

# Intouch

telstra credit union

July 2010

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Focusing on the most important part of our business. YOU.

## Get your money working for YOU with our Deposit and Investment accounts

Everyone has some extra funds lying somewhere that should be earning better returns. And with the wide and flexible selection of savings and investment options available at Telstra Credit Union, those funds are bound to do better for you.

And of course there's an added bonus too... all of these account balances contribute to your Member Bonus Allowance and help reduce any transaction fees.

So check out these terrific options and consolidate more of your savings at Telstra Credit Union.

Any great savings plan needs an *iSaver Account*, designed to earn a higher rate of interest without locking up your funds. It pays a very competitive interest rate on tiered balances. Manage it through internet or telephone banking to have instant access to your funds. Or you could consider a *Think*

*Money Account* which gives you great interest rates, and doesn't tie up your money. Neither of these accounts have minimum balance requirements or account keeping fees.

If you can afford to lock away your funds for a while, you'll earn even higher interest. You can start a *Fixed Term Deposit* with as little as \$5,000 and terms starting from just 3 months. If you want a regular income from a high return investment, the *Regular Income Fixed Term Deposit* could be perfect for you. Whether as money for everyday living or to pay down a debt, it's easy to set up and painless to manage. Interest is paid monthly and becomes your income stream.

**Have a look at our website or talk to any staff member about how you can get money working harder today.**

**With Telstra Credit Union it all comes back to YOU!**



Credit Union and  
Building Society group

# It all comes back to YOU



Credit Union and Building Society group

Telstra Credit Union members are part of the 4.5 million Australians who belong to a credit union or mutual building society. That's 28% of Australians according to a survey conducted in March.

Our members have access to a full service banking organisation offering a range of products to match any bank.

Being Authorised Deposit-taking Institutions (ADIs) means that all credit unions and building societies qualify for the Government guarantee on deposits.

All credit unions, building societies and banks also sit in the same strict regulatory environment.

However, where they differ is that credit unions and building societies are mutuals, meaning they put their members first. Credit unions and mutual building societies exist for their members; being mutual organisations, they are fully owned by their members.

The mutual structure means that credit unions and building societies are not publicly-listed companies and so, unlike banks, don't have the pressure to maximise profits to pay external shareholders. Instead, they put their profits back into better rates, fairer fees, responsible lending and outstanding customer service.

Or, to put it more succinctly ... It all comes back to you.

## Coming soon to Intouch... Focus on YOU

If there's one thing we really work for, it's getting it right for our members. That's why we are introducing a new, regular feature in our newsletters which we are calling "Focus on YOU".

Tell us about your Telstra Credit Union experience or story.

In fact, go ahead and tell your fellow members too, because "Focus on YOU" is a feature dedicated to your dealings with us.

We really do think your feedback is important, so we want to hear what's good, what's great and what's not so great. It will help us feel great, and give us ways to improve what we do. Consider it your forum about an organisation where you are a part owner.

Just to make things more interesting, we are giving away a Hoyts La Premiere double movie pass to each member who gets their submission published.

It's easy to submit your story or experience. Simply describe your experience in approximately 250-300 words, then either post it to Telstra CU, Focus on You, PO Box 992 Crows Nest NSW 1585, or email it to [info@telstracu.com.au](mailto:info@telstracu.com.au) with "Focus on You" in the subject line.

We're looking forward to hearing from you and sharing your experiences with other members. The most interesting submissions will be published.



## Loan Insurance worked for our CEO, it can work for YOU too

When taking out a loan you will usually be asked if you want to take Consumer Credit Insurance (CCI) to protect your loan payments against illness or disability.

You will think to yourself “I have plenty of sick leave accruing in my job, I don’t think I’ll worry about it.”

Leigh Glaser, our CEO can speak first hand about the benefits of CCI. He found out when he became sick a few years ago.

Here’s how Leigh tells it:

“At the time I got ill, I was the General Manager of Telstra Credit Union.

I was on my way home one night and felt excruciating pain in my back. By about 2AM the pain was so bad I asked my wife to take me to Gosford hospital. On arrival at the hospital, the night staff didn’t know what was wrong with me and thought that I had kidney stones and gave me some Pethidine for the pain.

The next morning I went to my GP who listened to my tale, and was particularly interested about the pins and needles in my feet. She sent me back to hospital with a referral to the Neurologist, who diagnosed me with ‘transverse myelitis’ -- my white cells were eating my spine!

Within a couple of hours I was paralysed from the waist

down. I remained that way for three months and then had to undergo a lot of rehabilitation to teach my limbs to function again.

I was fortunate that I had taken out CCI when I took out my mortgage with the credit union. Although I had sufficient sick leave and was paid in full for the time I was away from work, I had never really been sick before and didn’t realise the additional costs that add up when you are ill.

One thing’s for sure, Sue and I will be forever grateful that regardless of other bills that accumulated while I was in hospital, we didn’t have to worry about the mortgage repayments because we knew they would be taken care of.

I cannot speak highly enough of CCI. Regardless of your sick pay entitlements I think all borrowers should seriously consider taking out a CCI policy to cover their loans.

Like any insurance you don’t know how great it is to have until the time that you need it.”

Talk to one of our friendly member consultants to learn more about how CCI can keep YOU covered and safeguard you and your family’s lifestyle.



## It’s smart to be wary... Safeguard your identity online

Whether you’re offline or online, your personal financial details, and in turn your identity, are at risk of being misused. In fact identity fraud (theft of identity details) is a growing problem which we should remain guarded against.

### Here are some easy to implement means to help safeguard your personal information.

- Don’t give away information about yourself you don’t want the world to know
- Ensure privacy settings and controls are set so no-one can gain access except you to social and other sites you use
- When shopping online, stop and think, “what information am I giving out?” Be realistic, an online shop will NOT need your personal identity details such as Date of Birth
- If you scan and store identity documents on your computer, laptop or notebook ensure you use virus protection and up to date security software so no-one can access your information and impersonate you
- Take care with card information, always look for encrypted and reputable sites and report anything unusual when transacting online to Telstra Credit Union
- Securely dispose of financial statements, card receipts and other personal documents with care. Shred or pulp before you throw them away – your identity CAN be recycled



# Advance notification of Annual General Meeting and call for nominations for the election to the Board of Directors

Notice is hereby given that the 39th Annual General Meeting of members of Intech Credit Union Limited will be held at 5.30pm on Tuesday 23 November 2010.

Members should note that Notices of Motion must be received at the Registered Office, 599 Pacific Highway, St. Leonards NSW 2065, in writing, NO LATER THAN 4.00PM 31 AUGUST 2010. It is important to note that resolutions not received prior to that date cannot be put before the Annual General Meeting.

## ELECTION OF DIRECTORS

In accordance with the Constitution of Intech Credit Union Limited, two directors are to stand down. The following Directors stand down for the 2010 election and are eligible for re-election.

Bob Dean  
Diane MacLean

## NOMINATIONS

Nominations are now called for eligible members of Intech Credit Union for two vacant positions of director. Nomination forms are available from the Company Secretary, Mr. Leigh Glaser at the Registered Office of the Credit Union, 599 Pacific Highway St. Leonards NSW 2065.

## ELIGIBILITY

To be eligible to nominate, candidates must:

- Be nominated by two members of Intech Credit Union.
- Be a current member of Intech Credit Union.
- Provide a completed questionnaire and Statutory Declaration. (obtainable from the Company Secretary)
- Have never been convicted of an offence involving dishonest conduct; or
- Have never had a civil penalty order made against you; or
- Not be an undischarged bankrupt (i.e. insolvent under administration).
- Have the appropriate skills to be a Fit and Proper Company Director.
- Candidates are advised to familiarise themselves with the requirements of the Intech Constitution and Corporations Law.

You cannot be a Director of the Credit Union if you have been convicted of a disqualifying offence as set out in Section 20 of the Banking Act 1959. To check whether a person has been convicted of a disqualifying offence the Credit Union will conduct a criminal history check with the Australian Federal Police on any person nominating for a position and a credit report from Veda Advantage showing both consumer and commercial credit information about the nominee.

## NOMINATIONS ON THE PRESCRIBED FORM MUST BE RECEIVED BY;

The Company Secretary, Intech Credit Union Limited, PO Box 992, Crows Nest NSW 1585. No later than 15 August 2010.

**L Glaser** Secretary  
By Order of the Board, Intech Credit Union Limited  
ABN 70 087 650 191 AFSL 236779



## MEMBER SERVICES Where to find us

Come in and enjoy our great service at any of our financial services centres.

### NSW

St Leonards  
Ground Floor, 599 Pacific Highway  
St Leonards NSW 2065  
Mon - Fri 9.00am-4.00pm

West Pennant Hills  
IBM Building, 55 Coonara Avenue  
West Pennant Hills NSW 2125  
Mon - Fri 8.30am-4.00pm

CBD  
Telstra Corporation Building  
Ground floor, 231 Elizabeth Street  
Sydney NSW 2000  
Mon - Fri 9.00am-4.30pm

### VIC

Melbourne  
Podium Level, IBM Building  
60 City Road, Southbank VIC 3006  
Mon - Fri 9.00am - 4.00pm

Telstra Building,  
Level 1, Conference Centre  
242 Exhibition St, Melbourne VIC 3000  
Tues & Thurs 10.00am - 2.00pm



## Intech Credit Union Limited Incorporating Telstra Credit Union

ABN 70 087 650 191

ATM: Use your Telstra Visa debit or Titanium Visa credit card at any ATM displaying the Visa sign, Australia or worldwide.

VISA / Redicard Hotline  
1800 224 004

Telephone/Telephone Teller  
02 9928 2994 (Sydney)  
1300 735 351 (Outside Sydney)  
PO Box 992, Crows Nest NSW 1585

Ground Floor, 599 Pacific Highway  
St Leonards NSW 2065

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