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Newsletter December 2018

## From the desk of the CEO

I am pleased to be able to contribute to the first edition of our newsletter since I joined GMCU in September this year.

As incoming CEO, I would like to congratulate Mr René Deen on his retirement and thank him on behalf of everyone associated with GMCU for his extraordinary stewardship over a 45 year career.

The 33rd Annual General Meeting of the Goulburn Murray Credit Union was held on Wednesday 21 November 2018, where our Board Chair Geoff Cobbledick presented the positive results achieved over the last financial year.

These results are a great testament to the strength of our credit union, which ensures that we can continue to contribute to the communities in which we live and invest in accessible banking products and services for members both now and into the future.

Over recent times the banking landscape has been (and continues to be) dominated by the findings of the Royal Commission into Banking, Superannuation and Financial Services.

The Commission has highlighted many examples of how a profit-driven culture and the need to provide financial returns to external shareholders can lead to disastrous customer outcomes.

This reinforces the strength of the member-owned model of credit unions, where profits are reinvested back into improving our products and services and our members' best interests are at the forefront of everything we do.

The rapid pace of technological innovation continues to change the way that customers interact with their financial institution.

I am thrilled to be able to say that our credit union was a leader of this change in relation to the introduction of the New Payments Platform - which enables almost real-time transactions between participating financial institutions using internet banking - GMCU members were able to



**Melissa Ralph joined the GMCU team in September**

register a PayID and complete an Osco transaction from day one of the new platform being launched. This is a great example of how we will continue to innovate to ensure that our members can complete their banking when, how and where they choose.

The involvement of our credit union in our local communities is something that all members can be proud of, and this investment continues through our support of over 120 local clubs and groups each year – keep your eye out for the GMCU logo!

Thankyou for the warm welcome to the GMCU family, and I wish all of our Board, staff, members and their families a safe and happy holiday season.

# Product in focus - eStatements



Did you know that you can choose to receive your account statements online?

Quick, convenient and secure, eStatements are an electronic version of your paper statements that are available via internet banking.

Once you register for eStatements, we will send you an email when your statement is ready to be viewed – much quicker than traditional print and post!

## To register for eStatements:

1. Log On to Internet Banking
2. Choose 'Online Statement Options' from the 'Preferences' menu. Select 'Online Statement' and choose your accounts.
3. If your email is not listed, click on 'add an email address' then start again at step 2

Need some help? Visit any of our local branches and the team will be more than happy to talk you through the process.

## Red25

People of all walks of life need blood products. Some need it to get them through a serious event in their lives, like cancer, trauma (such as a road accident) or a difficult pregnancy. Others have medical conditions which mean they need blood products regularly to stay alive or be healthy.

GMCU is proud to be part of the Red25 program, which aims to ensure that 25% of Australia's blood donations are secured by supporting staff to donate blood.

# Recent Sponsorship



GMCU is proud to support these events and organisations in November and December

## November Events

- STAG production of 'Mercury Theatre'
- Benalla Festival
- Tatong Art Show
- Mitchell Shire Concert Band Armistice Centenary concert
- Kyabram RV Country Music Festival
- Seymour Performers Workshop performance of 'Grease'
- Seymour College RACV Energy Breakthrough
- Kyabram Chamber of Commerce Gala Night

## December Events

- Kilmore Agricultural Show
- Find Xmas in Benalla Campaign
- Community Christmas Shop located at GMCU 91 Frysers Street, Shepparton
- Mooroopna Carols in the Park Fireworks
- Shepparton Carols by Candlelight GMCU Fireworks Spectacular

## Sponsorship & Donations

- Kilmore Cricket Club
- Kyabram Fire Brigade Cricket Club
- Kyabram Swimming Club
- Kyabram Bowls Club
- Kilmore Bowls Club
- Mooroopna Bowls Club
- Shepparton Golf Club
- Numurkah Agricultural Pastoral Society
- Seymour VRI Bowling Club
- Seymour Blasters Association
- Shepparton Park Bowls Club
- Seymour Bowling Club
- Undera Lions Cricket Club
- Violet Town Bowls Club
- Violet Town Action Group



# 3.59%

% p.a.

5 year discount Variable Rate ^

# 4.22%

% p.a.

Comparison Rate \*

Basic Variable Home Loan - Special Offer Extra is available to new borrowers for owner occupied loans who have a GMCU Visa Debit Card and their salary paid into a GMCU account before funding. ~





From everyone at GMCU, we would like to wish our members and their families a merry Christmas and prosperous new year



## Have you tried Osko?



**Osko is a way to pay with your GMCU Internet Banking that is as fast as cash - without the hassle of cash, using the New Payments Platform (NPP).**

Whether you are paying a tradie, splitting a bill or giving money to family for something urgent - the money will be there in seconds.

You just use your GMCU login 24/7.

What's not to love about Osko!

- Faster payments across over 50 institutions - and GMCU members were amongst the first in the country to use Osko.
- Available all day, every day.

### How to use Osko

Osko payments are sent from your Internet Banking using a PayID (such as a mobile phone number, email address or ABN) or by using BSB and Account number information. When you use PayID, you will receive confirmation before the funds are sent that you are sending to the correct person and the funds should be received in real time – no more waiting 24-48 hours!

### How to register your own PayID

You can register for a PayID through Internet Banking, or for business accounts simply visit your local branch.



**Pay friends back right away. All you need is their mobile number**



# News, Tips & Updates



## Security Tips

The GMCU recommends that you take these steps to safeguard your accounts;

### Cards

- Keep your card in a safe place,
- Sign your card as soon as you receive it,
- Never lend your card to anybody,
- Immediately report the loss, theft or unauthorised use of your card to the GMCU or to the Hotline on 1800 648 027,
- Keep a record of the card number and the card hotline telephone number with your usual list of emergency telephone numbers.

### Secret Codes (PIN / Password)

- We recommend against recording your code anywhere. If you do, you must;
  - never write your PIN on your card; and
  - store your code, member number, card and logon details in separate places.
- Never tell anybody your code,
- Never select an obvious code such as a dictionary word, name, familiar date (e.g. birthdate), car registration number or any other character combination that could be associated with you,
- Use care to prevent anyone seeing your code being entered at an Electronic Funds Transfer (EFT) terminal, ATM or PC,
- If you believe that another person knows your code, change it immediately or report the matter to us.

### Internet Banking

- You have a responsibility to exercise reasonable care to prevent unauthorised access to the computer you use for GMCU Internet Banking,
- Check your last log-in details every time you log into the GMCU Internet Banking and notify us immediately if the last log-in details are incorrect,
- Keep your PC healthy with updated virus protection and firewall security.

### General Security

- Examine your statement immediately upon receiving it and report any transactions which you have not authorised,
- Investigate your transactions if you notice an irregular balance during Telephone / ATM or Internet usage.
- Immediately notify us of any change to your address.



## Regular Payments

Regular payments can be either a recurring payment or an instalment payment.

A Regular Payment represents an agreement between you and a merchant in which you pre-authorise the merchant to bill your card or account at predetermined intervals (e.g. monthly or quarterly). The amount may differ or be the same for each transaction.

### What are the benefits of Regular Payments?

There are many benefits for members who set up regular payments including:

1. Ensures timely payments to the merchant
2. Saves you time as the payment is processed automatically
3. Saves you money as you do not have to pay for cheques, money transfers or postage, nor will you be liable for late fees.

### Member Responsibilities & Obligations

Regular payment arrangements are an agreement between you and the merchant.

You should keep a record of all regular payment arrangements you have established with your merchant and store it in a safe place. A template for recording your regular payment arrangements is available from the Australian Payments Clearing Association website; [www.apca.com.au](http://www.apca.com.au).

You are responsible for notifying the merchant when your account details change, including a change in card number and/or change of card expiry date.

Until you notify the merchant, the GMCU is required to process transactions from the merchant.

We recommend you keep a copy of any correspondence between you and your merchant.

This correspondence will be required if your merchant does not comply to your request in a timely manner or if you decide to dispute any incorrectly charged regular payments.

### Member Rights to Dispute

Any issues with your regular payments, including the failure of the merchant to act on a change in account details advice, should be taken up directly with your merchant first.

Should further assistance be required to resolve an issue between yourself and a merchant, contact your local branch for more information.

## Contacts

### Branches:

|             |                      |                |
|-------------|----------------------|----------------|
| Shepparton  | 91-95 Fryers Street  | (03) 5821 9033 |
| Benalla     | 30-32 Bridge Street  | (03) 5762 3380 |
| Echuca      | 141 Hare Street      | (03) 5482 5333 |
| Euroa       | 36 Binney Street     | (03) 5795 1771 |
| Kilmore     | 76a Sydney Street    | (03) 5781 1221 |
| Kyabram     | 145 Allan Street     | (03) 5852 2211 |
| Mooroopna   | 112c McLennan Street | (03) 5825 1999 |
| Numurkah    | 102 Melville Street  | (03) 5862 2894 |
| Seymour     | 72 Station Street    | (03) 5792 1075 |
| Violet Town | 33 Cowslip Street    | (03) 5798 1761 |

**Telephone Banking** (03) 5831 6666 or  
1300 652 822

**Visa Hotline** 1800 648 027

**BSB** 803-078

**Office Hours** Monday - Friday  
9am - 5pm



connect at [gmcu.com.au](http://gmcu.com.au)

Visit [gmcu.com.au](http://gmcu.com.au) and apply for home and car insurance or amigo Low Rate Visa Credit Card

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