



# community connection

ISSUE 12 JULY 2010

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## Together we can make them smile

We have partnered with children's cancer charity, Camp Quality, commencing a community appeal to raise \$205,000 to fund junior camps for children living with cancer.

The funds raised will finance camps in South Australia, the Australian Capital Territory, Western Australia and New South Wales, allowing approximately 280 children across the country to enjoy a camp filled with optimism and fun therapy.

The \$205,000 fundraising target has been kick-started with a \$100,000 grant from the Community CPS Foundation, and we are hoping to raise the rest with the support of our members and the general public, and through internal initiatives such as casual days, local fundraising events and workplace giving programs.

At these camps, cancer takes a back seat so that kids can ride waves, ride horses, abseil down cliffs, paddle down rivers or slide down giant waterslides.

A week away in a fun, optimistic and supportive environment makes a world of difference to mums, dads and all the kids living with cancer.

Our staff are getting involved by holding fundraising events at their local Personal Financial Centre and using their Community Leave Day to volunteer for Camp Quality.

We need your help to raise \$25,000 in each State (apart from NSW who need \$30,000) so we can cover the full costs of the camps.

**You can donate in any of the following ways:**

- > **Internet Banking – by clicking on the Camp Quality banner on the Welcome Page**
- > **Over the phone with your credit card by calling us on 13 25 85**
- > **At your local Personal Financial Centre**
- > **Or, you can donate your time by becoming a volunteer. Call Camp Quality on 02 9876 0500 or visit their website [www.campquality.org.au](http://www.campquality.org.au) for more information.**

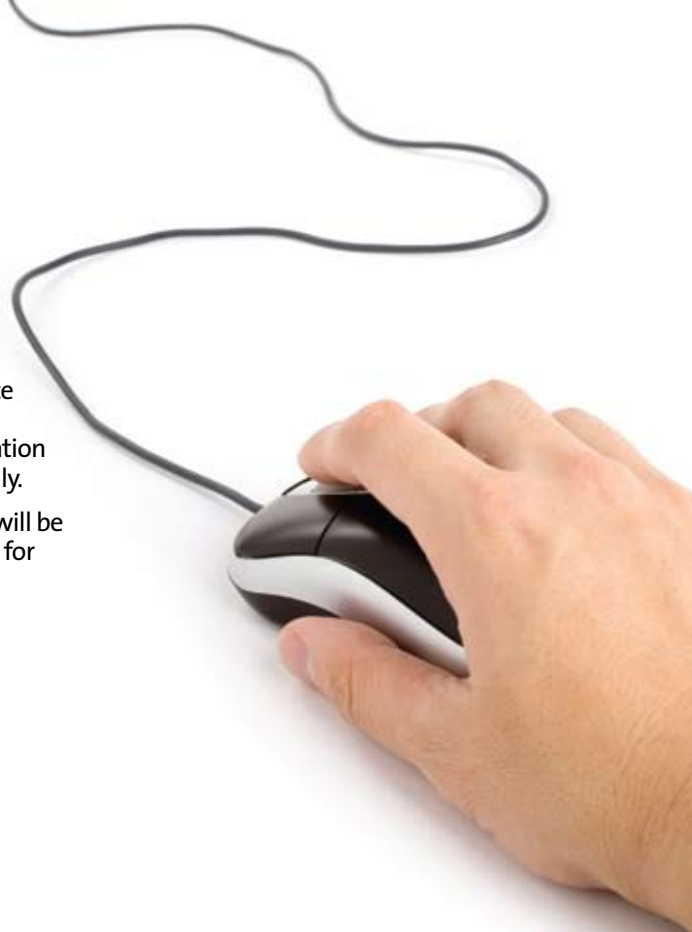
# Service Disruptions on Saturday 31 July

Following our merger with Companion Credit Union in NSW, we wish to advise members that we will be integrating Companion with our banking systems on Saturday 31 July 2010.

As a result, members may experience some minor service disruptions with our Internet Banking and Account Information Line services on Saturday 31 July.

Our Member Contact Centre will be open from 9am to 12pm (CST) for general enquiries only.

We apologise for any inconvenience caused.



## Using your Visa Debit Card at Woolworths

We wish to advise members that Woolworths and its associated retailers have made a decision to no longer accept Visa Debit purchase transactions as a means of payment for goods purchased in their stores.

As a result, members using their Visa Debit Card to pay for goods at Woolworths' checkouts over time will no longer be able to use the Credit (CR) option.

Your Visa Debit Card can still be used at Woolworths' stores by using the Savings or Cheque option at their EFTPOS terminals and entering your PIN. Therefore, you will need to know your PIN as signatures will no longer be accepted.

Please note this change by Woolworths does not affect the Community CPS MasterCard as it is a Credit Card and the 'Credit' option will still be available.

At all other stores (other than those operated by the Woolworths Group) you may continue to use the Credit (CR) option.

We encourage members to keep using the 'Credit' button when paying for purchases at all other stores which allow them to do so when using their Visa Debit Card.

**If you have any queries please call our Member Contact Centre on 13 25 85 or refer to the information available on our website, which includes the list of retailers that are part of the Woolworths Group.**

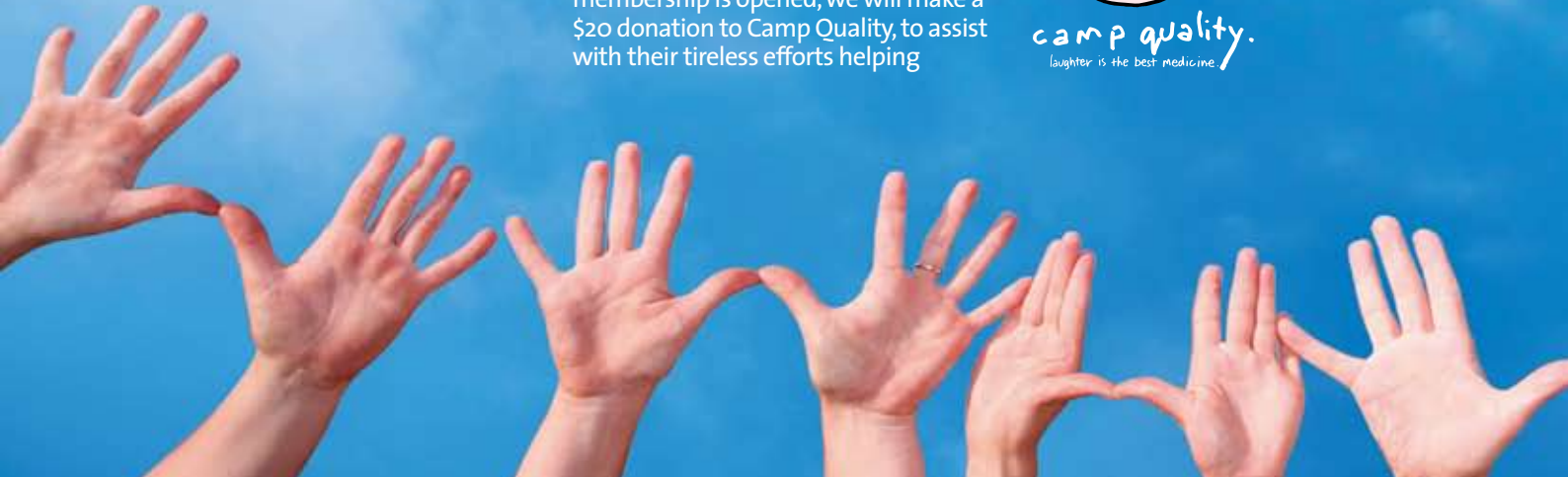
# Recommend us and help Camp Quality

Through our Advocacy Program members can provide an Advocacy Card to friends or family they wish to refer to our credit union.

If this card is presented when a new membership is opened, we will make a \$20 donation to Camp Quality, to assist with their tireless efforts helping

children and families affected by cancer within the community.

You can collect an Advocacy Card from your local Personal Financial Centre.



## We'll help you find the right home loan

To make buying a home as stress free as possible, it is important to thoroughly investigate all of the options available and the right loan to suit your needs and lifestyle.

We will do our best to help you find the right home loan for you:

### **Find a loan that will suit you**

We'll make sure we understand your needs and work with you to ascertain whether a fixed rate loan or variable rate loan would suit you best depending on your circumstances.

### **Advise how much you can borrow**

We'll help you consider how much you can afford to borrow by discussing the monthly repayment amount you can comfortably afford to pay.

### **Explain the interest rate**

We'll explain to you how interest rates work and how it is used to calculate your monthly repayments to determine how much you'll pay over the life of the loan.

### **Advise what deposit you need**

You have to have a minimum deposit otherwise you may be required to take out Lenders Mortgage Insurance - but don't worry, we'll explain all this to you.

### **Advise the fees involved**

We'll make sure you are aware of all the fees involved in taking out a loan, such as loan application fees and government charges.

### **Provide the total cost of the loan**

We'll provide you with a Comparison Rate for the loan you are considering, as this rate includes both the interest rate and most of the fees and charges payable during the life of the loan - expressed as a single percentage figure - and allows you to compare one loan with another on a cost basis.

### **Discuss what your repayments will be if interest rates increase by 3 to 4 per cent**

We'll work out how much your repayments will increase by if interest rates go up by 3 or 4 per cent.

It's important to consider whether you would still be able to afford a loan if interest rates were to increase substantially.

### **Benefits for having your home loan with Community CPS**

At Community CPS, members who take out a loan of \$200,000 or more are automatically eligible for our pinnacle +plus program, which entitles them to no transaction fees, discounts on loans, no loan establishment fees and bonus interest on term deposit rates.

**For advice on the right home loan for you, call us on 13 25 85.**



# It's Your Credit Union. It's Your Right – Vote!

At Community CPS every member is a shareholder with an equal say in how the Credit Union is run.

Each year in October/November, unless the number of candidates is equal to or less than the number of positions to be filled on the Board, members aged 18 and over have the opportunity to vote and elect fellow members who have been nominated to serve as their representatives on the Credit Union's Board of Directors.

The quality and effectiveness of our credit union's leadership are important factors in determining the overall success of our credit union. The Board not only represents you, our member-owners, but also has the final responsibility for the successful operations of Community CPS.

Whenever an election of directors is required, all of our members should make the important decision about which candidate or candidates they will choose to represent them as directors.

History shows that when an election of directors is held, a number of our members do not vote and exercise this important right that they have as a member and owner of the Credit Union.

I am hoping that when an election of directors is required you will make the decision to vote for the candidate or candidates that you think will perform best as directors.

You can visit our website for biographical information on each director and keep in mind that if an election is required this year, further information regarding the voting process will be sent to you in October.

Please don't miss the opportunity to be actively involved in electing those who serve on the Board.



**Gary Green**  
Chairman



## 2010 Community CPS Election of Directors

We wish to advise our members that a notice calling for nominations for the 2010 Community CPS directors' election will be published in The Australian, The Advertiser, The Canberra Times, The Newcastle Herald and The West Australian on Monday 5 July 2010. The notice will contain an overview of the requirements for being a director of the Credit Union and the candidate assessment process.

# Win one of three magnificent Panasonic Blu-ray home theatre systems

For your chance to win a magnificent home theatre system worth \$699 (RRP), simply buy your home and/or contents insurance through Community CPS (incorporating United Community).

Members taking out new home and/or contents insurance through us during July, August and September 2010 will automatically be entered in the draw<sup>1</sup> to win one of three Panasonic 5.1 channel home theatre systems with Blu-Ray.

Key features of this magnificent home theatre system include:

- > Universal dock for iPod and iPhone
- > Wireless ready rear speakers
- > Dolby Surround Pro Logic<sup>®</sup> and dts<sup>®</sup> Surround sound
- > Blu-ray disc and 1080p up-scaling
- > DLNA certified (WiFi ready)
- > 5.1 channel
- > Networking with SD memory card and USB terminal
- > FM digital radio tuner in-built
- > 1,000 watts total power output



Why choose Community CPS (incorporating United Community) for your insurance?

- > You can choose your level of cover from basic insured events up to accidental loss or damage
- > Monthly or fortnightly instalments are available at no extra policy fee<sup>2</sup>
- > "Green" policy benefits<sup>3</sup>
- > Compensation for fracture cover included<sup>3</sup>
- > Choice of excess to help lower premiums<sup>3</sup>

<sup>1</sup> Please refer to the Terms and Conditions of entry available on our website. <sup>2</sup> Instalment options may vary depending on the payment method selected. Premiums paid by installments are subject to minor adjustments (upwards or downwards) due to rounding. <sup>3</sup> Benefits mentioned are a summary only. Please refer to the PDS for details of the cover provided.

Insurance is underwritten by Allianz Australia Insurance Limited (Allianz) ABN 15 000 122 850 AFSL 234708. In arranging insurance Community CPS Australia Limited (incorporating United Community) ABN 15 087 651 143 AFSL 237856 act as agent for Allianz and not as your agent. You should consider the Product Disclosure Statement (PDS) before making any decisions about the insurance. The PDS is available on application or visit our website.

Licence No: ACT TP/10/02314.1, NSW LTPS/1005462

## Protect your PIN

The easiest way to keep your money safe and reduce the chance of becoming a victim of card fraud is to protect your PIN.

Your PIN is the secret code that protects your card transaction account(s). No matter where you are or who you're with, make sure you keep your PIN secret.

Without your PIN, you can't access your money at ATMs or EFTPOS outlets, and nor can anyone else. By taking simple steps like covering your hand when you enter your PIN, you will make it difficult

for fraudsters to get the information they need to get into your account. Make it a habit to protect your PIN.

Here are a few key tips to help protect your PIN:

- > Always be careful to shield your PIN when using an ATM or EFTPOS terminal. Use your free hand to cover the key-pad while you enter your PIN.
- > Be aware of your surroundings and look out for anybody standing too close to you — they might be watching you enter your PIN. If you are uncomfortable, cancel the transaction and use a different machine.
- > Memorise your PIN. Do not write it down and do not store it in your mobile phone, even in a disguised format.
- > Select a unique PIN. Never use obvious information such as your telephone number, date of birth or address.

> Keep your PIN secret. Change it immediately if you suspect that someone knows your PIN, including a friend or family member.

> Be particularly wary of emails or telephone calls asking you to share your PIN for security or login purposes. Never tell anyone your PIN.



# New feature in Internet Banking

In June 2010 we introduced a new feature in Internet Banking called 'Your Member Messages'.

Your Member Messages enables you to send and receive secure messages regarding your accounts through Internet Banking and is available in the menu at the top right corner of Internet Banking.

This new feature is a very secure method of communicating with us regarding your accounts as you will be required to login to Internet Banking and request a Secure SMS or Token code before viewing your messages.

It will also provide you with a history of messages and allow you to submit a larger range of requests to us.

When you have new messages, the number of unread messages will be displayed on the welcome page (the page that is displayed when you first login to Internet Banking).

To access your messages, or send a new message, simply click on 'Your Member Messages', request a Secure SMS or Token code and select a message or 'compose'. Any messages you have sent to us will be displayed in the Outbox.

**For more information about this new feature visit our website or call us on 13 25 85.**



## Coming Soon... New iPhone application

To provide our members with a convenient link to our services, we have created an iPhone application which links to:

- > Internet Banking
- > Mobile Banking
- > Our website

And also provides a list of important phone numbers.

**To download the FREE application, visit iTunes and search for 'Community CPS'.**



# Transition to retirement

A Financial Planner can help you to make the right decisions about your retirement by understanding your financial situation and helping you develop a financial plan to meet your short and long term goals.

To illustrate just how much value a Financial Planner can provide, we've provided a case study below of clients who were seeking to retire.

## Wayne & Angela's story...

Wayne was a 65 year old, married to Angela, aged 62. They had planned to both retire at the end of June and do some travelling in their caravan.

At the time of seeing Eastwoods Financial Planner Livio Tramontin, Wayne was working part time earning about \$18,000 a year, and receiving about \$25,000 a year from his ComSuper pension. Angela was earning about \$30,000 a year from working on a casual basis.

Wayne had \$340,000 in his super fund, whereas Angela only had \$35,000.

They came to see Livio to discuss their retirement plans and whether they would have enough money to 'see them through'. They were sure that they wouldn't be entitled to receive any Centrelink benefits because of their level of income and superannuation balances, and were considering withdrawing their super and putting it all in a savings account.

After discussing their position, Livio assisted them with the following:

1. As Wayne had reached Age Pension age (65), his superannuation was now assessable under Centrelink. Angela would not reach her Age Pension age (63.5) for another 8 months. By withdrawing some of Wayne's super and contributing it to Angela's super fund, their level of assessable assets was immediately reduced.

2. Both Wayne and Angela were to contribute \$1,000 each into their super funds in order to qualify for the Government co-contribution.

3. Moving Wayne's super into an allocated pension upon his retirement.

4. Wayne was advised to apply for the Age Pension upon his retirement.

5. Once Angela reached 63.5 years of age, she should also apply for the Age Pension at which time their level of assets and income would need to be reassessed.

6. Angela would also move her super funds into an allocated pension structure upon her retirement.

By following Livio's advice, Wayne and Angela achieved the following:

- Wayne was entitled to a Centrelink Age Pension of approximately \$300 per fortnight until Angela retired.
- Both Wayne and Angela received additional money paid into their super funds by the Government.
- Once Angela retired, their financial position was reassessed by Centrelink which resulted in them receiving an Age Pension of approximately \$250 each per fortnight.
- All earnings on the funds invested in their allocated pensions were tax free.

• Funds they withdrew from their allocated pensions were also tax free.

• They easily achieved their goal of having an income of \$20,000 per year to cover their living expenses and were very comfortable that their capital would 'see them through'.

Whether you have specific personal goals, like saving for retirement or funding your children's education, or you're facing a raft of financial challenges, a Financial Planner can make a worthwhile difference.

To make an obligation free appointment with one of our Financial Planners please call:

- > SA office - (08) 8132 9288
- > ACT office - (02) 6286 0564
- > NSW office - (02) 4990 0607
- > WA office - (08) 9382 0457

**Eastwoods**  
Wealth Management

# Have you ever dreamed of being in the Credit Union Christmas Pageant?

Did you watch the Credit Union Christmas Pageant wishing you could be one of the fairytale characters waving to the 320,000 spectators lining the route waiting for Father Christmas?

Well, this year you have your chance! We are excited to offer 15 lucky members the opportunity to take part in this iconic community event.

To enter our draw to win a position in the Credit Union Christmas Pageant, simply visit our website [www.communitycps.com.au](http://www.communitycps.com.au) and complete the entry form by midnight 31 July 2010.

To enter, you need to be a member of Community CPS who is aged 18 years and over and reside in SA.

Competition terms and conditions are available on our website [www.communitycps.com.au](http://www.communitycps.com.au) and include details about what is involved in participating. You will need to ensure you'll be available to attend both fittings and rehearsals as well as attend on Pageant Day which is Saturday 13 November.

**For more information about the Pageant visit [www.cupageant.com.au](http://www.cupageant.com.au)**



## Tax Time

It's time to give yourself a break and leave it to the experts. We provide a tax and accounting service to our members through our subsidiary, Eastwoods Accounting and Taxation Pty Ltd.

Our experienced 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. They specialise in all aspects of tax returns, including redundancy and retirement, investment and rental income as well as capital gains. They can prepare returns for individuals, partnerships, superannuation funds, trusts and companies.

Using electronic lodgement facilities, they make lodging your tax return hassle free, ensuring a speedy refund. If you wish to lodge your tax return after 31 October 2010, you must register with us prior to that date. If your return is not lodged via a registered tax agent, the due date for lodgements is 31 October 2010.

Our competitive price includes a standard individual tax return for a single person from \$155 (incl. GST) or \$280 (incl. GST) for a couple. More complex and business returns are charged at an hourly rate. Appointments can be made with our accountants at locations in SA, ACT, NSW and WA.

**To arrange an appointment, or for further information, call us in SA on (08) 8132 9299, in ACT, NSW and WA on 1800 010 650 or email [consulting@eastwoods.com.au](mailto:consulting@eastwoods.com.au)**

**A taxation checklist is available on our website [www.eastwoods.com.au](http://www.eastwoods.com.au)**

Taxation services are provided by Eastwoods Accounting & Taxation Pty Ltd, ABN 32 008 214 033 a subsidiary of Community CPS Australia Limited.

The information contained in this newsletter has been drawn from sources believed to be reliable. Every care has been taken to ensure the accuracy of the information contained in this newsletter. However we take no responsibility for any errors or omissions. Investment stories are intended for guidance only and do not take into account your financial objectives.

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