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Sssshhh. Here's the secret to earning more interest!

Telstra Credit Union's iSaver Account

Great Interest from day one!

Funds always available at call!

Make iSaver work for you!

If you're like many other Telstra Credit Union members, you'll know the secret to maximising returns on your funds is our iSaver Account.

Our online only iSaver account pays great interest from day one: 3.00% pa for every dollar up to \$10,000, and 3.75% pa for balances of \$10,000 and above. The interest is calculated daily and credited to your account monthly.

Making iSaver work for you

To work best your iSaver is linked to your Access Savings Account. Whenever you have extra funds in your Access account, just transfer them to your iSaver where they can earn high interest. Then when you need the funds again, transfer them back and withdraw or use as usual.

iSaver is also a great place to park funds that you can't lock into a term deposit because the funds are always available at call.

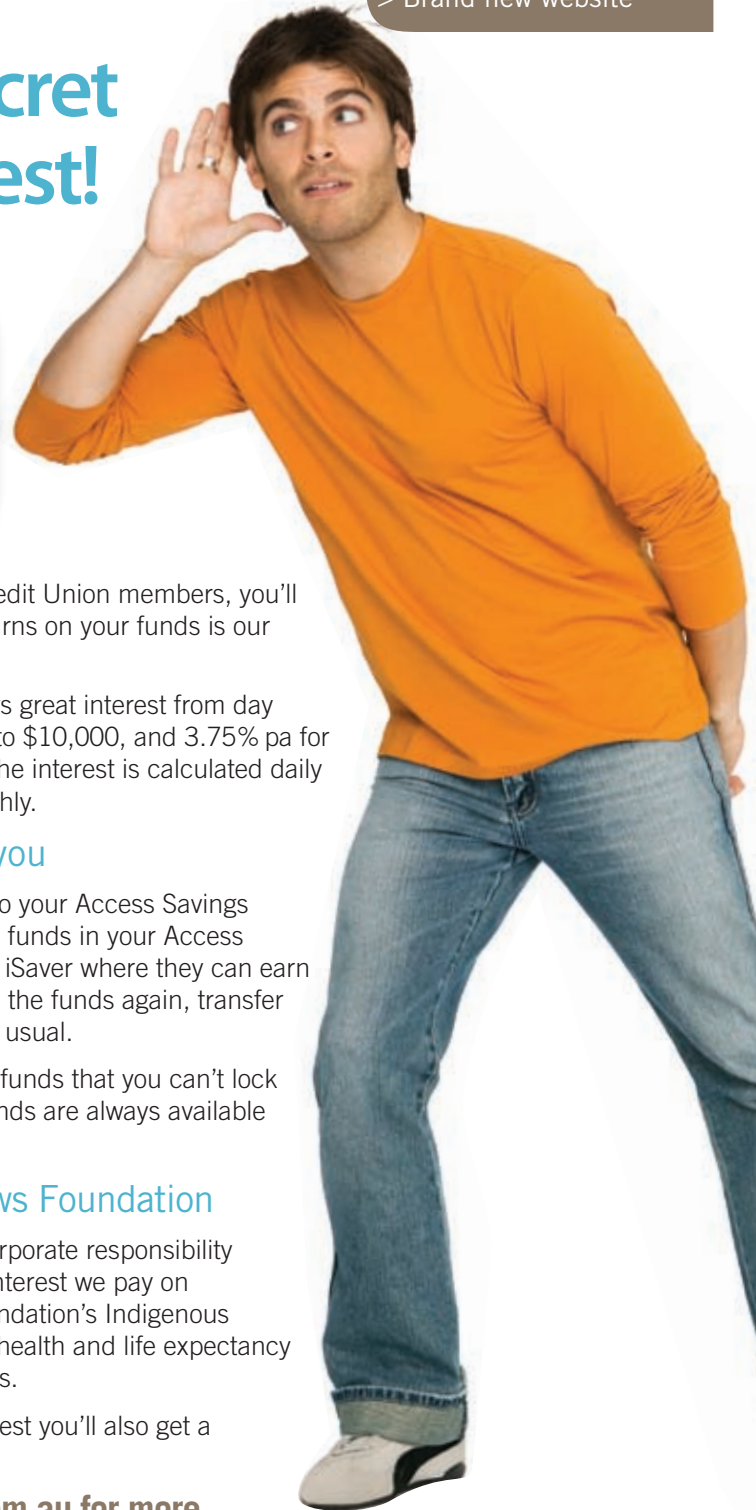
Plus help the Fred Hollows Foundation

As part of Telstra Credit Union's corporate responsibility programme, we donate 1% of all interest we pay on the iSaver to the Fred Hollows Foundation's Indigenous Programs, working to improve the health and life expectancy outcomes of Indigenous Australians.

So while you are earning high interest you'll also get a savings account with real vision.

Call us, or visit telstracu.com.au for more information or to download an application form.

Product issued by Intech Credit Union Limited ABN 70 087 650 191. Always read and consider the Conditions of Use and Summary of Accounts before choosing the best product for you.



See separate  insert for the full story on our Fees & Charges!

CEO's Report

Telstra Credit Union's Annual General Meeting for 2009 was held at the Northside Conference Centre on the 17 November 2009 and was attended by 32 members and 4 guests.

Chairman Jim Jefferis reported on the impact the Global Financial Crisis (GFC) had on the credit union during the year and the steps being taken to offset that impact.

Jim also discussed the strategic plan going forward and the results of a cultural survey that was conducted for both staff and members. The survey was very positive and showed a real alignment between what our members wanted from their credit union and where we are heading.

It also highlighted some areas that require improvement and we are taking steps to address those. Another very positive outcome was that 75% of members who responded would be 'fairly likely' or 'highly likely' to recommend Telstra Credit Union to others.

Our special guest was Louise Petschler, CEO of Abacus (The Australian Building Societies, Credit Unions and Friendly Societies Industry Association). Louise gave the meeting an overview of the role of Abacus, the strength of the mutual

sector both within Australia and worldwide, and how well the mutual sector overcame the GFC. Louise also gave some insights into an Industry Promotion Campaign that is to commence in March 2010 and will be based on the very successful Superannuation Industry campaign.

Our Annual General Meeting is a forum for our members to have their say about their financial institution. Credit Unions are different from banks, and one of the best examples of that difference is that every adult member is also an equal shareholder. Our AGM's are not dominated by institutional shareholders, every member has an equal vote and an equal say.

If you haven't been to an AGM, why not consider attending next year.



A stylized, handwritten signature of Leigh Glaser in black ink.

Leigh Glaser
Chief Executive Officer

Your Directors for 2010

At this year's Annual General Meeting the members passed resolutions to elect Jim Jefferis and Graeme Smith as directors of the Credit Union for three year terms.

Your Directors until the Annual General Meeting to be held in November 2010 are:

Robert Dean

Bob was Chair of Telstra Credit Union until the merger with Intech in 2005 and is currently a director and a member of the Governance & Board Renewal Committee and the Audit Committee.

Alf Esteban

Alf was elected as a director in 2005. Alf is also a member Risk Committee and the Tactical Growth Committee.

Jim Jefferis

Jim has been a director since 2000 and the Chairman since 2004. Jim is also Chair of the Governance and Board Renewal Committee and Chair of the Tactical Growth Committee.

David Mackay

David has been a director since 2005. David is also a member of the Audit Committee.

Diane MacLean

Diane was a director of the Telstra Credit Union until the merger with Intech in 2005. Diane is also the Chair of the Risk Committee and a member of the Governance and Board Renewal Committee

Anna-Leena Risku

Anna-Leena has been a director since 2002. Anna-Leena is also Chair of the Audit Committee and Vice-Chair since 2003. She is also a member of the Risk Committee.

Graeme Smith

Graeme has been a director since 2002. Graeme is also a member of the Tactical Growth Committee.

*Everyone at Telstra Credit Union
joins in wishing you a peaceful
and prosperous 2010*



'Tis the Season to be wary...

During the Christmas and New Year shopping season you could be using your card more frequently than usual.

It is important to take the following precautions:

- Always cover the keypad when entering your PIN
- Never let your card out of your sight when it is out of your wallet
- Insist on handling the card yourself, e.g. swiping the card yourself
- Where possible, use the new Chip Card function at an EFTPOS machine.
- Check your statements for any unusual or suspicious transactions.

Points to remember

There are many ways to protect yourself against fraud. Here are some tips to keep your money safe:

- Be careful with your details, old bank statements or bills can be used in identity theft. If you are throwing away a document with your details in it, destroy it or shred it.
- Secure your letter box to guard against mail theft, criminals can access your personal details through uncollected mail.
- Be cautious about providing information over the phone or internet. Make sure you know who you are dealing with first.
- Secure your computer, good anti-virus and internet protection software can help keep out nasty viruses that may aid criminals to access your computer
- Check your statements for any transactions you are not aware of. If you find anything suspicious, contact Telstra Credit Union immediately.
- Beware of emails asking you for your personal or account information. These emails will usually ask you to follow a link to a fake website that they use to record your details. The Credit Union will never ask you to provide personal information through an email.
- If you are using a chip enabled Visa card, ensure you use the chip reader slot to complete your transaction.



Look and feel good for Summer How to Exercise Safely

With Summer here and the warmer weather, motivation to exercise is at its peak. However, this exercise may lead to injury if a gradual approach is not taken. Often Summer injuries are caused due to people pushing themselves too hard, too soon. A gradual approach is the key.

Summer safety tips

To help keep your Summer workout injury-free, we offer these timely tips:

- See your doctor for a check-up before embarking on a new fitness program.
- If playing a new sport, undertake training prior to competition to ensure readiness to play.
- Before exercising or playing sport practise and use the correct skills and techniques.
- Avoid doing too much, too soon. Establish a graduated exercise program.
- Do not exercise beyond your physical capabilities.
- Cut down if you experience pain. Pain is a sign that the body is not adapting to the exercise load.
- Cross-train with other sports and exercises to reduce the risk of overtraining.
- Always warm up, stretch and cool down.
- Drink water before, during and after exercise.

By following these tips your risk of injury will be decreased - to help keep you exercising to look and feel good all Summer.

This article is from Smartplay, Sports Medicine Australia's sports injury prevention program, www.smartplay.com.au



Coming soon Our brand new website

Our new look website is almost ready and will be launched in the next few weeks. With a fresh new look and even easier and more intuitive navigation, it's the gateway to managing all your Telstra Credit Union banking.

You'll notice a cleaner and crisper look, bolder banners, and of course, updated product information.

One of the unique new features is a "Talk to the CEO" link on the home page that allows you to send an email directly to our CEO, Leigh Glaser. Try contacting the CEO (or any other senior person) at a bank!

There's also a "Solutions for You" page that will give you useful information on topics like buying a home or car, planning for retirement, protecting your financial future, travelling overseas, etc.

We will go live with the new website very soon.



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

There is still time to keep an eye on our **Special Car Loan** Offer ends 31 January

Purchase or refinance² any car up to 12 months old!
**Call us or visit telstracu.com.au for more
information or to apply.**



1. Terms and conditions, and approval criteria apply. Offer ends 31 January 2010 and subject to change without notice. Comparison rate based on a secured loan of \$30,000 over 5 years. 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. 2. Offer available only for new applications or to refinance an existing loan from another lender. Minimum loan amount is \$10,000.



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

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