



We are Money Magazine's 2020  
winner of the Best of the Best  
**Cheapest Car Loan award!!!**



transport  
mutual  
credit union®

# from Kathy's desk...



## Happy New Year and welcome to 2020 – a new decade!

Transport Mutual's CEO John Kavalieros is on a well earned break after a super busy 2019, and as your Acting CEO I am pleased to report to Members with this issue of 'reach'.

The arrival of a new year is a time of reflection for many of us and the making of new resolutions. We have a whole year to make a difference and our challenge is to embrace the year ahead.

After an exciting and eventful 2019, we are looking forward to what 2020 has in store. Last financial year ended on a high as our Member loans grew 14% and overall, results for your Credit Union were impressive.

We were extremely excited to be awarded Money Magazine's Best of the Best award for 'Cheapest Car Loan – Non-Banks' for 2020 and are very proud of this achievement. If you are in the market for a car then look no further than TMCU to assist you financially.

2020 has some exciting things in store for your Credit Union. Last year we introduced the 'GreenRoad' loan product and the take-up has been very favourable. This underlines our support for a transition to sustainable transport through 'products with purpose' for a greener, environmentally sustainable future.

Transport Mutual has over the years been absorbing many transaction costs in-house, and this has now become a cost impost to the Credit Union. A full fee review for cost recovery will take place in 2020 and Members will be advised in advance of any changes. Some new fees will be introduced from the 1st March 2020. We are conscious of the environmental impact of paper printing and so we strongly encourage all Members to switch to free e-Statements. A paper statement fee of \$2.00 will be charged to those Members who wish to receive a paper statement. All Bank@Post transactions after 1st March 2020 will incur a \$2.50 fee in order to partially cover costs imposed by Australia Post in the last year. For further information, please contact the Credit Union.

Are you thinking about your kids or grandkids financial future? We are looking to roll at a new savings account to help young people step up to a better financial future in 2020. Keep an eye out for big news in the new year!

The Board of Transport Mutual is looking for expressions of interest from Members, for a role as Associate Director on the Board. If you've ever thought about giving back by supporting Members, this might be the perfect opportunity to learn about how your Credit Union operates. Please contact me if you'd like to chat about the opportunity.

**We look forward to 2020 and continuing to help our Members achieve a brighter financial future.**

Yours faithfully,

*Kathy*

Kathy Loutas / Acting CEO  
Transport Mutual Credit Union

Follow us on



## Thank You!

### Transport Mutual's 2019 Member Survey

We would like to thank all the Members who participated in Transport Mutual's recent Member Survey. With over 2000 responses, we have received some fantastic insights into what we are doing well and what requires more attention. With a 99% satisfaction rating that your Credit Union is fair, trustworthy and ethical, many new Members come to us through your recommendations. We are extremely grateful for your support.

New Year -  
New Decade -  
New Goals



A new year brings new beginnings, and 2020 also brings in a new decade. It's time to make a fresh start and spend time setting your goals for the year. Transport Mutual is all about helping Members improve their financial wellbeing, and saving for the future (or for unexpected expenses) is just good financial management.

Make 2020 'Year of the Saver'

Contact the friendly team at Transport Mutual and watch your savings grow. A small amount each pay goes a long way.

## WHY E-STATEMENTS?

TMCU's e-Statements are the easiest, quickest and most secure way to view your account statements.

Here at TMCU we are making steps to be more sustainable by implementing sustainable business practices, and to that end we encourage all Members to sign up for our e-Statement service as this will help reduce our Credit Union's environmental impact by consuming less paper.

Being registered for e-Statements also benefits you by increasing your security. Identity theft is on the rise and fraudsters love to target our mailboxes, by registering for e-Statements you can reduce your risk of your personal information being stolen. You can avoid waiting for your statement to show up in the mail because you will get an email notification as soon as TMCU publishes the statements.

e-Statements also provide an ease of access not available with paper statements, at tax time when your accountant requires your end of year statement.

To register for e-Statements simply call TMCU and speak to one of our friendly staff.



## Personal Loans for fixer uppers!

Whether you are renovating your home or buying new furniture, you can make it happen with a Transport Mutual Credit Union personal loan.

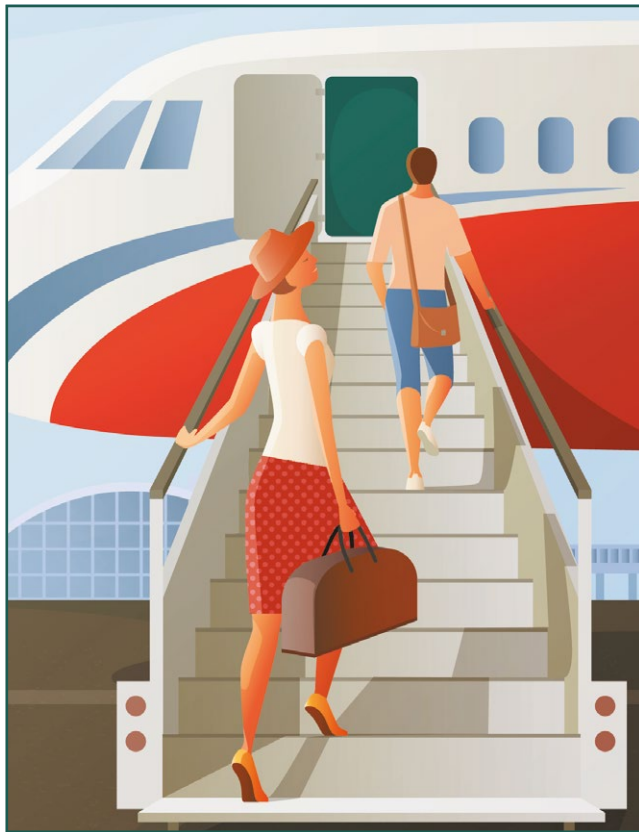
We have just slashed our personal loan rate

from 8.99%p.a.

9.24%p.a. \* Comparison rate

Take advantage of this incredible offer and apply today.

\*The comparison rate is based on an unsecured loan amount of \$30,000 over a loan term of 5 years. Warning: Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees and costs savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan. Terms and conditions, fees and charges and approval conditions apply.



## TRAVELLING SOON?

*Tell us before you go!*

- ✔ It is important to notify Transport Mutual that you are travelling overseas with your destinations, travel dates and contact details while you are away.
- ✔ Ensure you check your Credit Union Visa card for expiry date and arrange a renewal card if necessary.
- ✔ Early notice of your plans will ensure your banking access is taken care of and prevent access being blocked
- ✔ Transport Mutual can help with prepaid travel cards as a backup.
- ✔ Low cost travel loans are available to Members. Approval is fast.  
**Apply online at [transportmutual.com.au](http://transportmutual.com.au)**

**Call our friendly team today to assist with your travel plans.**

## INSURANCE REMINDER FOR SECURED LOANS

Members who have a secured car or home loan with Transport Mutual are required to keep the assets insured at all times. This is a condition of your loan. So whether it's a vehicle or a property, it's up to you to take out a policy that gives you adequate coverage (and ensure TMCU is noted on the policy).

As a guide, you should be insured for the current replacement amount for your building or vehicle – and since these things change year to year, it's important to keep your policy up to date.

You will receive a reminder from Transport Mutual to send a copy of your current policy or Certificate of Currency each year you have a current secured loan.

**Please call our friendly team on 8202 8555 and we'll talk you through what's required.**

## Merchant fee routing

### Don't tap at Coles, use your PIN!

From 1st October 2019, Coles, Wesfarmers and a number of other merchants have started rolling out software changes to update transaction routing capabilities on their EFTPOS machines, where contactless payments are accepted. This software change will affect your Visa payWave debit card transactions.



#### What is changing, and how does it affect you?

When you tap to pay with your Visa debit card, the EFTPOS machine will automatically process the payments via rules set by each merchant. With some merchants (such as Coles) the transactions will flow via the EFTPOS network instead of the Visa network. This may potentially impact your number of fee free transactions and for some Members, exceed your monthly fee-free debit transactions.

To avoid unnecessary excess transaction fees, simply insert your Visa debit card into the EFTPOS machine and select 'Credit' and enter your pin. Your payments will be processed via the Visa network and will not be counted as an EFTPOS transaction.

#### Need help?

If you need to speak to someone about the changes, or if there are any concerns with your transaction fees, **please call Transport Mutual on 02 8202 8555** to speak to one of our friendly staff.