



SOUTH WEST SLOPES CREDIT UNION

news

June 2015

EXCITING CHANGES AT YOUR CREDIT UNION

With the introduction of mobile banking nearly two years ago and a social media presence recently we have catered to the changing needs of members. This change process is continuing with the traditional branch network now taking second place to our online presence in terms of transaction numbers.

Technology and social media will drive the change with staff being trained as consultants rather than just transaction facilitators within our branches.

The process is underway with the implementation of;

- a new customer centric banking platform. This new IT system will be rolled out at the end of July. On Saturday 1st August 2015 some disruptions will occur to card / ATM, internet, phone and mobile banking services. We hope for any disruption to be brief and will do our utmost to avoid disruptions altogether. With the new system exciting additional features will be available to members. These include
 - online member identification at the teller terminals
 - a fresh and modern internet banking facility
 - enhancements to the mobile banking application
 - ability for members to receive SMS alerts for such things as payroll receipts, term deposit maturities and predetermined account balance reached.

- Receipt of electronic statements
- Ability to export bank statements into a number of accounting packages
- Direct online loan applications
- Ability for members to manage their own loan re-draw transactions through both Internet and Mobile applications
- Introduce Offset interest on loan accounts
- mobilisation of the lending staff to provide lending services at the office, in the home or work place
- Further development of SWSCU Facebook page to stay connected and keep members informed
- A unique member number to link all your existing SWSCU memberships. The individual account numbers will now be streamlined with standard banking practice.

More information will be advertised on radio and local newspaper closer to the date.

IN THIS ISSUE:

- Exciting Changes
- New Website
- Individual Account Numbers
- Are You Being Scammed?
- Member Rewards/ Relationship fees to be charged at the end of the month

IMPORTANT INFORMATION

Disruption of services due to IT conversion on Friday 31st July 2015 and Saturday 1st August 2015:

Time of disruption of services:
Approx. 8.00 pm Friday until 12.00 noon Saturday 1st August.

INDIVIDUAL ACCOUNT NUMBERS – A WELCOME CHANGE

This is a welcome change to many members however may cause confusion for some. SWSCU is bringing its software and banking system in line with accepted banking practices. This is also a format change and unfortunately the previous membership number will no longer apply.

From 3rd August every account you hold with SWSCU will have a specific account number rather than being a sub-account to your original membership number.

You won't need to do anything for all your existing payrolls and direct debit authorities setup on your accounts. When contacting our staff you simply quote your new membership number and we'll do the rest.

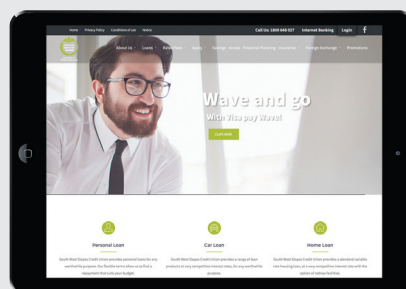


NEW WEBSITE CHANGES TO NOTICE: IT FITS YOUR MOBILE LIFESTYLE

When you visit www.swscu.com.au, you'll see some great changes!

The public website is now "Responsive" and adjusts to your specific device. Whether you're viewing it with a smartphone or at your desk, you'll be able to go where you want and find what you need.

A new mobile banking app will be launched on 3rd August 2015 at the same time as the new banking software.



MEMBER REWARDS - RELATIONSHIP FEES

As you are aware we provide members with a number of free transactions each month. After free transactions are exhausted a fee of \$1 per excess transaction applies. From August this year any applicable fees will be charged at the end of the month. The majority of SWSCU members do not incur any fees as the number of free transactions is generous. SMS messages selected by members will form part of the fee count.

Relationship Balance	Number of Free Transactions	Long Standing Members (>15 years) Additional Free transactions
\$0 - \$3,000	10	5
\$3,001 - \$5,000	12	5
\$5,001 - \$8,000	16	5
\$8,001 - \$20,000	20	5
\$20,001 - \$50,000	30	5
\$50,001 - \$80,000	40	5
Greater \$80,000	50	5



“Big enough to help yet small enough to care”

ARE YOU BEING SCAMMED?

Online fraud and scams are increasing daily. We urge you to visit www.scamwatch.gov.au SCAMwatch is a website run by the Australian Competition and Consumer Commission (ACCC). SCAMwatch provides information to consumers and small businesses about how to recognise, avoid and report scams.



www.scamwatch.gov.au

Scams target people of all backgrounds, ages and income levels across Australia. There is no one group of people who are more likely to become a victim of a scam. If you think you are ‘too clever’ to fall for a scam, you may take risks that scammers can take advantage of. The website provides information of latest scams, victim stories, a SCAMwatch-radar and how to report a scam.

Members of SWSCU have been victims of scams including online purchases of items that ended up being non-existent... realising after the money is gone. The Australian Federal Police also provides information on their website www.afp.gov.au/policing/cybercrime/online-fraud-and-scams.

Please be vigilant when purchasing online and remember the old adage of “If it sounds too good to be true... it probably is!”

South West Slopes Credit Union Ltd

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AFSL/Australian Credit Licence
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Visit

Your local branch (check our website for your closest branch details)

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Email

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When considering any South West Slopes Credit Union financial product or service mentioned in this newsletter you should obtain the relevant Product Disclosure Statement, Product Information Brochure, Terms and Conditions, and Fees & Charges Brochure which are available from any South West Slopes Credit Union Branch. Normal lending criteria applies to loans.