

Helping families create a home.

We're focused on helping our customers reach their financial goals.



The experiences of the past year have been challenging. Like many, we have had to reinvent ourselves and embrace new ways of working whilst also reinvesting profits to improve the quality and value of our services.

Strong focus on customer experience.

Our team continue to respond to the changing needs of our customers who are spread across Australia, with 93% of customers living in NSW, and the remaining 7% of customers interstate or overseas. We do appreciate your feedback as this motivates us to improve on our already high customer satisfaction results of 84% and a strong Net Promoter Score of 35.5 points.

Welcome to all customers.

In the last financial year we welcomed 1,142 new customers to the Credit Union, an amazing 60% increase on the prior year. I'd personally like to thank each of you for joining us, and hope you enjoy a new kind of banking. We welcomed many new home loan customers, bringing the total to 2,114, a 31% increase on prior year, validating that customers are attracted to our new range of competitively priced award-winning home loan products. Our existing customers also took up these products and together with our new customers helped us achieve +27% consumer home loan growth.

There are so many reasons why customers seek us out, and our new partnership with Mortgage brokers, means more customers are choosing us whether it be for buying their first

home, refinancing their existing loan, buying an investment or building a new property. Customers are also taking advantage of our recently launched personal loans to purchase energy-efficient cars, solar panels, rainwater tanks and various other green items. We're one of only a handful of financial intuitions that provides this product, and we're proud to be part of the pack leading in this space. We have also relaunched our Christmas account, in response to customer enquiries, and encourage you to reach out as to how we can support you.

Greater customer choice.

We have continued to invest in expanding our banking channels. It's pleasing that customers are embracing our partnership with Australia Post, which provide face-to-face fee-free banking across 3,500 Bank@Post locations Australia-wide. This partnership allows us to give back to our customers, and provide a fee-free model, as your Credit Union alone could not provide this distribution network due to the cost of operations.

Digital customer activations.

Today 99% of transactions are taking place online, with customers regardless of age, rapidly adopting our multi-channel digital platform to securely transfer money via the internet or on their smartphones by using our moneytree mobile app. We continue to invest in improving self-service options, improving the ease in how you use our Internet banking, and making sure security is enhanced

through mobile password verification and alerts. We continue to have a strong focus on security, utilising technology to ensure we have 24/7 monitoring in place for customers. Each day we send out over 1,200 text messages, where a one time password is provided to add a new payee, or an alert advising of a large payment, or a change to a password. These notifications are another way we help our customers better manage day-to-day banking. So please ensure we have both your correct email and mobile phone number on file to remain up-to-date at all times.

Customers are definitely preferring to communicate with us electronically, either through email or mobile, and also to access their bank statements online. We have seen email registrations increase, as customers have become more accustomed to using digital services due to the pandemic.

Connecting with our customers.

I encourage you to connect with us on Facebook and LinkedIn to stay up to date with the latest news around our products and services. And, if you've enjoyed your experience with us, we'd love it if you could share your positive experiences with your family and friends. Take care.

Anthony Perkiss

Chief Executive Officer





Can you spot the latest online scam?

Read our reminders and tips below to ensure you can spot a scam and protect yourself online.

Flubot scam

The latest scam targeting Australians

Have you or someone you know received a text message about voicemails, missed calls, or delivery of packages? If you have, you are not alone. The ACCC recently published that they have received over 12,000 reports about the **'Flubot' scam**.

The text messages, include a link to download an app to track or organise a time for a delivery, or hear a voice mail message. However, doing so will actually download malicious software called Flubot.



Protect yourself

What to do if you receive a text message like this.

If you receive a message, **delete it immediately**.

Do not click or tap on the link.

Report the scam to the ACCC Consumer Rights.

If you believe your accounts or device has been compromised, please contact us immediately on **13 22 49**.

Protect yourself.

Where you can go to learn more about the latest scams.

You can also stay up to date with the latest information and scams by following Scam Watch, visit:

www.scamwatch.gov.au

Install antivirus software from a reputable source to protect your devices from viruses and malware.

Be sure to keep your security software up-to-date, change passwords and back up your data regularly.

Passwords.

Knowing which password you can share.

Your internet banking, moneytree and Phone Banking password should never be shared with anyone, even Illawarra Credit Union.

Here at the Credit Union we will only ever ask you for your One-Time-Password, which is used to authenticate you when performing a transaction. We may also ask for your phone password, which is different to your Phone Banking password. If you are suspicious or uncertain, hang up and call our call centre on **13 22 49**.

Helping children in need

Donate your NSW Discover vouchers today - extended to 30 June 2022

Symbio has partnered with the Sydney Children's Hospital, Starlight, Canteen, Variety, and KidsWish to enable people to donate their unused NSW Discover vouchers.

By donating your unused Discover vouchers to one of the five charities of your choice, your providing two entry tickets into Symbio for children and families in need.

Showing that one random act of kindness at a time like this can really make a difference on a large scale.

To date, Symbio has issued 54,838 entry tickets across the five charities, valued over \$2.15m - this wouldn't be possible without the enormous generosity of the community.

To donate your NSW Discover vouchers and help children in need, visit: symbiozoo.com.au/paydiscoverforward

As an added bonus, you'll also receive a \$25 discount code, so you can visit Symbio and enjoy a day out with your loved ones.

Illawarra Credit Union and Symbio have been partners for many years, and we're proud to be able to support the community. To learn more about our Wildlife Saver, visit illawarracu.com.au/savings-accounts/wildlife-saver

HELP KIDS IN NEED
DISCOVER
A WILD LIFE



Bucket for your everyday

Manage your money with up to 9 buckets

We understand that sometimes you need to organise your money into buckets, to help put money aside for rent, save for a holiday, or to create that special splurge account. That's why we've launched our new Bucket account.

Open your **Bucket account**

You now have the flexibility to open up to **nine fee-free bucket accounts** alongside your Everyday transaction account. It's easy to open, log onto Internet Banking today. Conditions apply. To learn more about our new Bucket account, visit illawarracu.com.au/banking/everyday-bucket

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. Illawarra Credit Union Limited ABN 14 087 650 771 AFSL/Australian credit licence 245576



Ways to bank

Options for customers



Call centre



Bank@Post



Internet banking
and moneytree



Phone
banking



Visa Debit Card
with PayWave
at POS, ATM and
Bank@Post



Pays and
wearables

Helping customers achieve financial wellbeing

Understanding your financial
situation is easy with our **FREE**
online tools.

Your Financial Wellness

Your Financial Wellness tool provides you with a personalised Financial Wellness Snapshot.

As an Illawarra Credit Union customer, you're entitled to free access to a number of tools and resources to assist you achieving your goals.

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.

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Congratulations to the 2021 IAS Award Winners

ias.org.au