

GCU NEWS

Your local Banking Choice

July 2002

Contents

Our General Manager's Message	p1
BPAY A Better Way to Pay	p2
Mycard Mastercard	p2
QuickDebit	p2
New Esperance Branch	p2
Staff Changes	p2
Golden Mile Art Exhibition	p3
GCU at the Movies	p3
Leeuwin Ocean Adventure	p3
MBA Building Excellence Awards	p3
Member Survey	p4
Branch Information	p4
ATM Locations	p4

Welcome to GCU News

As we move into the new financial year I am very proud to announce that your credit union has achieved significant improvement in all facets of our business. It has been a record year in our core business lending with over \$16 million advanced to members. You will see the full audited results in the next few months, of which as members, I am sure you will be very satisfied.

As with most businesses, the past six months have been extremely busy both at a board and management level. The Financial Sector Reform Bill (FSR) commenced in March, requiring considerable resources over the coming two year transition period to implement significant changes in the areas of staff training, new disclosure documentation and a complete review of dispute resolution mechanisms.

On a positive note, the training that our staff currently undertake to maintain our high level of quality service that you have come to expect from GCU, will more than likely be increased in line with the new legislation. In the long run, you, our members can only benefit from this new initiative.

As you would be aware, Australia is coming off a period of historically low interest rates. The rate rises that we have been required to pass on to our members over the past few months has prompted some members to question whether they should 'fix' their housing loan rates. Obviously, the answer to this question will vary from individual to individual, what may be best for one member may not necessarily be in the best interests of another. If you have been considering your options recently and are still unsure, please make an appointment with one of our lending officers to have your housing loan reviewed.

Contained within this newsletter you will find a quick member survey requiring your participation. Your feedback will enable the credit union to determine valuable information regarding your thoughts in relation to current service levels, the banking products you use and how we can improve them. As an incentive, by simply completing the survey and either dropping it into one of our branches or posting it back to us you have the opportunity of going into the draw to win \$200 cash.

Finally in what will be my last General Manager's report for GCU, I would like to take this opportunity to thank all of the staff and directors I have had the pleasure of working with over the last 14 years. I will be taking up an opportunity that has been offered to me interstate as State Manager of a corporate financing entity as of August 2002.

Looking back, GCU was an entirely different institution when I commenced as General Manager in 1988 than it is today: A staff of 3, total assets of \$3.8M and deposits totalling just over \$3M. The way banking was done at GCU then was also very different: GCU had no ATM's, there were only 4 in the entire region, there was no telephone banking and the internet and consequently internet banking had not even been thought of.

Over the past 14 years, GCU has evolved to become a serious competitor to the banks within our region. Today GCU stands very proud within the Eastern Goldfields and Esperance regions as a major supplier of retail banking services to the community: Assets and loans under management of nearly \$40M, deposits totalling \$26M, 7 ATM's, Telephone Banking, Internet Banking, 20 Eftpos merchants and a total staff of 14.

It must be said that this development and growth could never have occurred without the confidence and vision of numerous directors, our dedicated and loyal staff and most importantly, the members of GCU who have continued to support the institution by transferring their banking to GCU over the years.

I firmly believe that GCU will continue to provide quality 'good value' locally managed banking services to our community and will further develop, grow and prosper within the community and region for many years to come.

Thank you for all the memories!

Allan Howe
General Manager



New Products and Services

Mycard Mastercard

Members now have the option to check their Mycard details via the Internet. By logging on to www.gcu.com.au and choosing the 'Mycard' button on the Netbanking page, you will have direct access to all your details.

- Obtain you latest current Account Balance
- See what available credit you have
- Check your rewards points tally
- Plus view the details of your latest Mycard transactions.

To access this information, you will need your card number and your Personal Access Code (PAC). If you have forgotten your PAC, ring the Mycard Help Desk on 1300 300 222 for a new access code.

QuickDebit

*A New Service for
GCU Members*

QuickDebit, a direct debit initiated on your behalf by GCU, is a time-saving and convenient way to pay your loan. Once you have set up your authorisation, it all happens automatically. QuickDebit is low cost, virtually effortless and very convenient. And now QuickDebit is even better because you are no longer limited to debiting your credit union accounts. Now you can debit accounts you hold at any financial institution in Australia.

For example, your salary is paid into a non-credit union account and you need to transfer money from this account to pay your credit union home loan. All you have to do is complete a direct debit request and you can have the necessary amount transferred from your salary account to your credit union loan account - on time, every time, until the loan is repaid.

BPAY - A Better Way to Pay Those Bills

No one likes paying bills, it's a real pain. For most people, paying in person or by mail is out of the question. Who's got the time? Paying a single bill by phone or over the Internet is better, but it's still quite time-consuming.



Now there's another way that's better still. BPAY®, because with BPAY, you can pay all those tiresome bills in one hit - over the phone or over the internet around the clock, 365 days a year. Easier. Faster. Better.

BPAY by Phone

Once you have registered for Telephone Banking, all you have to do is call 90228811, select the BPAY option and follow the prompts to pay your bills. It's convenient, secure and as painless as paying bills can possibly be.

BPAY Over the Internet

The best thing about Internet BPAY is that it is visual, so you can see what you are typing. So while you're surfing the web, you can also take a quick detour to pay an unlimited number of



bills. And you needn't worry about security either. Internet BPAY has been specifically designed to protect your funds from unauthorised access.

There are over 4,000 billers in the national BPAY network, including most councils, telephone, electricity and gas organisations. So next time you've got a stack of bills to pay, why not get it over and done with in one hit. Look for the BPAY symbol on your household bills and then go to www.gcu.com.au.

If you are not registered for Internet Banking, please contact your nearest branch.

New Esperance Branch

March 2002 saw the move of our Esperance branch from Dutton Arcade to Unit 2, 83A Dempster Street, just behind Thorp Realty.

This was brought about by the sudden withdrawal of GMF Health's Agency. There were a few teething problems and delays in establishing on line connectivity at the new premises and we thank our Members for their patience and loyal support during the move.

Chris Stokes is now operating from the new Esperance premises and together with Jane Cummings will continue to provide services to the Esperance region. Drop in today and meet Jane and Chris!

Staff Changes

GCU would like to welcome Marcelle Coufos (pictured right) as our newest staff member. Marcelle joined GCU in March and brings with her many years experience within the banking industry.

On a sadder note, Sue Stewart who has been with GCU since 1999 has left GCU due to family commitments. Sue will be sadly missed by Members and Staff.



BRANCH INFORMATION

Phone Banking 9022 8811

Website www.gcu.com.au

Email enquiries@gcu.com.au

KALGOORLIE

120 Egan Street

Phone 9021 6444

Fax 9021 4766

BOULDER

67A Burt Street

Phone 9093 0688

Fax 9093 0766

ESPERANCE

Unit 2, 83A Dempster Street

Phone 9071 3888

Fax 9071 5151

ATM LOCATIONS

Hannans Foodmart
Kalgoorlie

Kalgoorlie Newsagency
Kalgoorlie

Lionel St Markets
Boulder

Fairways Deli
Boulder

Tom & Freds Foodmart
Boulder

Castletown Foodland
Esperance

Pink Lake Video
Esperance

*Look for your
GCU Reditellers!*

Member Survey

Your feedback is valuable and gives us an insight into the product and services you as members would like to see. Please take the time to complete this survey as we strive to improve GCU for you.

GCU has a number of access methods available to members. Please indicate which methods you prefer to use.

- Branch Teller
- Internet Banking
- Phone Banking
- ATM's/Eftpos

What attracted you to GCU?

- Hours of operation
- 3 Local branches
- Products & Services
- Other, please specify

Are you happy with GCU's hours 9am to 5pm Monday to Friday?

- Yes
- No
- If no, reason _____

Are you aware that the Kalgoorlie Branch is open from 9am to 12pm every Saturday?

- Yes
- No

If yes, have you in the past done your banking on Saturdays?

- Last fortnight
- Last Month
- Other _____

Have you used GCU's Internet Banking?

- Yes
- No
- If no, reason _____

If you answered yes to the above question, did you find internet banking simple to use?

- Yes
- No
- If no, reason _____

What products or services would you like to see on offer at GCU?

Please complete the details below and return to your nearest branch or free post to: Goldfields Credit Union, Reply Paid 10155, Kalgoorlie WA 6433. Entries must be received by the 31st August 2002 to be included in the draw for \$200 cash.

Name _____

Address _____

Membership No. _____ Daytime Phone No. _____