

July 2004

Contents

From Our Chief Executive Officer's Desk	p1
Our Website	p2
Fee Changes	p2
Internet Banking Upgrade	p2
Face Changes	p2
Safer Internet Banking	p3
Weekend Mortgage Lending Service	p3
GCU in the Community	p3
James Family Appeal	p3
Don't Be Under Insured	p4
Did You Know?	p4
Website Competition Winner	p4
Phone Banking	p4
Branch Information	p4
ATM Locations	p4

From the Desk.

It has been another very busy six months at GCU. In the lead up to the 1st March, 2004 there was an enormous amount of behind the scenes activity by GCU staff to ensure that when the Financial Services Reform Act became a reality GCU would be ready and we were.

In May, 2004 we have launched our new website with the latest version of the Net banking software - Net Teller. Our website is designed to provide members with comprehensive range of information to make the internet banking experience easier and more enjoyable.

Goldfields people are renowned for digging deep into their pockets and giving generously in times of need. This was amply demonstrated with the recent James Family Appeal. Thanks go to all who contributed to the success of the Appeal.

Insurance Policy - Reminder

Under the terms of GCU's mortgage agreement a borrower is required to maintain a current insurance policy on the mortgaged property.

If you have renewed your insurance policy but have not notified GCU, we ask you send us a copy of the policy to: PO Box 10155 Kalgoorlie WA 6433 for our records.

If your insurance policy has lapsed, GCU can provide you a competitive insurance quote and arrange a new policy. Contact GCU on 9021 6444 to discuss your insurance needs with a Member Service Officer. Please see *Don't be under insured* in this newsletter.

While creating a children's page on the website (Community Go to Kids Corner) we felt it to be a good idea to make a parent's banking experience less stressful, more relaxed and more enjoyable.

Our Kalgoorlie Branch now has its own "Kid's Corner". We have placed a child's table and chair set deliberately located furthest away from the front door towards the back corner of the banking chamber. Its location will allow parents to keep a close eye on their children and the children will find the paper and colour pens a fun way to occupy their time.

Another innovation introduced in June, 2004 was the launch of our after hours and weekend Home and Personal hotline Loan service. This service provides members with access to a GCU staff, after hours and on weekends when most people want to talk to someone about their borrowing needs. The phone number is 0400 245 311.

As part of its annual review process GCU has reviewed its fees and charges. We have sought to contain these fee increases as much as possible. A list of the fees is shown elsewhere in this newsletter.

John Karasinski
Chief Executive Officer



New Products and Services

Internet Banking Upgrade

We incorporated the latest version of our Net Banking service – Net Teller with the launch of GCU's new website. The new version of Net Teller is more user-friendly and contains numerous features to allow members to take a greater control over their internet banking service.

If you are not a current registered Net Teller user all you need to do is to follow the four (4) steps below:

1. Log onto our website at www.gcu.com.au
2. Scroll down the left hand side of the home page to Net Banking and Click Net Banking
3. Scroll down until Internet Registration Form & Terms and Conditions Click and download
4. Complete the registration form and submit to your nearest GCU branch.

When in Net Teller you are recommended to take a close look at the PERSONAL menu button. By clicking onto this button a drop down box with eight options appear:

- **Change your password** – you can change your password as often as you like to protect your internet banking
- **Change your email** – insert your email address to receive a confirmation receipt after every Net Teller transaction
- **Change your Address** – you can change your address over the internet.
- **Personal Settings** – Set this to reflect your banking needs
- **Loan Application** – You can complete a loan application – housing or personal directly from this section and submit it over the net.
- **Contact GCU** – you may contact us direct from this site
- **Interest Earned Year to Date** – Interest earned on your GCU bank account
- **View a Statement** - view your GCU statements

Our Website

Our website (www.gcu.com.au) has been upgraded. It is designed to provide members with a comprehensive internet banking experience. As the website is forever changing, members are recommended to regularly visit and tour the site, even if only to find out the latest gold price or the current weather forecast in Kalgoorlie or Esperance.

Some of the information in the new Website includes:

- Live New York gold price quoted in US dollars per ounce.
- Daily weather forecast for Kalgoorlie and Esperance.
- A loan calculator with links from the personal loan and housing loan pages (Loans Go to Personal Loans Go to Loan Calculator) or (Loans Go to Housing Loans Go to Loan Calculator)
- Loan Application form – downloadable as a PDF file (Loans Go to Personal Loans Go to Personal Loan Application form) or (Loans Go to Housing Loans Go to Loan Products Go to GCU Loan Application form)
- Pictures of several local landmarks
- Term Deposits – including Redemption Authority
- Savings Accounts both personal and business (Savings Accounts Go to Personal Savings Bank Accounts) or (Savings Accounts Go to Business Savings Bank Accounts)
- Net Banking - GCU Internet Banking
- ATM network (Member Services Go to ATMs Go to location)
- Redicard Access (Member Services Go to Redicard)
- Member Chequing (Member Services Go to Member Chequing)
- Mycard (Member Services Go to Mycard)
- Books on Finance which are downloadable as a PDF for members (Information Go to Books on Finance)
- Sponsorship application form (Community Go to Sponsorship Application Forms)
- Board of Directors (About Us Go to The Board) or (About Us Go to Current Directors)
- Information Page – take a tour by following the links
- Competition Winners (Information Go to Competition Winner)
- Disclosure Statements (Disclosure Statements)
- A powerful search engine to help you locate a particular item (Search)
- A Children's page – Kids Corner (Community Go to Kids Corner)
- Government Stamp Duty Calculator Page (Loans Go to Personal Loans Go to Government Stamp Duty)
- Preparing for the loan interview (Loans Go to Personal Loans Go to Loan Interview)
- Insurance Services (Member Services Go to Insurance Services Go to House and Contents) GCU also provides personal loan insurance, mortgage repayment insurance, motor vehicle and travel insurance.
- How to find us (About US Go to Find Us)

If you are unsure where to find information on the website, go to the SEARCH button and enter the word or phrase. Click onto the choice offered.

We would like to thank members who took the time to send us their thoughts about the new website.

Changes to some of our fees...

Changes to some of our fees are shown in the table below. The new fees take effect from 1st September 2004.

Fee	From	To
Honour Fee	\$15.00 per transaction	\$30.00 per transaction
Dishonour Fee	\$40.00 per transaction	\$45.00 per transaction
Overdraft Fee – S1 Account	\$25.00 per Quarter	\$27.50 per Quarter
Overdraft Fee – S2 Account	\$50.00 per Quarter	\$52.50 per Quarter
ATM Declined Fee	\$1.50 per transaction	\$1.65 per transaction

Loyalty Package – fee increases affect the following accounts S1, S4, S5, S9, S10, S16 & S55

Over Counter Fee	\$2.50 per transaction	\$2.75 per transaction
Member Chequing Fee	\$0.85 per transaction	\$0.95 per transaction
Other Bank ATM Withdrawals	\$1.50 per transaction	\$1.65 per transaction
Redicard / EFTPOS	\$0.85 per transaction	\$0.95 per transaction
Direct Debit Fee	\$0.50 per transaction	\$0.55 per transaction

ATM withdrawals at Reditellers remain free.

New Products and Services

Safer Internet Banking

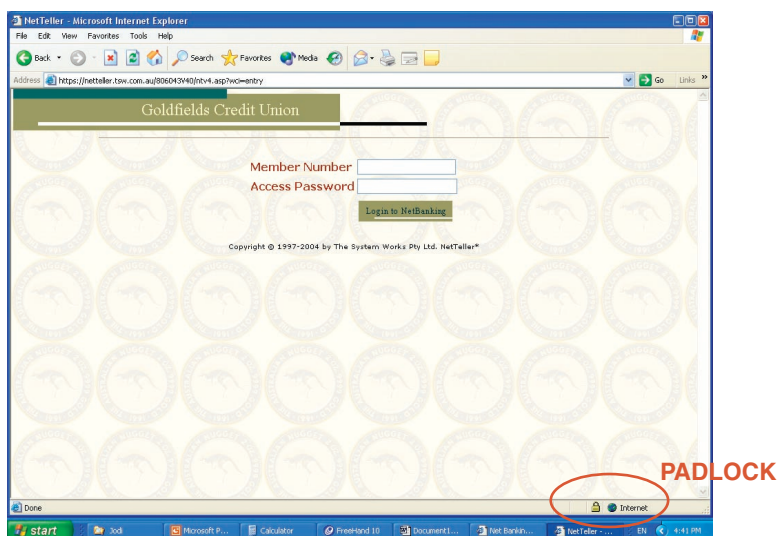
The new version of Net Teller incorporates a host of security features to provide members with greater confidence about internet security.

We recommend members visit the Net Teller site to gain more helpful insights into safer internet banking: www.netteller.com.au/safecomputing.

Members are reminded do the following:

- Never open an email from an unknown source,
- Regularly update your anti-virus and firewall software,
- Never use an email to access your GCU Net Teller,
- Make sure you see the PADLOCK on the bottom right hand side on the status bar when in Net Teller.

To set the Status bar in Internet Explorer click on the View menu and tick Status Bar. The status bar appears at the bottom of the page. The PADLOCK icon is shown on the status bar at the bottom right hand of the screen.



- Frequently monitor your bank accounts and if you notice something suspicious or unusual contact GCU on 9021 6444 as soon as possible.
- For added security, when next in Net Teller, go to the PERSONAL button on the top left hand side and click onto Change Email Address. Insert your email address. Whenever you make a Net Teller transaction you will receive an email confirmation receipt of the transaction. If you think the transaction was an error you can make email contact with Net Teller to resolve the error.

Weekend Mortgage Lending Service – Call GCU on Weekends on 0400 245 311

GCU has launched a new service which enables a GCU member to discuss their new lending needs with GCU on a Saturday and Sunday or for that matter, at any time after normal business hours during the week.

The telephone number is **0400 245 311**.

So, if you are thinking about buying a house or you want to know how much you can borrow or the monthly loan repayment you can now talk to GCU almost any time. We will even arrange a loan interview and help you along the process.

GCU in the Community – Sponsorship

GCU actively sponsors community activities and events. In the past 6 months, GCU has distributed a considerable sum of money to the following community groups / events including:

Mother's Morning Tea at Cinema

Esperance – Goldfields Surf Life Savings Association

Senior Citizens Morning Tea at Cinema

Goldfields Art Centre

Ronald MacDonald Ball

Goldfields Eisteddfod Inc

Goldfields Touch Association

Goldfields Junior Giants

Hannans Golf Club

Golden Mile Art Exhibition

Eastern Goldfields Squash Racket Association

Requests for sponsorship must be made on a GCU sponsorship application form. A copy is available from our website. If you are not internet connected call GCU 9021 6444 and we will mail a copy

James Family Appeal

On behalf of the Board and Management of the Credit Union, I would like to thank GCU members and members of the wider community including shop retailers for displaying signs in their shops and for rallying behind the James Family Appeal.

The Appeal which ran throughout the month of May raised a substantial amount of money reflecting the overall generosity for which the Goldfields is known.

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!**

Don't be under insured

Millions of Australians gamble with their most precious possession every year to save a few hundred dollars on insurance.

According to survey conducted by the Insurance Council of Australia (October, 2002), 1.8m Australian households and almost 200,000 small businesses are not insured. A staggering 70% of tenants do not have contents insurance.

One in four Australian households risk losing everything they own as they do not have household contents insurance.

When it comes to home building insurance, the figures are equally disturbing; almost one in five Australian homes is insured for only between 70% and 90% of replacement value.

Many people believe...“it will not happen to me.” But as the recent A.C.T. bushfires or the spate winter fires which destroy homes in Kalgoorlie – Boulder each year demonstrate, disasters do happen.

It is only sensible to avoid the risk and take out appropriate insurance cover.

Update your Insurance Cover

It is important for GCU members to annually review their insurance needs.

GCU offers members a comprehensive range of quality insurance services at member rates including House and Contents, Landlord's Insurance Travel insurance and Motor Vehicle insurance.

Members can phone our friendly staff at GCU for an obligation free quote on 9021 6444. A member can also visit our website if this is more convenient at www.gcu.com.au and follow the links: Member Services Go to Insurance and then select the insurance category.

Did you know?

Did you know GCU provides the following banking services?

Personal Savings Accounts
An ATM network
Business Savings Accounts Member Chequing
Term Deposits Bpay service
Housing and Personal Loans Redipos / EFTPOS
Internet Banking Service Redicard
A comprehensive range of Insurance Services
MyCard and much more.

GCU's services are fully detailed on our website. If you are not internet connected then ask one of our Member Service Officers about the service, the next time you visit our branch or telephone 9021 6444.

Website Competition Winner

GCU ran a joint promotion with Kalgoorlie Retravision (Don Jones & Co Retravision) to launch the new website in May and June, 2004.

The winner of the competition is Mary Cyprian who won the 80 cm flat screen TV set valued at \$699. Mary's photo graces our website (www.gcu.com.au) – go to Information go to Competition Winner.

We would like to thank Mr. Mark Jones of Don Jones and Company, Kalgoorlie Retravision for participating in the joint promotion. Our thanks also go to every one who entered the competition.