



Member Update

December 2019

Local customer service and global technology unite.

With mobile payments, internet banking and the GMCU app, you can access your money anytime, anywhere.



YOUR GMCU



Instant fund transfers between accounts



Convenient mobile banking with the GMCU app



Wallet free shopping with Apple Pay, Samsung Pay and Google Pay



Personalised customer service delivered by 60 staff at 10 local branches



GMCU supports more than 120 local clubs and organisations



GMCU helped more than 430 members buy their own home in 2019



MESSAGE FROM THE CEO

2019 has been another positive year and has seen GMCU continue to support our members to bank when, where and how they choose through quality personalised service in our ten local branches and ongoing improvements to our products, services and technology.

Community is at the heart of everything we do and we believe that where you choose to bank makes a difference. Banking with GMCU means that you are part of something bigger – you are also part of supporting local community contributions, local employment and local outcomes.

This year, GMCU has run a series of workshops and surveys to help us to better understand from our members and those who live in our communities how we can continue to improve. Watch this space over the coming months as we continue to change for the better.

Thank you for your continued support,

Melissa Ralph

Wish you'd been more organised at Christmas?

Now is the perfect time to open a Christmas Club savings account for 2020.



SECURITY TIPS

CARDS

- Keep your card in a safe place
- Sign your card as soon as you receive it
- Never lend your card to anybody
- Report the loss, theft or unauthorised use of your card immediately to GMCU or call the hotline on 1800 648 027
- Keep a record of the card number and hotline number with your emergency contact numbers

PASSWORDS AND PINS

- Never write your PIN on your card
- Store your code, member number, card and login details in separate places
- Never tell anybody your code
- Never select an obvious code, such as birth date, car registration or any other character combination that could be associated with you
- Use care to prevent anyone seeing your code being entered at an ATM, computer or electronic funds transfer terminal

INTERNET BANKING

- Exercise reasonable care to prevent unauthorised access to the device you use for GMCU Internet Banking
- Check your last login details every time you log into GMCU internet banking and notify us immediately if the login details are incorrect
- Maintain up-to-date virus protection and firewall security on your device

GENERAL SECURITY

- Examine your statements upon receiving them and report any transaction that you have not authorised
- Investigate transactions if you notice an irregular balance

DON'T FORGET TO UPDATE YOUR CONTACT DETAILS

Have you moved address or postal address and not updated your contact details with us? Would you prefer to hear from GMCU via email instead of mail? Do we have your email address?

It's quick and easy to update your personal information. Simply ask a friendly staff member in one of our 10 branches, call us on (03) 5821 9033 or log in your GMCU account online.

To update your contact details online, simply:

1. Visit www.gmcu.com.au and log on to internet banking
2. Click on "My Preferences"
3. Choose to update your contact details and enter the correct information

CONNECT WITH US



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HAPPY NEW YEAR
FROM THE TEAM AT GMCU