

Amid the turmoil in financial markets over the last year your Credit Union has continued to prosper, grow and achieve performance ratios that are the envy of our peers.

Over the last 12 months we have been requested to make presentations at the National Convention of Credit Unions and Building Societies in Darwin, and again at the Mutual's Chairs and CEO's forum in Sydney, on the fundamentals that underpin South West Slopes Credit Union's strong financial performance during a period of turbulence within the financial services sector.

The message delivered in both of these presentations was a simple one, but one that formed the strong foundations of your credit union in the past and will continue to strengthen the organisation into the future, even in these uncertain times.

Firstly, we are fortunate to operate in very strong and loyal communities.

The Credit Union recognised the principles of mutuality of individuals supporting each other early in its existence and established a strong sponsorship and community support program that has expanded as the credit union grew. This support program has been repaid by the loyal communities in which we operate to a point where the credit union now boasts one of the highest members per population ratios within the industry.

The Credit Union endorses the principle that **banking is a service industry** and strives to provide a high level of face to face service to our members through our branch network, while still offering remote access via rediATM, internet and phone facilities.

The Credit Union has maintained a low level fee structure that allows most members access to free banking facilities.

Your Credit Union Continues to Prosper in Turbulent Times

The Credit Union has maintained a simple but effective product range, only introducing products as they are demanded by our members and only when we have been in a position to manage and develop these products.

The Credit Union has maintained traditional and conservative lending practices, resisting the temptation to enter into the area of low deposit & low doc home loans for the sake of growth, which has resulted in a number of International and Australian financial service providers being placed under stress in the current environment. Our conservative approach has ensured a strong and stable loan portfolio.

And finally, the Credit Union has maintained an expense to income ratio that is again the envy of the industry, always ensuring that expenditure is delivering the best value for the members.

The combination of all of these strategies has ensured that South West Slopes Credit Union has maintained a strong and stable balance sheet, has high liquidity levels with no external borrowings and is well capitalised to meet the challenges of the current turbulent environment and ensure a long term future for your mutual financial services organisation.

Statement Delivery By E-mail

- ✓ *Fast*
- ✓ *Simple*
- ✓ *Secure*
- ✓ *No Delivery Delays*
- ✓ *Environmentally Sustainable*
- ✓ *It's your choice - view, print or save*

To Register for this free service contact us at any of our branches



South West Slopes Credit Union Newsletter July 2009

Switch & Save Today

A genuine offer to all members, home owners or investment property holders!

Combine your home loan, credit card, savings and investment accounts at your credit union.

- ✓ *No application fees*
- ✓ *No account keeping fees*
- ✓ *Simple, easy home loans with available redraw*
- ✓ *No fuss overdrafts*
- ✓ *Low interest Visa Classic Credit Card*
- ✓ *Low interest rates*
- ✓ *We make fee free banking a reality*
- ✓ *Online access – secure and safe*
- ✓ *Easy and convenient value banking*

'Big enough to help, yet small enough to care'



Your Credit Union – the way to save. Good Products, Better Service, Best Results. See us also for your general insurance or financial planning needs.

Take another look - a real alternative in the banking sector !

The Mutual difference – profits returned to the member & the community.

Need a Holiday?

We can arrange all financial needs for your trip, either locally or overseas:

Competitive Travel Insurance
Cash Passport Card (Travelex)
SWSCU Visa Classic Credit Card

Low Interest Rate



- No Call Centres
- Credit Limit from \$500
- **ONE** on **ONE** personal service
- Balance Transfers available
- Low annual fee
- Up to 55 days interest free on purchases

Pick up an application at any of our branches or visit www.swscu.com.au

Insurance -
we've got
you
covered

- ✔ **Home & Contents**
- ✔ **Car, Caravan, Boat**
- ✔ **Landlord**
- ✔ **Travel**
- ✔ **Monthly instalments at no extra cost**



Enhanced Security Systems for Internet Banking

Available Soon

Secure SMS is a new security system in Internet Banking which replaces all previous additional security features.



You must register for Secure SMS to ensure you are able to perform transactions or activities in Internet Banking such as transferring funds, BPAY payments, updating contact details and viewing e-statements.

If you have not yet registered, next time you log in to the Internet Banking you will be prompted to register. **This is another free service.**

Ask us also about Internet Banking **Security Tokens**. This great security measure will give you **peace of mind** for a small one-off fee. The tokens are recommended for high value / high volume internet banking use.

A **security token** is a physical device that an authorized user of internet banking is given to provide authentication. Security tokens are used to prove one's identity electronically. The token is used in addition to or in place of a password to prove that the member is who they claim to be. The token acts like an electronic key. Security tokens are typically small enough to be carried in a pocket or purse and often are designed to attach to the user's keychain.



FRAUD IS ON THE RISE – BE ALERT BUT NOT ALARMED

Our Internet Banking Site is a secure site, unfortunately fraudsters are continually looking for new ways to illegally access home PC's.

There are a number of steps you can take to keep yourself and your PC secure:

- Make sure your computer has up-to-date Internet Security software installed and that it is working correctly
- Preferably type our website address into your browser. Never use a link to our website that has been sent to you in an unsolicited email or that is on a website: these may lead to fraudulent websites

- Always ensure the link to your financial institution is secure by looking for the https:// at the top of the screen in the address bar and check for the locked padlock symbol in the browser window. Click on the padlock to make sure it's current.
- Always log out from your Internet banking session when you have finished
- Always close your Internet browser after logging out at the end of each Internet banking session
- Ensure that you are aware of the security advice provided by your financial institution

- If any windows 'pop up' during an Internet banking session, be suspicious, especially if it directs you to another website then requests you to enter personal details or login details
- Don't send your financial information via email to ANYONE

South West Slopes Credit Union Staff will NEVER ask members for their personal details by email