

Happy New Year!

As we farewell 2020, we look back on the extraordinary circumstances of the past 12 months; I'd like to thank our customers for their continued support of our Credit Union. As an organisation, our focus has always been on the safety and financial wellbeing of our customers. As we've adapted to global changes in the way businesses can operate, we're proud of the way our products and services have continued to evolve during this time. We're even more excited to launch new initiatives in 2021 that will continue to allow our customers to bank with greater accessibility and convenience.

Despite the challenges of 2020, we were able to deliver several new products and services for our customers' benefit, many of which directly result from our customers' feedback. Throughout 2020 we were able to:

- Introduce Credit Sense to enhance the online application process for our customers, applying for a credit product.
- Introduce alert functionality via internet banking and moneytree to notify customers of certain transactions
- Launch a new phone solution, allowing our staff to work from home and service our customers' needs during the global pandemic.
- Introduce an SME Overdraft and SME lending support package to help support businesses during challenging times.
- Enhance our mobile banking app to allow iOS users to add their Illawarra Credit Union Visa card to the Apple wallet from their moneytree app.
- Increase our daily Osko limit from \$1,000 to \$5,000, giving more flexibility to access funds.
- Remove cash withdrawal fees when using

Bank@Post services at Australia Post.

- Introduce incredibly competitive home loan offers, packed full of great features and benefits, including a new salary packaging home loan.

We've welcomed your feedback, and we've listened. Over the coming month, we'll continue to make updates based on your requests. We will update our internet banking platform to include new functionality. Our mobile banking app, moneytree, will be redesigned and relaunched with a new look and new functionality to match.

We know that many of our customers have embraced these digital channels. We are committed to enhancing our channels now and into the future.

Finally, I would like to welcome our new Chair of the Board, Peter Kell. Peter has been a long-serving member of our Board and is a founding customer of the Credit Union. I look forward to continuing to work alongside Peter and all Board members as we provide our customers with a personalised banking solution.

I would also like to extend my gratitude to Roger Downs for his time as Chair of the Board. Roger continues to be a key member of our Board, and will continue to represent our customers' needs and deliver on our vision of building strong communities through exceptional financial services.

Once again, I thank you for your support and look forward to helping all of our customers achieve their financial goals in 2021.

Anthony Perkiss, CEO

Did you know?

1 You can **activate** your Visa Debit card or no bull Visa Credit card online.

- **Via internet banking** – simply log in and select 'Accounts' and then 'card activation' and follow the prompts.
- **Via moneytree mobile banking app** – log in and select 'cards' from the menu, and follow the prompts.

You can also change your card pin online, so you make it your own. Visit our website to find out how. illawarracu.com.au/faqs-advice/cards

2 **Bank@Post** gives you the ability to make deposits and withdraw cash at Australia Post branches, **free of charge**. It's safe, secure and ensures that you can bank anywhere a Bank@Post is offered.

With Bank@Post you can:

- Deposit up to \$9,999.95 in cash per day;
- Deposit cheques; and
- Make up to \$1,000 of withdrawals per day (\$2,000 from 1 February).

You'll just need to bring your Illawarra Credit Union Visa Debit Card. Don't have a Visa Debit card? Call 13 22 49.

3 You can get notified when money comes in and out of your account with our **customised alerts**. Here's how to set up your alerts via internet banking.

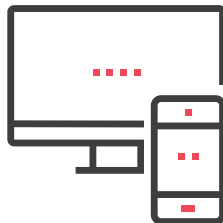
- Select 'Settings', then 'New alert';
- Select the account you wish to set up the alert for;
- Choose the type of alert; and
- Customise the details of the alert, and select 'Save.'

You'll then start to receive your customised alerts through your preferred channels.



Ways to bank.

In addition to our branches, there's a number of ways you can bank with us. To learn more, visit illawarracu.com.au/ways-to-bank



Internet banking and moneytree



Visa Debit Card with PayWave



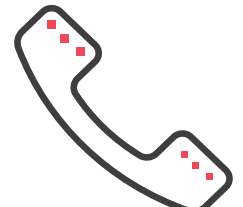
Bank@Post



Pays and wearables



Call centre



Phone banking

5 life hacks to help you save money.



Let's face it, some people are just better at saving than others. But that doesn't mean you can't improve or get to where you need to go via a different route.

Ever noticed that some people always seem to have enough cash to jet off on holiday or put a deposit on a house, even though you know they're not earning a massive pay cheque? Let's face it, some people are just better at saving than others. But that doesn't mean you can't improve or get to where you need to go via a different route.

We've compiled 5 tips and tricks that will make a big difference to your savings:

1. Set up a savings account and make automatic payments into it on the day you are paid: Start with \$50 a week. Call your bank and find a high-interest, low fee Savings Account and then set up an automatic transfer on the evening of the day you are paid into this account. Then don't touch it for a year. \$50/wk over a year is \$2600.

2. Print out your bank statements from the last month. Ignorance is not bliss. Get a pen out and identify where you are spending your cash. This will help you recognise what you need to pay for vs. what is a 'nice to have'. You can then work backwards to see what you can cut out. Many people will be surprised by how much they spend on seemingly small payments, like Ubers and taxis, streaming subscriptions and eating out.

3. Review your streaming subscriptions: Spotify, Netflix, Stan, Amazon Prime, Hulu, Foxtel, Youtube. The options are endless. These accounts don't seem like they cost much, but together they can equal a lot. Consider which services you want and which ones you can live without. Then get to cancelling. Do not procrastinate because subscriptions barely ever cancel themselves.

4. Think before ordering Ubers, DiDis, Lyfts, Gett and taxis: It is so easy these days to catch

an Uber or equivalent. However, they are also so easy that many people forget that they actually cost money. Where you can catch public transport, catch it. Where you can walk, walk. Driving to events also helps, it'll also mean you'll have to limit your alcohol consumption, which will also help you save.

5. Budget for the occasional treat: Saving doesn't mean you can't buy nice things, but you have to budget for it i.e. "I will allocate myself \$200 a month to buy a treat" (clothes, massage, haircut). That way, you have more control and will really appreciate what you do buy, because you will have thought about it.

6. Cook your dinner, pack your lunch: One of the biggest expenditures is often eating out. But it is easy to forget that spending \$15 on lunch each day equates to \$300 a month and over \$3600 each year. Making a sandwich or salad at home or packing leftovers is almost the easiest way to save money while you work. It's also often healthier than most of the store-bought options as well.

7. Run for fun: There are many options for exercise that do not involve paying astronomical prices for group classes and fancy gyms. Consider suspending your gym membership for 6 months and saving that money by going for a run around the park, a swim in the ocean or a public pool.

Things to know:

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your financial wellness matters.

Amidst the COVID-19 outbreak, it's important to understand your current financial situation. To help, we've provided our customers with a **FREE online tool** to help you better understand your current financial situation.

The **Your Financial Wellness** tool provides you with a personalised **Financial Wellness Snapshot** based on the information you provide. Now more than ever, it's important that you have that financial snapshot at hand.

You'll be given access to a number of tools and resources to check if you're on track and assist you through the months ahead. Here's how you can get started.

1

Activate your membership.

To activate your membership, visit yourfinancialwellness.com.au/illawarracu and complete the short form. You'll then receive an activation email with a link to the online portal.

2

Complete the online survey.

Using the secure online platform, complete the online form to help determine your current financial position.

3

Keep track.

The solution will provide you with a range of tools and resources to help you build a strategic view of your finances and plan for the future.

Any advice given is of a general nature only and does not take into consideration your objectives, financial situation or needs. Please consider the appropriateness of the advice before acting.

Open a Bonus Saver and start your savings journey today!

Earn bonus interest when you deposit a minimum of \$100 each month and make no withdrawals*. Open your account via Internet banking or visit illawarracu.com.au/savings-accounts/bonus-saver

Important notes: *Earn bonus interest if you deposit at least \$100 during the month and make no withdrawals within the calendar month. No interest is paid in the month the account is closed. Illawarra Credit Union Limited is the product issuer of the deposit and payment products. Any advice given is of a general nature only and does not take into consideration your objectives, financial situation or needs. Please consider the appropriateness of the advice before acting. Refer to the Account and Access Facility Conditions of Use and the Fees, Charges and Transaction Limits brochure for more details. Fees and charges are payable. Terms and conditions apply and are available on request. BPAY® registered to BPAY Pty Ltd ABN 69 079 137 518.