

Member News

BDCU

SUMMER

MEMBER

NEWS

JAN 2011

Happy New Year!



Jan Edwards, CEO

It is hard to believe that 2011 is already upon us. Last year went by very quickly for your team at BDCU. The old adage of 'so much to do, so little time' has certainly been true, but it has been an exciting time.

To start with, your Credit Union participated in our industry's first national advertising campaign. You may have seen it a few times over the last several months – it's the "It All Comes Back to You" promotion.

The value offered by mutual (owned by members) financial organisations has been one of Australia's best kept secrets for a long time. As a community of mutuals, we decided it was time to tell the broader Australian community why we are a better choice for banking and financial services. We can all be proud about owning a mutual financial institution.

Yellow Brick Road @ BDCU is another exciting initiative launched last August. Our aim is to broaden the range of financial services we can make available to you and to our community.

Yellow Brick Road is an organisation formed by Mark Bouris, founder of Wizard Home Loans, with a mission to bring a range of well-priced financial products to the everyday Australian. Through our Mittagong Centre we can now do everything from loans to risk and financial planning advice from a range of different providers. This means we find the right solution to fit your needs. We encourage you to call us or come on in.

Last, but not least, are the changes we've made to transaction fees.

Many of you were telling us that the fees structure was too complicated. In short, you could no longer answer the questions to yourselves, "Are my fees fair?" "Do they really reward me for my loyalty to the Credit Union?" "How do they stack-up in the market?"

An additional question that we had to answer was how to build a fee program that was fair to all members and their contribution to the membership in general. They also needed to be simple and transparent.

The changes were significant and will take time to get used to, particularly if you have been with us for a while under the old fee regime. But we do believe they are better, fairer and easier to understand. And they do result in savings to our members overall of over \$175,000.

If you are having trouble understanding how to organise your membership to minimise fees, please feel free to speak to any member of staff. We will be happy to help you. There is also a summary of the changes on the back of this newsletter.

There is a lot more I could tell you about, but I think I had better leave room for all the other goodies. On behalf of everyone at BDCU, thanks for your continued support throughout the year. Best wishes for a rewarding and enjoyable new year.

You can hear BDCU updates about financial, security, campaign and community announcements first by following us on Twitter.



☎ 02 4860 4000 🌐 www.bdcu.com.au

📞 Phone Banking & Loan Line 1300 367 500

🏠 Locations:

MITTAGONG • BOWRAL • MOSS VALE • GOULBURN



Highlands Marketplace, MITTAGONG

AFSL/ACL 240766 • BSB 802-101 • Fax 02 4861 6222

 **BDCU**
It's all about people



Y YellowBrickRoad @BDCU

In August, we launched our joint venture with Yellow Brick Road so that we could offer you a bigger range of quality advice and services — all in one place. The mission is simple: to provide you with the financial solutions to get you where you want to be.

What is Yellow Brick Road?

Yellow Brick Road is a company started by Mark Bouris (founder of Wizard Home Loans). Its mission is to help all Australians access the quality financial advice they deserve. The Southern Highlands is familiar territory to Mark Bouris. He previously owned the Grand Arcade in Bowral. "I used to come to the Highlands every Friday for 15 years and I love it down here."

Why this partnership?

Yellow Brick Road has a compatible philosophy with BDCU and shared values. This initiative enables us at BDCU to provide a broader range of helpful services with reliable, transparent and uncomplicated advice.



Mark Bouris says that credit unions are one vital aspect of communities that people needed to get behind to keep strong.

"Credit unions are bringing back competition for the Australian on the street," he says. "It's my view that Australians must support credit unions so they can continue putting back into the community."

What Does it Offer?

Yellow Brick Road@BDCU offers:

- Financial Planning
- Family Trusts
- Self-managed Superannuation
- Accounting & Tax Returns
- Tax Advice
- Investment Strategies

Our philosophy has always been to offer a broad range of solutions, rather than one-size-fits-all. Now the range has grown even larger, so we can provide the solution that's right for you. These services are provided with full transparency of fees.



TOP: Mark Bouris.
ABOVE: Jan Edwards, Shelley Dark and Andrew Morello cut the cake.

Where Is It?

Yellow Brick Road @BDCU is currently operating within our Mittagong Advice Centre. You will notice the distinctive yellow and chocolate colours of its branding. Mittagong continues to conduct usual BDCU operations as well.

To celebrate our alliance, we were delighted to share the company of Mark Bouris and *The Apprentice* TV-series winner, Andrew Morello, at our official openings.

Our qualified financial planner and loans expert, Shelley Dark, is spearheading this alliance. To make an appointment, call 02 4860 4605.



Have enough Home and Contents Insurance?

Summer is a good time to check whether you are adequately covered. With bushfire risk, little would be worse than having to start again and not having enough to do so. Also, if you received any valuable gifts or homewares over Christmas, now is the time to update the Contents policy to cover replacement costs. Call us for a free quote.

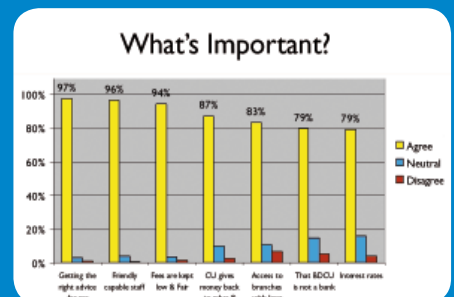


Pocket Calendars for 2011

are available again! These handy, wallet-sized calendars are a convenient way of checking dates on-the-move and include public holidays and government school holidays. This year there are also useful reminders of special dates like Valentine's Day, St Patricks Day, Mothers and Fathers Day. Ask for one in your Centre. Limited stocks. Free to members.

Member Research

Last year we conducted some research into what members think about our brand, our service, and what is most important to you. The information was extremely helpful for our management team to ensure our priorities are in place. Here are some of the results.



Community Round-Up

with Ross Stone

Mile of Pennies & Movie Night

Goulburn was again lined with gold and silver recently for the annual 'Mile of Pennies'. This is one of the many events run by *BDCU Goulburn Hospital Fundraising Inc*, which raises equipment funds for Goulburn Base Hospital. The community laid their coins end-to-end along the main street and raised a whopping \$7,420. This was used to purchase a machine to treat babies delivered with jaundice.

An outdoor movie screening will be held next February 26th amongst the vines at Kingsdale Wines in Goulburn. This is a licensed event with wine available on site (no BYO) and a three-course gourmet pizza meal will be served. Proceeds will also go to Goulburn Base Hospital equipment needs. Tickets are \$45 and available from the Goulburn BDCU and Goulburn Workers Club.



Children's Foundation Starts Outreach Program

BDCU Childrens Foundation has completed its refurbishment of the Bowral Children's Ward. It has now embarked on replacing or acquiring new equipment as required to ensure that the facilities are maintained in a modern and comfortable manner.

An Outreach Program began late last year with a clinician visiting children at home before or after their hospitalisation. The funding for that program has been confirmed by the Foundation for the next two years and it is hoped that it can be extended to more than one day per week with the financial support of fundraising within the community.

Melbourne Cup Day was again a fundraising celebration held at Centennial Vineyards Restaurant. One hundred and fifty people enjoyed great food, race sweeps, fashions, raffles and a fun day. Proceeds went towards the Outreach Program.

If you are interested in participating or providing support of any kind to either *BDCU Children's Foundation* or *BDCU Goulburn Hospital Fundraising Inc*, please call me, Ross Stone, on 02 4860 4004.

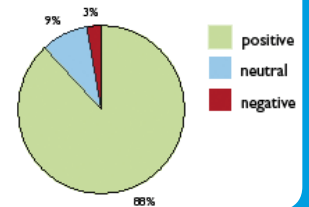
Sargood Family Benefit

Long-serving staff member, Glenn Sargood (our IT Manager), was recently diagnosed with Motor Neurone Disease. The credit union is supporting him and his family during this difficult time.



With the family's agreement, there has been some local media coverage that you may have noticed, including a DiscoTrivia benefit night that was held at Centennial Vineyards Restaurant on Friday 3 December. Around 300 people came together for a hilarious night of trivia, barbecue, auctions and raffles. Funds raised went to support the family and contribute to their ongoing needs. MC Chrissie Bray from Channel 10 and NovaFM did a sensational job. We appreciate the generosity of Centennial Vineyards Restaurant, the team of event co-ordinators, and you, our community, in supporting this initiative.

How you feel about BDCU?



Positive Sentiments The recent survey also revealed high levels of positive sentiment, which is nice to hear. As always, we want to improve things. We can always do better. One thing we have changed since the research has been to offer short online SMART loan applications. So far, it seems members are finding these easier than the old forms and quicker to complete. We will be rolling out the new versions as soon as we can to make it fast and easy to submit an online Personal or Home Loan application.



Security Reminder Did you know you can put a PIN on your Visa card now as well as register with Verified by Visa? Both measures will increase your card security. Remember, don't tell your PIN to anyone. Always keep your PIN hidden when you use an ATM or EFTPOS. Don't use a PIN that could be guessed, such as your birthdate. Talk to us if you would like any help.



Treasurer Urges Australians to "consider credit unions"

"They're safe and they're very competitive. They're supervised in the same way that banks are supervised. And, of course, you can get a far better deal..." Treasurer, Wayne Swan, on Nine's Today Show (Sunday 21/11/10).

The Big Fee Overhaul

One of the benefits of being a credit union member is that when you talk to us, we listen. Last year, members told us that our Member Benefits / Fees and Charges program needed an overhaul. We agreed.

After a few months of heavy research and consultation, we launched the changes last September.

Our objectives were:

1. Great value for members
2. Reward loyalty
3. Be simple to understand.

As a summary, here's what we did.

Free Transaction Memberships

A number of memberships (such as Club Classic, Student & Apprentices and Community memberships) enjoy free transactions.

These transactions include:

- rediATMs
- Cheque Deposits, Withdrawals and Encashment
- Cash Deposits and Withdrawals
- Direct Debits & Direct Credits
- EFTPOS
- Internet Banking
- Phone Banking
- Visa Debit transactions

The information in this newsletter is general in nature and doesn't consider your personal circumstances or needs. Loans and deposit accounts are issued by BDCU. Terms and conditions, fees and charges and lending criteria apply and are available on application or request. General Insurance is issued by Vero Insurance Limited ABN 48 005 297 807. Product Disclosure Statements (PDS) are available for these products and can be obtained from advice centres. You should consider the relevant PDS when you are deciding to purchase your insurance. BDCU does not guarantee the benefits payable under the insurance. BDCU is the arranger of the insurance. General insurance cover is subject to acceptance by Vero Insurance Limited. Berrima District Credit Union Ltd (BDCU) ABN 44 087 649 787 AFSL/ACL 240766

What's New

FLEX

To give all members the opportunity to have fee-free banking, we created FLEX. FLEX is a flexible, multi-purpose transaction account — without the transaction fees — as long as you have savings and/or loans totalling more than \$2,000 each month. Use FLEX as the single point account for all of your external transactions. For a personal explanation, call us or visit your local Advice Centre.



SMART Loans

Our brand new SMART family consists of PersonalSMART, HomeSMART, and BusinessSMART. The SMART range represent real savings for our members who have personal loans, business loans or home loans.



Estimate
your savings
www.bdcu.com.au



What has made these packages so popular is that they include big interest rate cuts for loans and many other benefits, such as discounts on essential insurances, bonus savings interest, card fee waivers, and fee-free banking.

SMART loans have a modest annual package fee and the financial benefits far outweigh this. Use the Online Estimator and type in your own figures to get a quick, realistic assessment of how much you could save. We encourage all of our members to bring their loans over to BDCU and be rewarded.

Update your Email Address and WIN!

There are a number of members for whom we don't have email addresses. What? In this day and age? We also have a lot of members with old or incorrect email addresses. To look after the environment and increase the speed of delivery, we are looking to move towards electronic statements. Before we begin research to find out what you think, we need to update our files. To make it extra worth your while, we are giving away ten vouchers.

If two people share this form, we will pop a separate entry into the draw for each of you. 😊

**WIN ONE OF TEN
\$20 GIFT VOUCHERS**

Please return this to any BDCU Advice Centre or post to **BDCU, Reply Paid 2215, Bowral NSW 2576.**

Please return before 10th February 2011 to go in the draw. Winners notified by phone and mail.

Person 1 Name: _____

Person 2 (if applicable) Name: _____

Member Number: _____

Member Number: _____

Email Address: _____

Email Address: _____

We will not share your email address with anyone. Promise!

We will not share your email address with anyone. Promise!

YES! Please keep me up-to-date with news, events, and specials (please tick to receive).

YES! Please keep me up-to-date with news, events, and specials (please tick to receive).