android and Apple Pay in late 2017, look out for Samsung Pay coming in 2018!

Fast Payments is coming soon...

Get ready for a payments revolution! Coming in 2018, Fast Payments will provide a faster, simpler and smarter way to securely send and receive payments.

No more waiting hours or days for funds to arrive. With Fast Payments you will be able to make payments anytime, 24 hours a day, 7 days a week within minutes, even seconds!

Fast Payments will allow you to set up a PayID, which is a unique account identifier. Use an easy piece of information to remember, like your mobile phone or email address, not just account numbers or BSBs. This will mean you can send and receive payments with ease, convenience and confidence.

And, once you have set yourself up with a PayID, people can transfer money to you the same simple way.

We are proud to be bringing you this innovative better access option. We will let you know as soon as Fast Payments is available.

We are making the switch!

The switch from paper statements to online statements is an environmentally friendly option that is just another change for the better. From 1 July 2018 we will be switching our Members over to online statements. Paper statements will still be available at \$2 per statement (unless you are under 14 or over 60, in which case paper statements will continue to be free). This fee will help us recover the cost of postage and printing. Don't forget you can check your funds at any time using Online Banking and our Banking App.

Why switch to online statements?

- It reduces the risk of identity theft
- Online statements have the same legal status as paper documents
- It will be easy to find what you need – you will be able to view, save or print your statements whenever you need
- You will be notified by email when a new statement is available
- It's better for the environment - less paper will be wasted
- You can access them at any time

We will keep you informed as our new access channels become available and we look forward to continuing on the better access journey with you as we move into a new and exciting year! ■

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You could WIN \$500 It's easy! Just download our Banking App.

Download and register our Police Credit Union Banking App from Monday, 1 January 2018 until Monday, 5 February 2018 inclusive to go in the draw to win a cash prize of \$500 in your account.

Trader is Police Credit Union Ltd (PCU), 17-23 Carrington Street Adelaide SA 5000. Entry is open to all Members of PCU, excluding staff members of PCU and associated companies and their immediate family members. The competition commences 01/01/2018 and ends 05/02/2018. Entries must be from new downloads of the app only and are not for app updates. The first eligible entry drawn wins \$500 deposited into a valid nominated Police Credit Union account. Prize will not be provided as cash. Competition will be drawn at 11:00am on 12/02/2018 at PCU. The winner will be notified by phone and/or email within seven (7) working days from the date of the draw. Terms and conditions apply.

Moved recently, changed your email or phone number?

Help us protect your money and ensure a smooth transition to online statements.

Update your details in four simple steps:

1. Log in to Online Banking (Internet Banking if using mobile)
2. Go to My Preferences
3. Click Get SMS and enter the One Time Password that you receive
4. Choose to update your address details or contact details

Alternatively, call 1300 131 844 or visit a branch.

Staying safe online: our helpful tips

With so many daily tasks transitioning towards new online capacities gaining an understanding of technology can be invaluable...

Technology is extremely helpful, allowing us to stay in touch with friends, order food from your couch or do your banking in the palm of your hand, however it does come with risks.

Understanding and knowing how to protect and prevent yourself from becoming a victim to very real dangers such as identity theft, scams or fraud is a reality in today's world.

By following a few simple tips, you can safeguard your digital wellbeing:

1. What's the password?

Passwords. We seem to have them for everything these days and the importance of creating one that is secure can often be underestimated. If someone was to access your phone, computer or banking password, you could be vulnerable to fraudulent activity. Remember these handy points when creating a new password:

- Use a minimum of eight characters
- Mix upper and lower-case letters
- Include at least one number or consider adding a symbol
- Don't use the same password for more than one account
- Remember to change your password at least twice a year
- Log out of accounts and websites that require a password as soon as you are finished transacting to avoid unauthorised access to your accounts

2. Use your own unique password

Consider using your fingerprint as authorisation where possible, especially when it comes to banking functions. The Police Credit Union Banking App can be accessed with a PIN or by using your finger print. Digital Wallets (bank cards that can be accessed on your smartphone or tablets) can also be authorised using your finger, making this payment method extremely secure.

3. Be secure

Ensure you install security software and automatic updates are enabled or installed as soon as they are available. This software will help protect your computer from potential viruses that can be sent through emails or opened in certain websites.



4. Think before you click

Criminals will often send emails that mimic legitimate emails from organisations to obtain sensitive information including usernames, passwords or credit card details.

Always be wary of clicking on links in emails and call the organisation to see if an email is legitimate before sharing any information.

5. Check and check again

Utilise two-factor authentication whenever it's offered; this simply means there are two checks in place to prove your identity. An example is when you enter a password and a code is sent to your mobile phone. At Police Credit Union we offer One Time Passwords when setting up new payees and billers.

Online safety cannot be guaranteed but if you educate yourself and put secure practices in place, then hopefully you can avoid being the victim of any criminal activity.

Don't forget these general safety tips:

- Always cover your PIN! And be aware of your surroundings when withdrawing money at ATMs
- Update your details - that way we can get in touch if we detect any suspicious activity on your accounts
- Only accept friend or contact requests on social media from people you know well. Criminals may use information they gather about you from social media accounts

We are committed to providing you with a secure banking environment which aims to protect you from funding organised crime. We offer our Guardian Money Back Guarantee which ensures that, if you lose any money in a legitimate fraudulent transaction, we'll credit your account for that amount.*

Want to know more? Head to staysmartonline.gov.au/ for further tips, information, plus up to date alerts of current issues and scams or head to policecu.com.au/security/protect-yourself



The 5 travel experiences to add to your bucket list

It's true what they say, once you have the travel bug, it's hard to shake... And some of our Police Credit Union staff have definitely caught it!

Travel, it can be good for the mind, soul and spirit. Exploring unknown places, seeing new and exciting sights, embracing exotic landscapes; there are so many reasons to jump on a plane and see the world!

Collectively, our staff have visited some of the most beautiful and interesting destinations around the world and we couldn't wait to share 5 of their favourite travel experiences with you. We hope these locations will inspire you to add a new location to your bucket list:

1. San Sebastian, Spain

Stroll the streets of San Sebastian, taking in the sights, sounds and smells. See if you can resist the urge to enter every bar and indulge in the amazing array of tapas and sangria. After a siesta of course!

2. Lijiang, China

Skip the big cities and see a different side of China in Lijiang. Explore the countryside and jump in a cable car, head to the peak of Jade Dragon Snow Mountain and take in the stunning views.

3. Waikiki, Hawaii

Watch life go by and the sun set over the beautiful clear seas of Waikiki whilst sipping on an assortment of different cocktails.

4. Ningaloo Reef, Australia

For something a little more local, dive deep into the beauty of the Ningaloo Reef in Western Australia. Swim alongside a whale shark, the gentle giant of the sea. Be blown away by the abundance of tropical fish and the splendour of the majestic turtles.

5. Grand Canyon, United States

Marvel at one of the world's seven natural wonders. Nothing can prepare you for its sheer size and the best way to take it all in is from the comfort of a helicopter!

What a list! Travel is truly good for the soul, as our lucky world explorers would agree. As much as it leaves you rich in happy memories, knowledge and much more, it can also leave your wallet feeling a lot lighter! If, like us, you think travel is a worthy investment, perhaps explore the options we have available to fund your trip of a lifetime.

At Police Credit Union we offer personal loans that could see you taking the next flight to London or Delhi or Vietnam. Plus with the added benefit of being able to apply before 10am and receive your money by 5pm*, you could be booking those flights sooner than you think!

With the funds for your trip sorted, you might also be on the hunt for a way to easily and safely access your money while overseas. That's where the **Mastercard Cash Passport**[^] comes in handy. It will make the hardest part of your trip deciding whether to eat gelati in Venice or a crepe in Paris! 🍷

Dreaming of your own getaway? Talk to us about a personal loan to get yourself ready for your next adventure. Call us on 1300 131 844, visit a branch or go online policecu.com.au

Pictured (L-R): Lijiang River in China, San Sebastian in Spain and Grand Canyon in the United States.

Terms, conditions, fees, charges and lending criteria apply. Full details upon request. *Conditional approval and funding valid during business hours only, Monday to Friday and if applications are submitted prior to 10am with required identification and information documents. Please refer to the Personal Loan Required Documents List. Offer subject to change. ^Police Credit Union acts as an authorised representative. Mastercard Prepaid Management Services Australia Pty Ltd (ABN 47 145 452 044, AFSL 386 837) arranges for the issue of the Multi-currency Cash Passport™ ("Cash Passport") in conjunction with the issuer, Heritage Bank Limited (ABN 32 087 652 024, AFSL 240 984). You should consider the Product Disclosure Statement for the relevant Cash Passport available at www.cashpassport.com.au before deciding to acquire the product. Any advice does not take into account your personal needs, financial circumstances or objectives and you should consider if it is appropriate for you. Mastercard® and the Mastercard brand mark are registered trademarks, and the circles design is a trademark of Mastercard International Incorporated.

Five golden rules of investment

It's time to get smart and make decisions that set you and your family up for the future that you want.

When it comes to investing, with so many options and decisions to make, the process can be overwhelming and confusing.

Luckily there are five basic principles you can follow to achieve great results:

1. Get time on your side

The biggest enemy to successful investing is procrastination. It robs you of the powerful benefits of compounding returns. Starting as soon as you can and re-investing your gains can have a major impact over time, even if you have limited resources.

2. Don't be fooled into thinking that timing is everything

A great way to approach your finances is to employ the principle known as 'dollar cost averaging'. This is a fancy way of saying that making regular deposits into your investment plan will, on average, reap better results than trying to wait for the perfect time to make one big investment splurge.

Growth markets, such as shares and property, will always have fluctuations. Trying to time your investment with the 'bottom of the market' is fraught with danger. It is far more effective to drip feed over an extended period. This may mean sometimes investing at market peaks, but you'll never miss out on getting in on the troughs. It is the 'averaging' effect of this approach that makes it so powerful.

3. Don't put all your eggs in one basket

All investment markets will go through good and bad periods. A logical approach is to understand your tolerance to risk and diversify across several asset classes and fund styles with the objective of gaining stronger long term results and limiting the impact of downturns. Diversification is great because you are not exposed to the unpredictability of any one market or asset type.

4. Be specific on your objectives and time frame

It is very difficult to choose the best investments if you do not have a clear picture of your goal and time frame. For example, if one of your short term investment goals is to take an overseas trip, it would be foolhardy to make shares the primary investment asset to achieve that goal. The time frame simply makes it too risky, as the value of shares can vary wildly over a short period.

The key is to match your asset class to your time horizon, so it is vital to spend time working out what your lifestyle goals are before setting your investment strategy.

5. Use the wisdom of experts

It can be a daunting task to enter the investment world on your own. The good news is that you don't have to. A professional financial planner can provide access to vast experience, research and planning tools that applies these golden rules to your needs. They can show you a proven process for clarifying your goals and then building a dynamic portfolio that will employ the principles described here to help you achieve investment success.

If you need advice on your financial future make an appointment with a Bridges financial planner.

For more information call **08 8208 5700** or email adelaidecarrington@bridges.com.au

Meet the Bridges financial planning team



Harry Baumeister

With 20 years of experience as a Certified Financial Planner® and over 30 years of experience in the financial services industry, Harry brings a wealth of knowledge to his clients. He considers himself to be the GP of financial planning, drawing on his own experiences over the last 30 years and using these to help his clients build a better and brighter future.



Linda Ginever

Linda is a Certified Financial Planner® who specialises in working with police, SA ambulance officers and health professionals but can help anyone. She has knowledge in salary packaging, transitioning into retirement, tax-effective investment strategies, retirement planning and Centrelink benefits. With 27 years of experience in the financial planning industry, Linda understands that everyone has different needs and aspirations.



Mark Tyminski

Mark is a Certified Financial Planner® since 2001, along with over 20 years of experience in the financial services industry. Mark has the ability to provide holistic advice and he is a specialist in defined benefit pensions and unfunded (constitutionally protected) superannuation schemes e.g. Super #BetterBanking SA and Police Super, self-managed super funds and in giving aged care advice.



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- Free coin deposits for kids to bring in their piggy banks!

Remember – if your child deposits a minimum of \$10 each calendar month and doesn't make any withdrawals, they can earn bonus interest!

Ready to get your child or grandchild saving? Talk to us about setting up a Beans Account! Call us on 1300 131 844, visit a branch or go online policecu.com.au



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