

REACH.

JULY 2024

YOUR ROAD TO
FINANCIAL SUCCESS



transport
mutual
credit union®

Hi!

Here's your latest newsletter from TMCU.

WE ARE CHAMPIONS AGAIN!



We're thrilled to announce that we've been crowned
champions again at the WeMoney 2024 Banking Awards!

Personal Loans: Best Green Personal Loan

Car Loans: Best for Value

Car Loans: Best EV Car Loan

Car Loans: Outstanding Customer Service

Thank you to our incredible team and valued members for making this possible!
Together, we're driving towards a greener, more sustainable future.



A NOTE FROM THE CEO...

Members,

As we approach our 60th birthday at Transport Mutual Credit Union, I reflect on how we have reached this significant milestone. Since 1964, our journey has been shaped by our commitment to cooperative principles and our dedication to serving our members. This foundation has distinguished us from traditional financial institutions and modern non-bank disruptors. I am proud of our organisation and delighted to share the unique advantages of banking with a co-operative mutual institution like ours.

One of the most significant differences between a credit union and a traditional bank is ownership. At Transport Mutual Credit Union, you are not just a customer; you are a member and an owner. Every member has a say in how the credit union is run. Unlike traditional banks, where decisions are made to maximise shareholder profits, our focus is on serving our members' best interests. Each member has an equal vote in electing the Board of Directors, ensuring that the credit union operates with your needs at the forefront.

Our not-for-profit structure sets us apart from traditional financial institutions. While banks aim to generate profits for shareholders, credit unions reinvest earnings back into the organisation to benefit members. This allows us to offer lower fees, competitive interest rates on loans, and higher returns on savings. While we do need to make a modest profit to cover expenses and grow our capital base, our primary goal is to provide value to our members, not to maximise profits.

At Transport Mutual Credit Union, we pride ourselves on delivering personalised service that meets the unique needs of our members. Our staff are committed to understanding your financial situation and providing tailored support and solutions. This personal touch often leads to stronger relationships and a deeper understanding of our members' needs, enabling us to offer products and services that genuinely enhance your financial well-being.

We are deeply involved in the communities we serve. Our mission extends beyond providing financial services; we are dedicated to making a positive impact in our key communities, including those in the transport sector and, more recently, those interested in sustainable living. This includes supporting local initiatives, participating in community events, and offering financial education programs. By banking with us, you contribute to the well-being and development of our communities, creating a cycle of support, financial empowerment, and mutual growth.

Transparency and ethical practices are at the core of our operations. We are committed to operating with integrity and ensuring that our members understand our products and services. Our fee structures are modest and straightforward, and we are always available to answer any questions you may have. Our Board of Directors leads with integrity and expects the same of our team. This commitment to ethics and transparency builds trust and reinforces our dedication to acting in your best interest. While our foundation is built on traditional values of trust and service, we are also committed to innovation. We continuously seek to enhance our offerings with modern and sustainable financial solutions that meet the evolving needs of our members. From online banking and mobile apps to innovative loan and deposit products, we strive to provide convenient and cutting-edge services that make managing your finances easier and more efficient.

Choosing to bank with a co-operative mutual like Transport Mutual Credit Union means choosing a financial institution that prioritises your needs, values your input, and invests in your community. Our member-owned, not-for-profit structure ensures that we operate with your best interests in mind, offering personalised service, ethical practices, and innovative solutions. We are proud to be your financial partner and look forward to continuing to serve you with dedication and integrity well beyond our 60th birthday.

Thank you for being a valued member of Transport Mutual Credit Union.



Vince Taranto – Chair of the Board, Jenny Aitchison – NSW Minister for Regional Transport and Roads, and John Kavalieros – CEO.



Kathy Loutas – DCEO and Con Theo – Founder of 'A Touch of Kindness' Charity.

A handwritten signature in black ink, appearing to read 'John'.

John Kavalieros / CEO
Transport Mutual Credit Union

Follow us on



Is it time to upgrade your car?

With so many great deals at the moment, why not talk to Transport Mutual about our low interest rate new car loan* starting from 7.14%p.a. 7.45%p.a. comparison rate**. Drive away with your new dream car today!!

Benefits include:

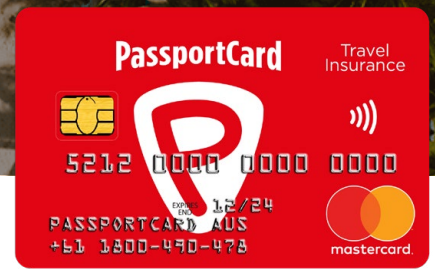
- Pre-approval of loan before you search
- Flexible repayment terms (up to 7 years)
- Early repayment without penalty
- Free redraw for advance payments



Apply online at www.transportmutual.com.au

* Terms, conditions, fees, charges and lending criteria may apply and are available upon application. Rate current as at 17/07/2024. Offer is subject to change. **The comparison rate is based on a secured loan of \$30,000 over 5-year term. WARNING: This comparison rate is true only for the examples given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate.

TRAVEL INSURANCE ON TAP



At Transport Mutual, we understand that every journey is unique, and ensuring a seamless and worry-free experience is paramount. That's why we're thrilled to introduce an exciting innovation in insurance: **PassportCard – Travel Insurance On Tap!**

Why Choose PassportCard?

Instant payout for common claims – medical issue overseas, delayed luggage or stolen cash? The insurer will load your PassportCard with funds so you're not out of pocket.

Dedicated 24/7 local and global support team.

Customers love us! We are rated 4.2 from over 80 reviews on Product Review.

To Learn More / Get a Quote

www.transportmutual.com.au



A FRIENDLY REMINDER

At TMCU, we're dedicated to supporting your financial journey and ensuring your success. To continue providing excellent service to all our members, we kindly remind you of the importance of timely loan repayments.

Why Timely Repayments Matter

Maintain Your Credit Health

Late or missed payments on loans, mobile phone bills, rates, insurances, etc can affect your credit score, making future borrowing harder.

Avoid Extra Costs

Late fees and penalties can add up, increasing your financial stress.

Support our TMCU Community

Your timely repayments help us offer loans and services to other members.

We understand that unexpected situations can arise. If you're facing difficulties with repayments, please reach out to us. We're here to help and can discuss flexible solutions.

Thank you for being a valued member of TMCU. Together, we can achieve financial well-being for everyone in our community!



**Need Assistance? CALL US on 02 9763 3190 or
EMAIL US via members@transportmutual.com.au**



TAX TIME IS HERE

Find Your YTD Interest Earnings with Ease!

As the end of the financial year has just ticked by, it's time to get your tax documents in order. We know that tax season can be stressful, but Transport Mutual Credit Union is here to make things a little easier for you.

One of the key pieces of information you'll need is your Year-to-Date (YTD) interest earnings. Good news! You can quickly and easily find this information through our Internet Banking platform. Simply log in to your TMCU Internet Banking account and navigate to 'accounts' then 'interest', where you'll find all the interest details you need to complete your tax return.

If you need to look up specific purchases to help with your tax deductions, your statement history is also at your fingertips. Navigate to 'accounts' then 'online statements' to look at any of your statements, or click on any of your accounts then hit 'search', if you want to search for a single purchase but aren't sure which month it was in.

Remember, having accurate and up-to-date information is crucial for a smooth tax filing experience. If you have any questions or need assistance, our friendly team is here to help.

Happy tax time, and thank you for being a valued member of Transport Mutual Credit Union!



IMPORTANT REMINDER

Automated Phone Banking Service Closure

Members are advised that our automated phone banking service will be closing on 30th November 2024. This decision comes after careful consideration and is due to the declining use of the service and the significant increase in the use of our Internet and mobile app banking services.

We understand that this change may require some adjustment, and we want to assure you that our staff remains available to assist you. You can still call us on the same number, and our friendly team will be ready to help with any banking needs you may have.

For those who may need assistance transitioning to our Internet or Mobile App banking, please do not hesitate to reach out. We are more than happy to guide you through the process and ensure you have a smooth and seamless experience.

Thank you for your understanding and continued support.

ADVANCE NOTICE OF 2024 AGM



2024 AGM – Save the date!

Advance Notice of 2024 AGM

Mark your calendars, the 60th Annual General Meeting of Transport Mutual Credit Union Limited (ABN 78 087 650 600) will be held at 6pm on Friday 29th November 2024, at the Royal Automobile Club of Australia (89 Macquarie Street, Sydney NSW 2000). Full details will be sent to Members in September 2024.

Call for Nominations – Director on the Board

Any Member who wishes to nominate for the position of Director on the Board is required to complete a nomination form, contained within the nomination pack which can be obtained from the Secretary of the Credit Union by calling (02) 9763 3190. Members wishing to nominate for the position of Director must be nominated by 2 Members, and be eligible under the Credit Union's Constitution, the Corporations Act 2001 and the Fit and Proper Prudential Standards for Directors of the Credit Union.

Completed nomination forms should then be forwarded to:

The Returning Officer
Transport Mutual Credit Union Limited
Ground Floor
410 Elizabeth Street
Surry Hills NSW 2012

Nominations close at 4pm, Friday 30th August 2024