

Dec 2003

Contents

From Our Chief Executive Officer's Desk	p1
New Teen Access Account	p2
Fee Changes	p2
Netteller Upgrade	p2
Face Changes	p2
Esperance Golf Day	p3
ATM Promotion	p3
Sponsorship Funding	p3
A Chat With Our Staff	p4
Phone Banking	p4
Branch Information	p4
ATM Locations	p4

From the Desk.

In early December, 12 months of behind the scenes hard work came to fruition with GCU successfully lodging its banking license with the federal authorities, the Australian Securities and Investments Commission, (ASIC).

Under the federal government's Financial Services Reform (FSR) package which comes into effect in March 2004, any business involved in the financial services industry is required to comply with a wide-ranging raft of reforms, designed to bring greater transparency to the industry and to assist the customer in making a more informed decision about the financial products institutions offer.

The months of August and September were particularly busy months for GCU staff. In August, staff undertook an intensive weekend FSR training workshop. At the end of the workshop all staff were then required to complete numerous practical exercises and activities over the next month which was then assessed by GCU's external trainer. I am pleased to say all GCU staff are FSR compliant.

September saw GCU staff undergo another intensive training program, this time it was for insurance product training. And once again I am pleased to say all GCU staff are FSR insurance compliant. I would like to take this opportunity to congratulate all GCU staff for their efforts.

After March 2004, a new Goldfields Credit Union member will be provided with a Product Disclosure Statement (PDS) that outlines detailed information about all the credit union's deposit accounts in a single document.

Existing members will also greatly benefit from reading the PDS. I strongly recommend all members to consult our internet web page at: www.gcu.com.au from late January 2004 onwards to download your own copy of the PDS.

Please read the document carefully as it describes the features of your GCU deposit account. You are also urged to read the Frequently Asked Questions (FAQ's) section which provides valuable and key information about the day to day operation of your account.

Our sponsorship policy requires us to advertise twice yearly, September and March asking members of the public to make a formal request for sponsorship. In September, we were inundated with an enormous number of applications seeking an equally enormous amount of sponsorship dollars.

The Board reviewed all the requests and made its decision based on providing funding to a diverse number of groups in the community. Regrettably it's not always possible to satisfy every request for sponsorship. Some of the successful applicants are listed in the newsletter.

In conclusion, I extend my sincerest wishes for you and your family a healthy and prosperous New Year in 2004.

John Karasinski
Chief Executive Officer



New Products and Services

New Teen Access Account

The S10 has had a name change. Previously known as the Total Freedom Account it is now the "Teen Access Account".

This is a result of the word Freedom being copyrighted by another financial institution. Conditions and benefits such as receiving the quarterly magazine remain unchanged.

The most recent magazine included

- Big Day Out
- Sports profile on Layne Beachley
- Saving for a car
- Resumes
- and other bits of information like, "Did you know, that 80% of all people hit by lightning are men".

If you missed your copy or are a new member, you can collect one from your nearest branch.

Boulder Market Day

For the first time in GCU's 21 years, we were open and trading on a Sunday. Boulder Branch was fully operational on Boulder Market Day, where members were able to withdraw and deposit as any normal business day. Staff and Directors were spreading the Christmas cheer, giving away balloons and lollies to all who passed the branch.

Maybe this is the start of a new tradition for GCU!

New Fee Changes

Good News! The EFT fee for a transfer to another Financial Institution has been lowered. Previously the fee was \$3 the same as a cheque withdrawal. Now for all EFT transfers (Bill Paying – Direct Entry) the fee is 30 cents per transaction.

As the price of processing paper transactions is more costly, all GCU cheques obtained over the counter

or by periodical payment will cost \$5.00 as from 1st February 2004. If you are unsure of which category your transactions fall into, please contact a member service officer.

Better yet, whilst talking to your Member Service Officer, why not have them review your account and suggest ways in which you can better manage your account and lower your monthly fees.

Netteller Upgrade

At the end of November, Netteller (GCU's Net bank) was upgraded which has forced the security to a new 128 bit minimum standard.

To access Netbanking, you will need a minimum of either of the following Internet browsers:

- Microsoft Internet Explorer Version 5.01 or better
- Netscape Version 4.6 or better
- and for Mac Users Internet Explorer 5.2.2 is the recommended browser

If you have experienced troubles accessing Netbanking, check the version of browser your PC is using. For Microsoft Explorer

users, to check you will need to click on Help and then click on About Internet Explorer. This will bring up a box which will have the version you are using.

To upgrade your browser, there is a direct link located at the bottom on the Netbanking web page.

Since the upgrade, a number of members have experienced problems accessing Netbanking. GCU sincerely apologises for the inconvenience.

If after upgrading your browser, you are still unable to access Netbanking, please contact your nearest branch and we can investigate further.

Face Changes



Amy Zecca

GCU would like to welcome, Amy Zecca. Amy has just completed Year 11 and has joined the team at GCU. Amy will be training at both Kalgoorlie and Boulder branches up until February where she will replace Marcelle who will be taking leave to have her first child.

To Marcelle and Anthony we send our love and best wishes for the safe arrival of their first child, and for both grandparents their first grandchild.

Sponsorship

Esperance Golf Day

GCU recently sponsored a Tournament at the Pink Lake Golf Club on the 11th September 2003. The winner of the event was J. Ritchie. Although on the day it rained, 50 competed in the event. And in the picture below, the rain could not wash GCU off the 10th hole. This was a great idea from one of our members in Esperance.



ATM Promotion

During the months of November and December, GCU ran a promotion where by using one of our ATM's, you could win a new DVD Theatre package.

All you had to do was drop your ATM receipt into either the Kalgoorlie or Boulder branches, with your name and contact details to be in the draw.

The promotion closed on the 19th December with the lucky winner being drawn at Boulder Market Day 21st December, from the hundreds of entries that were received.

Congratulations go to Lisa Brassington who received her early Christmas present on the Monday.



Pictured Left:

Lisa Brassington being congratulated by John Karasinski (GCU CEO)

Sponsorship Funding

Following on from our previous newsletter, GCU has a proud tradition of supporting local community groups. Since July, GCU has sponsored 15 groups/events. Some of these include:

Esperance Golf Club

Hannans Junior Soccer

Radio Auction - Rotary

Boulder Bowling Club

Kalgoorlie Golf Club

Esperance Pink Lake Golf Club

EGSHS Year 12 Graduation

Ace Vieway Cinemas

Goldfields Touch Football

St Mary's Primary School

Esperance Surf Life Saving

Eastern Goldfields Hockey Association

John Paul College

If you are seeking sponsorship for an event coming up in the New Year, please email Sue Winter, swinter@gcu.com.au for an application form or visit the GCU website at www.gcu.com.au.

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

Caltex Service Station
Kalgoorlie

Lionel St Markets
Boulder

Fairways Deli
Boulder

GCU Boulder Branch
Boulder

Castletown Foodland
Esperance

**Look for your
GCU Reditellers!**

A Chat With Our Staff...

In this, our first instalment of A Chat With Our Staff, which will become a regular part of our Newsletter, we caught up with one of our long term employees to see what makes him tick, both whilst at work and whilst out of the office indulging in his passion of speedway, which has seen the nickname 'two-suits' (business suit during the week, race suit on the weekend) quite aptly applied.

Name: GLENN HOLDAWAY

Position: Branch Manager - Boulder

What does your job involve?

Overseeing the daily operation of the Boulder Branch, involving all aspects of our banking operations including lending and deposit products.

How long have you worked at GCU?
8 years and 6 months.

What is the best thing about your job?

Seeing a GCU member being genuinely proud when they achieve their goal (eg buying a new car or purchasing their house) and they have utilised one of our products to reach that particular goal (ie their own savings or they have borrowed money through us).

What is the worst thing about your job?

Wearing a tie all week.

What is your greatest achievement?

Qualifying 7th out of 35 cars at the Australian Litre Sprintcar Title in Toowoomba in April 2002, my first ever Australian Title. Finished the Feature Race in 13th after experiencing some car troubles during the race.

If you could be head of the company for a day, what would you do?

Make all the female staff wear long pants, a long sleeve shirt and a tie during one of our wonderful 40°+ days during summer (so they can see how hot it really is in these clothes). Give all staff one Rostered Day Off (RDO) per month.

What is your greatest indulgence?

My two current cars, a '2002 Holden Commodore SS Ute' and my '2003 Goldfields Signworks, Goldfields Trophy



Glenn pictured with his pride and joy - his Sprint Car.

and Engraving Specialists, Gill Smash Repairs, RAG Auto Electrical, Fostinelli Engineering, Ray Easson's Motorcycle Engineering, Max Dumesny Motorsports, Gardener Engineering, D & F Racing Products, Murphy Racecars Litre Sprintcar'.

What makes you happiest?

The pure excitement and adrenalin rush you get from racing a speedway car.

What really annoys you?

People doing anything more than 5 km's per hour under the speed limit on a single lane road. False people who portray themselves as something they are not and are not honest with you up front.

Who would you most like to meet?

Mark Skaife (V8 Supercar Driver), Steve Kinser (American WoO Sprintcar Driver) and any potential sponsors for my Litre Sprintcar!

What can't you live without?

My two cars, family and close friends.

Favourite Movie: 'Days of Thunder', 'Happy Gilmore' or 'Armageddon'.

Favourite Song: 'My Town' by Montgomery Gentry (anybody heard of that?).

Favourite TV Show: Chequered Flag, Speed Machine (generally anything motorsport related)

Favourite Drink: Non-Alcoholic - A nice cold Chocolate Milk Shake/Thick Shake. Alcoholic - CC (Canadian Club) & Dry

Favourite Food: Lasagne

If you were offered Front Row seats to any event in the world?

The Knoxville Nationals in Knoxville, Iowa, USA. The 'World Championship' of Sprintcar Racing.

Sport Played: Speedway (yes, it is classed as a sport and you do need to be physically fit to drive). Played Basketball in my younger days.