

# South West Slopes Credit Union 40th Anniversary in 2012

In 2012 South West Slopes Credit Union Ltd will celebrate its 40th Birthday.



**SWSCU Young Head Office.**

Incorporated in 1972, SWSCU has a long and successful financial and social history in the communities it serves. We are proud to continue to serve all our member-owners and want you to celebrate this milestone with us

To help celebrate the anniversary, a history of SWSCU is being compiled. That publication will be launched at a special 40th Anniversary Exhibition at the Head Office in Young. The Exhibition will include significant historical records, photographs and items from the earliest beginnings to the present day.

So keep an eye on your local press for full details of our 40th Anniversary celebrations, which will be advertised in the first half of 2012.

## **NEW Telephone Banking Number - Better Service**

Wherever you can access a touch tone phone, SWSCU Phone Banking offers you a convenient and easy way to do your banking 24 hours a day, 7 days a week. Simply by following the voice prompts, you can:

- *change your password*
- *transfer funds between your linked accounts*
- *pay over 10,000 billers using BPAY®*
- *obtain account balances and details of your past 10 transactions*
- *obtain details on interest earned*

For phone banking you currently call your local branch and select option 1. Due to the ever increasing number of phone banking traffic, additional lines are now offered. **These are as follows:**

<b>Young</b>	<b>02 6384 1121</b>	<b>Temora</b>	<b>02 6978 1121</b>
<b>Cootamundra</b>	<b>02 6942 1121</b>	<b>West Wyalong</b>	<b>02 6972 1121</b>

*The old 1300 number is no longer supported and will be switched off from  
31st January 2012.*

Please see the 2010/ 2011 annual report at [www.swscu.com.au/publications](http://www.swscu.com.au/publications)



**South West Slopes  
Credit Union**

**Have your say -**  
 **upcoming member survey.**



**Enter for a chance to WIN a \$1,000** drawn 1st March 2012, Conditions Apply.

Early in the new year we will be conducting a survey. Member feedback is very important to us. We value the thoughts and opinions of our members and encourage participation. The survey will help South West Slopes Credit Union determine how to better serve you.

***You will be able to access the survey in three ways:***

1. **Online via survey monkey – <https://www.surveymonkey.com/s/swscu2012survey>**
2. **Paper version in your local branch**
3. **Contact your local branch and we will post a paper copy on request**

Survey questions will address products & services, new technology in banking and overall satisfaction with your credit union. It should only take a few minutes to complete and will be compiled by the end of February to assist with strategic planning going forward. Have your say and help create your credit union of tomorrow.

## **Deposit Guarantee Reduced To \$250,000**

**Effective from 1st February 2012**

The Australian Government announced in September it is reducing its guarantee on bank deposits to \$250,000, effective from 1st February 2012. This permanent deposit guarantee scheme replaces the emergency scheme which covered deposits up to \$1 million and was introduced in 2008 at the height of the global financial crisis.

The initial emergency scheme was designed to prevent any panic runs on Australian banks during the financial crisis by providing reassurance to depositors that their money was safe. According to Treasurer Wayne Swan, even at the new cap, the scheme would still protect the savings held in 99% of deposit account numbers in Australian-licensed banks, building societies and **credit unions**.

It will ensure that we continue to have one of the most generous and secure deposit insurance schemes in the world, Mr Swan said.

The new Australian cap is less than the equivalent of a \$288,000 deposit scheme in the US, but is more than double programs in Canada and Japan. Britain protects the equivalent of \$167,000 in savings.

The \$250,000 cap applies per person, per Australian Deposit Taking Institution (ADI). **Deposits with South West Slopes Credit Union are covered by the scheme.**



**South West Slopes  
Credit Union**

# Visa Easy Payments



Visa has introduced the Visa Easy Payments Service in Australia to make it faster and easier for cardholders to pay for small value purchases. Under this program, customers who use their Visa credit or debit cards at participating retailers will no longer need to enter a PIN or sign a receipt for purchases of **\$35 or less**. This service is designed to increase transaction speed and cardholder convenience at the point of sale, allowing merchants to reduce queues and improve customer service.



## Q. WHAT IF A CARDHOLDER LOSES HIS/ HER VISA CARD AND **SOMEBODY ELSE USES IT?**

Visa small ticket transactions are for low value purchases of \$35 or less, which makes them an unattractive target for fraud. The transactions are still electronically authorised to check if the card has been lost or stolen. As always, we encourage cardholders to take good care of their Visa cards and to report lost or stolen cards immediately.

Like all Visa transactions, these payments are highly secure and are electronically authorised. In addition, cardholders are protected by **Visa's Zero Liability policy**, which means they are not held liable for unauthorised transactions. Small ticket transactions are associated with minimal fraud because of their low value and the face-to-face environment in which they are conducted.

## **PARTNERING WITH ORION IN THE FIGHT AGAINST FRAUD.**

Card fraud is one of the fastest growing areas of fraud and SWSCU is committed to providing one of the best card monitoring services in partnering with Orion Fraud Management Services. Unusual patterns or large transactions will be verified in real time with the card holder to avoid potential losses.



You may be liable under the EFT Code of Conduct if you do not take reasonable steps to safeguard these codes / PINs. Should you suspect your access codes or PINs may have been compromised, please contact you local branch or the Lost / Stolen Card Hotline on **1800 224 004 (24 hours / 7 days)**.

# Home Loan Interest Rate Lowered

## **COMPETITIVE INTEREST RATES** as at 12/12/2011

Housing Loans	<b>6.55%</b>	(Comparison Rate 6.58%)
Personal Loan Secured	<b>8.95%</b>	(Comparison Rate 8.95%)
Personal Loan Unsecured	<b>12.95%</b>	(Comparison Rate 12.95%)
VISA Classic Credit Card	<b>13.95%</b>	

SWSCU have lowered the home loan rate down again to a low 6.55 % (Comparison rate 6.58 %) . SWSCU continues to be very competitive and offers great service.

**For fast approval contact your local branch or submit an online application**

[www.swscu.com.au](http://www.swscu.com.au)



**South West Slopes Credit Union**