

JULY 2011

# COMMUNITY CONNECTION

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**DO YOUR HOMEWORK  
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**ARE YOU BEING  
SCAMMED?**

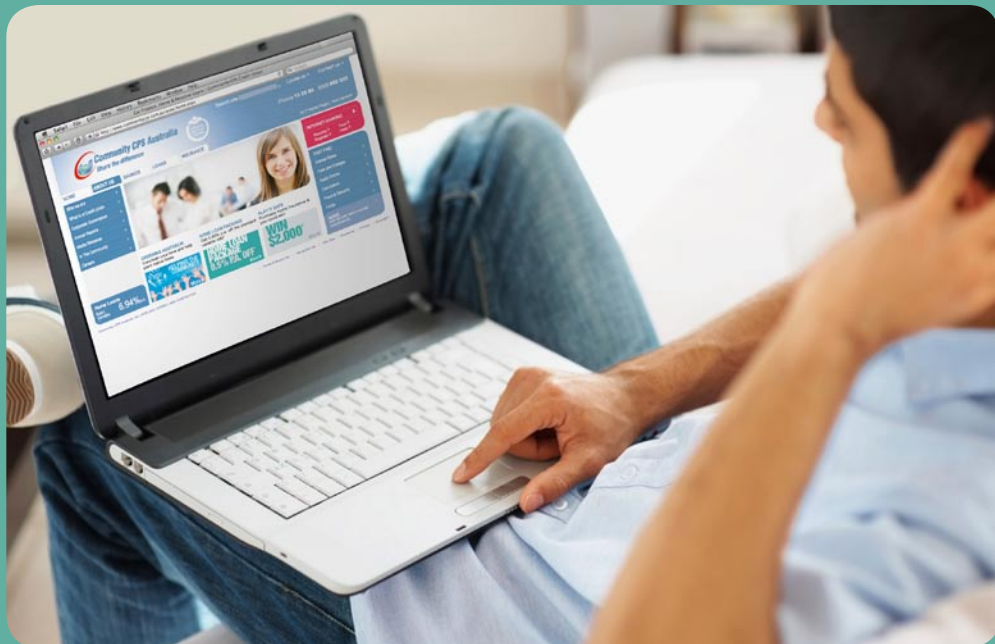
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# INTERNET BANKING ENHANCEMENTS

## YOUR INTERNET BANKING SERVICE HAS BEEN ENHANCED WITH THE FOLLOWING NEW FEATURES:



**HISTORY FILTERS** – Your Transaction Listing has been expanded to provide you with enhanced search options including search by description, cheque number and amount range (minimum to maximum). Simply select the account you wish to search and the options will be provided.

**DOWNLOAD TRANSACTIONS IN OPEN FINANCIAL EXCHANGE FORMAT (OFX)** – The download option under the Internet Banking Transaction Listing menu has been expanded to include the OFX format, in addition to the current MS Excel, Comma Separated (CSV) and Quicken formats.

**BPAY® VIEW STATUS DISPLAY** – If you have registered for BPAY® View you will now receive a status display on the Welcome Page when a new message is available to view.

**SECURITY CHECK INFORMATION** – This enhancement provides a status display on the Welcome Page which includes details of your last internal, external and BPAY® transactions in addition to your last logon date and time. It provides you with an immediate security check for key activities you have completed within Internet Banking.

**VIEW SMS HISTORY** – This enhancement allows you to view your SMS history, including date and time the SMS was sent, destination phone number, send status (sent or failed) and send method (mobile or landline). This new feature is found in the menu on the left side of the page.

**MANAGEMENT OF DAILY TRANSACTION LIMITS** – You now have the option to establish your own daily transaction limits, but only for a value less than the existing standard daily transaction limit. You can access Transaction Limit Management from the Service Options menu.

BPAY is a registered trademark of BPAY Pty Ltd ABN 69 079 137 518.



## EXIT FEES

We are pleased to advise that, effective immediately, we have removed early termination fees\* from all of our home loans.

\*excluding fixed rate break costs

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# MESSAGE FROM OUR CEO

I am pleased to announce that on 4 June 2011 we successfully completed our merger with Wagga Mutual Credit Union.



Wagga Mutual has now joined the Community CPS Australia Group. Our merger with Wagga Mutual Credit Union is based on our strategy to position our great credit union nationally and to have a strong regional presence throughout the country.

We are now well positioned in the credit union and finance industry to play a pivotal role in the community and to focus on continuing to improve member benefits and expand through regional Australia.

Our credit union is blessed with great people and they have worked hard to make this important merger possible in a short time frame.

All members will see the benefits of this merger as we cement our position in this important regional centre.

Thank you to our members for your continued support.

**Robert Keogh**

## TELL US WHAT YOU WANT!



We are currently in the process of developing an iPhone and Android application and we would like your input into what features we should provide such as; access to mobile banking, rediATM locations and contact details.

**Visit our website to complete our online survey and you will go in the draw to win one of ten \$50 Caltex fuel vouchers.**

Competition terms and conditions are available on our website.

# DO YOUR HOMEWORK WHEN CHOOSING A HOME LOAN

When it comes to choosing a home loan it pays to do your homework. There are great discounts to be had and incentives galore to move your home loan to another lender, but how do you know which one is the best deal for you?

To obtain the best deal for you, it is important to shop around and compare interest rates, fees and the minimum loan amount required to be eligible for the offer. Shopping around can save you tens of thousands of dollars over the term of the loan but it is important that you are comparing 'apples with apples' when looking at the different features.

While some financial institutions offer a range of quick fix limited time special offer home loans, we provide a clear and stable long-term solution. We care about our members and that's why we offer great rates, everyday.

By switching to us you could save thousands every year off your home loan.

Community CPS member, Elicia Williams of Pooraka SA, has recently refinanced her



home loan from Commonwealth Bank and has experienced a saving of almost \$90 per fortnight.

"This saving will assist with my everyday living expenses as the cost of living continues to increase," said Ms Williams.

## 0.5%p.a. off our home loan rate\* – available for ages

As a member you can take advantage of our pinnacle +plus home loan package and enjoy a 0.5%p.a. discount off our standard variable rate

home and investment loans of \$300,000 or more as well as:

- No package fee
- No establishment fee
- No monthly fee
- No annual fee

Applying is quick and easy, simply ask our friendly staff what documents you'll need to provide or download the 'What you need to apply checklist' from our website.

Unlike our competitors we promise to keep this great deal around for ages because looking after our members is what we do.

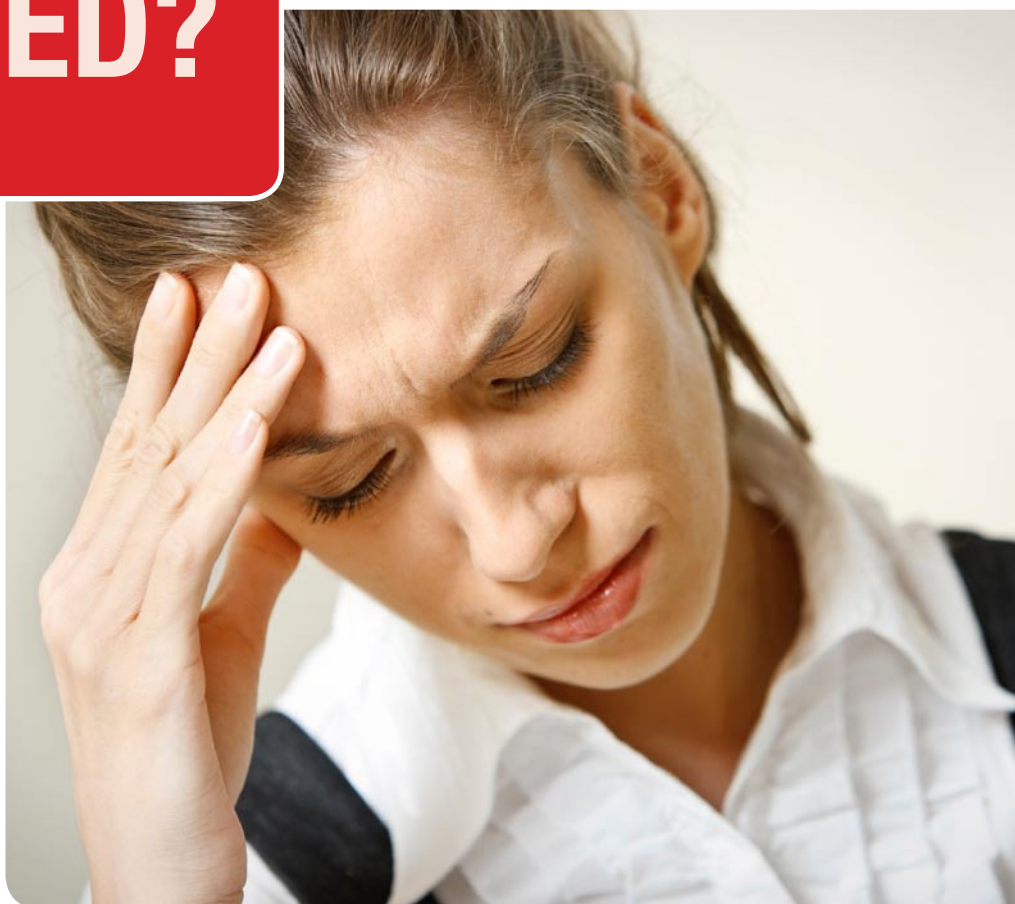
To find out more about this great offer visit our website, call us on **13 25 85** or drop into your local branch.  
If you switch to us we'll make sure the changeover is as quick and easy as possible.

Terms, conditions, fees, charges, normal lending criteria and pinnacle +plus package qualifying criteria apply and are available on request.  
\*0.50%p.a. discount is available off all eligible Standard Variable Rate home and investment loans of \$300,000 or more. Information is correct as at 1 May 2011 but is subject to change without notice.

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# ARE YOU BEING SCAMMED?

Every year 1 in 20 Australians fall victim to scams and personal fraud. Scams come from many sources - they may originate from unsolicited telephone calls or emails or may be in response to an advertisement you have placed in a newspaper or online.



When it comes to testing whether or not something is a scam the old adage "if it's too good to be true, it probably is" certainly applies. However, whether something is a scam is not always that obvious.

Therefore in order to protect yourself from scams, remember the following 10 'golden rules':

1. If it looks too good to be true - it probably is;
2. Use your common sense: the offer may be a scam;
3. ALWAYS get independent advice if an offer involves significant money, time or commitment;
4. Remember there are no get-rich-quick schemes: the only people who make money are the scammers;
5. Do not agree to offers or deals straight away: tell the person that you are not interested or that you want to get some independent advice before making a decision;
6. You can contact your local office of fair trading, ASIC or the ACCC for assistance;
7. NEVER send money or give your debit card, credit card or online account details to anyone you do not know and trust;
8. Check your account and credit card Statements when you get them. If you see a transaction you cannot explain, report it to us immediately on 13 25 85;
9. Keep your credit and debit cards safe. Do not share your personal identity number (PIN) with anyone. Do not keep any written copy of your PIN with the card; and
10. If you feel you have been scammed call us immediately on 13 25 85.

Further information on scams and how to protect yourself, including a free email alert service, is available on the Government's website SCAMWatch - [www.scamwatch.gov.au](http://www.scamwatch.gov.au)

Check our website for warnings and important fraud and security information.

**Please contact us on 13 25 85 if you have any concerns.**



# HOW TO GET THE MOST OUT OF YOUR TAX RETURN

Tax time is here so it is time to start getting together your PAYG summaries, statements and receipts. Once you've gathered all your paperwork, it's important to understand exactly what you can claim to help you make the most of your return.

## WORK-RELATED EXPENSES:

According to the ATO, approximately 7.3 million Australians claimed an average of \$2,008 in work-related expenses last year, making them one of the most commonly claimed deductions.

Things to remember when claiming work-related expenses:

- You must have incurred the expense in the year you are claiming it.
- The expense must be work-related and not private and if the expense has been reimbursed by your employer it can't be claimed.
- Receiving an allowance from your employer does not automatically entitle you to a deduction.
- If your claims total more than \$300 you need to keep written evidence.

## USE THE EDUCATION TAX OFFSET

If you have bought computers, textbooks or stationery for your children's schoolwork you can take advantage of the 50 per cent education tax offset.

You qualify for the Education Tax Refund if you receive family tax benefit Part A. This financial year you can claim expenses of up to \$794 for each child in primary school and up to \$1,588 for each child in high school and get half your money back.

## CLAIM YOUR CHARITABLE DONATIONS

Don't forget your donations to charity - everything from the Queensland Flood Appeal to your sponsor child. Any donation over \$2 is tax deductible but you'll need a receipt to claim for the donation.

## UNDERSTAND YOUR OFFSETS

There are a lot of offsets available and it's a good idea to check whether you are eligible for one. These include the dependant spouse tax offset, the private health insurance rebate or medical expenses over \$1500.

If you can't find receipts, but know where you spent the money, see if you can get a copy of the receipt or invoice. Statements from your financial institution showing details of purchases can be used in some cases.

We provide a tax and accounting service to members through our subsidiary, Eastwoods Accounting and Taxation.

Our experienced tax accountants are always up to date with the latest tax legislation and will ensure you don't miss out on any entitlements, deductions or rebates.

Our competitive price includes a standard individual tax return from \$155 (incl GST) or \$280 (incl GST) for a couple. More complex and business returns are charged at an hourly rate.

To make an appointment with one of our tax accountants please call our Member Contact Centre on 13 25 85 or call Eastwoods direct on 1800 010 650. A tax checklist is available on our website.

Eastwoods Accounting and Taxation Pty Ltd ABN 32 008 214 033 is a subsidiary of Eastwoods Group Pty Ltd ABN 94 008 618 193 which is a subsidiary of Community CPS Australia Ltd ABN 15 087 651 143 AFSL/ACL 237856. This information is of a general nature only and has been provided without taking account of your objectives, financial situation or needs. Because of this, we recommend you consider, with or without the assistance of a financial adviser, whether the information is appropriate in light of your particular needs and circumstances.

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# DON'T PUT ALL YOUR EGGS IN ONE BASKET

Understanding investment risk is vital for the development of a successful investment plan. While every investment has potential risks, they can be managed and minimised.



One way of minimising risk is to diversify your investments. Put simply, to diversify means not putting all your eggs in one basket! By spreading your investments across a diverse range of assets, your overall risk may be less compared to investing in a single and possibly volatile investment. Diversified investments can help you to manage risk without forgoing returns.

## **There are various ways in which this can be achieved.**

One way of diversifying could be to spread your investments amongst various asset classes such as shares, property, fixed interest and cash. The low correlation to each other - meaning the performance of one class is not affected by the performance of the other - helps reduce volatility in your portfolio because these different assets respond to different market trends at different rates. Therefore, having a portfolio diversified among different assets creates more consistency and can improve overall portfolio performance.

Another way to diversify is within the asset class, for example, if you are looking to buy some shares you could consider buying them in different companies. To eliminate even more risk, it is also important to consider the industries these companies operate in to determine if they are too closely correlated with each other. In other words if you buy shares in three different oil companies, the risk is almost the same as investing in just one of those companies, as the industry factors that affect one oil company are most likely to equally impact all companies within the oil industry. For example, if the price of oil drops, it is probable this will have a negative impact for most oil companies.

It is not advisable to put all your eggs in one basket when it comes to your investments and the financial markets. Diversifying your investments helps you spread your risk, so that a loss on one investment may be balanced out by a gain in another.

Understanding your tolerance to investment risk is a good first step in taking action to diversify your investments. It is recommended before making any investment decisions that you speak with a financial planner who can help determine your risk profile and see what's right for you.

**To make an obligation free appointment with one of our financial planners to find out more about diversifying your investments, please call our Member Contact Centre on 13 25 85.**

Financial Planning services are provided by Eastwoods Wealth Management Pty Ltd ABN 17 008 167 002/AFSL 237853 which is a subsidiary of Eastwoods Group Pty Ltd ABN 94 008 618 193, which is a subsidiary of Community CPS Australia Ltd ABN 15 087 651 143/AFSL 237856. This information is of a general nature only and has been provided without taking account of your objectives, financial situation or needs. Because of this, we recommend you consider, with or without the assistance of a financial adviser, whether the information is appropriate in light of your particular needs and circumstances.

# COMMUNITY NOTICE BOARD



*Jenna and Megan fundraising for The Dogs' Refuge & The Cat Haven*

## THANK YOU TO MEMBERS FOR SUPPORTING YOUR LOCAL BRANCH'S CHARITY OF CHOICE

Our Charity of Choice community initiative ran from February to May providing an opportunity for every branch to choose a local charity or community group to support and fundraise for them. During the campaign all our branches worked hard to raise money and collect supplies to support the charity of their choice. Every branch had a donation collection box and almost every branch ran a raffle or two. In addition to this, Fundraiser Nights, Sausage Sizzles, Morning Teas, Chocolate Fundraisers, a Garage Sale and even a Bike-a-Thon were organised. The results were amazing - a total in excess of \$12,000 was raised and trailer loads of donations-in-kind were received.

Our branches would not have been able to achieve this without your extensive support and we would like to sincerely thank all our members who helped our branches make this campaign possible and made it such a successful campaign.

## UNITED COMMUNITY SUPPORTS THE WEST COAST WAVES

With the support of our members, it is our goal to work hand in hand with charitable organisations, staff and the public, to make a meaningful and positive difference in the community. Our Community Development program includes sponsoring local community organisations and clubs and as a result we are pleased to be sponsoring the West Coast Waves. The West Coast Waves provide young female basketballers in Western Australia with an opportunity to reach the highest levels of their sport.

To kick-start this relationship we would like to announce a member competition where you have a chance to win one of ten double-passes to the first home game in October 2011. By answering correctly the questions below and returning the slip to your closest branch by 31 August 2011 you will be entered in to the competition. Good Luck!



*Mel Marsh from the West Coast Waves*

**ENTER HERE!!**

- 1) What are the names of the WA based women's and men's representative teams competing in the national basketball leagues? \_\_\_\_\_
- 2) What is the name of the WA born and bred, world renowned point guard who returned to Perth to play with the West Coast Waves last season? \_\_\_\_\_
- 3) The West Coast Waves play out of the new WA Basketball Centre. What is the nickname of their home court? \_\_\_\_\_

Name: \_\_\_\_\_

Member Number: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Competition terms and conditions are available on our website [www.unitedcommunity.com.au](http://www.unitedcommunity.com.au). Check out [www.westcoastwavesbasketball.com.au](http://www.westcoastwavesbasketball.com.au) for further information.