

community connection

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Move into a better home loan

October is a great month to freshen up your home for the start of warmer weather – but before you spring into action this season, consider starting with the basics by giving your home loan a spring clean.

With interest rates still low, now is the perfect time to give your mortgage a thorough assessment, to ensure it remains the best option for you, your family and your lifestyle.

It is very possible for home owners to save thousands of dollars and years off the life of your home loan if you research the available alternatives and make sure you are receiving the best deal possible.



Five tips to give your home loan a thorough spring clean:

- > Check your mortgage is a complete home loan solution, with all the support and flexibility you need to meet your changing financial goals. For example, can you make early repayments without penalty? Can you redraw funds?
- > Consider making an appointment with a home loan specialist who can provide one-on-one assistance.
- > If you're worried about future interest rate rises, you can split your loan between variable and fixed rates.

- > Make fortnightly payments instead of monthly - if you pay fortnightly, you make the equivalent of 13 monthly repayments a year rather than the 12 you'd make paying monthly. If you already pay fortnightly, pay a little extra – even \$5 a fortnight can shave years off your loan term.
- > Try to get a loan with as few fees as possible – our home loan package* has no establishment fees or monthly fees.

We understand that your financial goals can change from year to year and our home loan package* provides you with a range of benefits that will make it that much easier to reach them.

If you would like assistance with spring cleaning your home loan, call our Member Contact Centre on 13 25 85 or visit your local Personal Financial Centre.

*Eligibility criteria, terms, conditions, fees, charges and normal lending criteria apply.

Our Financial Results

Amid a global climate of economic uncertainty and a very sudden deterioration in the Australian financial markets, we are pleased to report that we have weathered the storm during 2008/09 and the underlying business performed strongly during these unprecedented times.

Our underlying earnings of \$8.7 m were achieved before a number of accounting adjustments relating to recent mergers and fixed interest rate hedging impacts.

Delivering an after tax profit of \$4 million, and hosting a \$2.6 billion portfolio of managed assets, we have further consolidated our position as one of the nation's soundest financial institutions. Members equity has increased significantly (30%) and assets under management by 56% during a period when many organisations experienced a decline.


Many of our members benefited through higher interest rates being paid over an extended period on their deposits during a period of rapidly declining interest rates.

Our commitment to providing members with a competitive range of products was verified by the independent financial service research group CANSTAR CANNEX, who has measured the annual 'return' (which may be likened to a dividend) provided to members through banking with us compared to the major banks.

In 2008-09 the result was a total annual value per member of \$151.80 which equates to an annual dividend of \$24 million returned to our members in the form of better rates on loans, deposits, access and fees and charges.

Members can be confident that our management team has made a significant contribution to minimise costs and protect the interests of members and many of these benefits will carry over into the next financial year.

We believe that our business model is robust, has been tested during trying times and as confidence returns to the community and the economy we are well placed to continue to return great value to our members.



Coming Soon – Internet Banking Inbox

In the coming months we will be introducing a new feature within Internet Banking called 'Secure Inbox'.

The Secure Inbox will enable you to send and receive messages to and from our credit union from within the security of the Internet Banking system.

Further information will be provided on our website and Internet Banking Welcome Page when the service is available.

More than 3,100 ATMs and counting



NAB ATMs joined the rediATM network on 1 September 2009, doubling our ATM fleet to more than 3,100 Australia-wide.

More locations. More convenience. More savings.

rediATM cardholders can now access any NAB ATM and pay no direct charge fees.

With NAB ATMs joining the rediATM network, you now belong to one of Australia's largest ATM networks. Over 1,700 additional ATMs, means more convenience and more savings for you.

To avoid paying any direct charge ATM fees, simply head for your nearest rediATM including any NAB ATM. Please note that while it will take some time for NAB ATMs to carry the rediATM logo, all transactions made with your card from 1 September will attract no direct charge fees.

Transactions conducted at NAB ATMs will be treated the same as rediATM transactions and will therefore be included in your monthly Fee Allowance.

With rediATM, your money goes even further. If you'd like to know more visit www.rediATM.com.au



Mobile Banking now available!

Mobile Banking is a new service provided to enhance your Internet Banking experience by providing access via your mobile phone.

To access this service you must register your Mobile Banking Preferences within Internet Banking by nominating which accounts you want to activate for performing transactions using Mobile Banking.

Then, from your mobile phone's browser, type in the following web address to access the service:

Community CPS members:
<https://www.cpsinternetbanking.com.au/mobi/>
United Community members:
<https://www.unitedinternetbanking.com.au/mobi/>

For further information, view our Mobile Banking Demonstration or read our full list of FAQ's on our website.

Congratulations to our Pageant King

As any proud South Australian knows, the Pageant Queen and Princesses have played a special, starring role in the Credit Union Christmas Pageant for many years.



Matt Nolis and Anita King at the Royal Announcement in Rundle Mall on 16 July

Congratulations to our Pageant Prince, Matt Nolis from our Finance Department, who was recently crowned as the inaugural Pageant King of the Credit Union Christmas Pageant!

The Pageant King and Queen will hold a proud place alongside Father Christmas as the public faces or ambassadors of the Pageant. Ably assisted by the princesses and princes they demonstrate the community values of the credit unions by bringing the magic of the Credit Union Christmas Pageant to regionally and metro based children (through school and library visits) and others who need magic in their lives by visiting the Women's & Children's Hospital, special needs centres and more.

These all important 'Royal' roles were introduced in the 1940s in response to a need to spread the magic of Christmas to the community, particularly the underprivileged.

In 2009, for the first time, we welcome to the Credit Union Christmas Pageant the new positions of Pageant Princes and one lucky Pageant King!

Look out for Matt and our Princess Anita on the beautiful new Royal Family float on Pageant Day – Saturday 14 November.



Win the ride of a lifetime!

If you're a member of Community CPS and located in South Australia, your child has the chance to be one of 45 lucky kids to ride in one of the special Pageant Buses at the Credit Union Christmas Pageant on Saturday 14 November from 9am-11am.

To enter visit our website www.communitycps.com.au and download the entry form before 5pm on 28 October 2009.

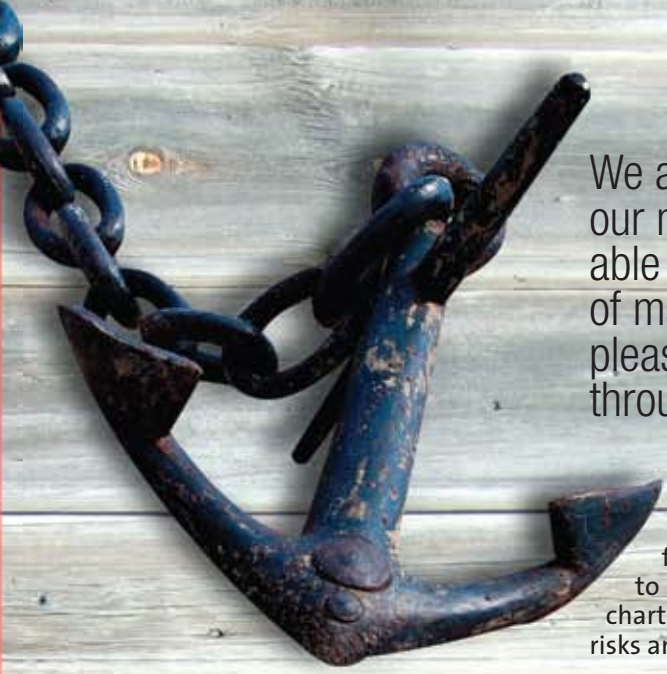
Winners will be notified by mail or email by Wednesday 4 November 2009. The prize is for one child accompanied by an adult.

How to avoid Exception Fees

Exception Fees are those fees charged when you do not have sufficient funds in your account for a payment or withdrawal, when you exceed your credit card limit or when a payment on an account is late.

Here are some tips to avoid these fees:

- > Check your balance regularly via Internet, Phone or Mobile Phone Banking or at a rediATM to ensure you have the funds in your account for any direct debits or periodic payments due, or before making payments or writing cheques
- > Allow time for cheques to clear before attempting to make a payment or drawing on these funds
- > Check when your periodic payments and direct debits are due and reschedule them if necessary
- > Consider an alternative method for scheduled payments such as BPAY® or Internet Banking
- > Set a reminder in your diary for the day before a scheduled payment is due so you can ensure there are sufficient funds in your account.



We are delighted that our members are now able to take advantage of market leading pleasurecraft insurance through Club Marine.

Club Marine offers boat owners insurance for a wide selection of vessels ranging from runabouts through to houseboats and skippered charter vessels as well as transit risks and boats under construction.

The policy includes options for comprehensive or third party only cover as well as inclusion of cover for fishing gear, diving and water ski equipment, tools and personal effects and bodily injury to the named insured.

Members taking advantage of Club Marine through us will also enjoy further benefits including:

Club Marine Assist - which offers advice, assistance and directions 24 hours a day, 7 days a week.

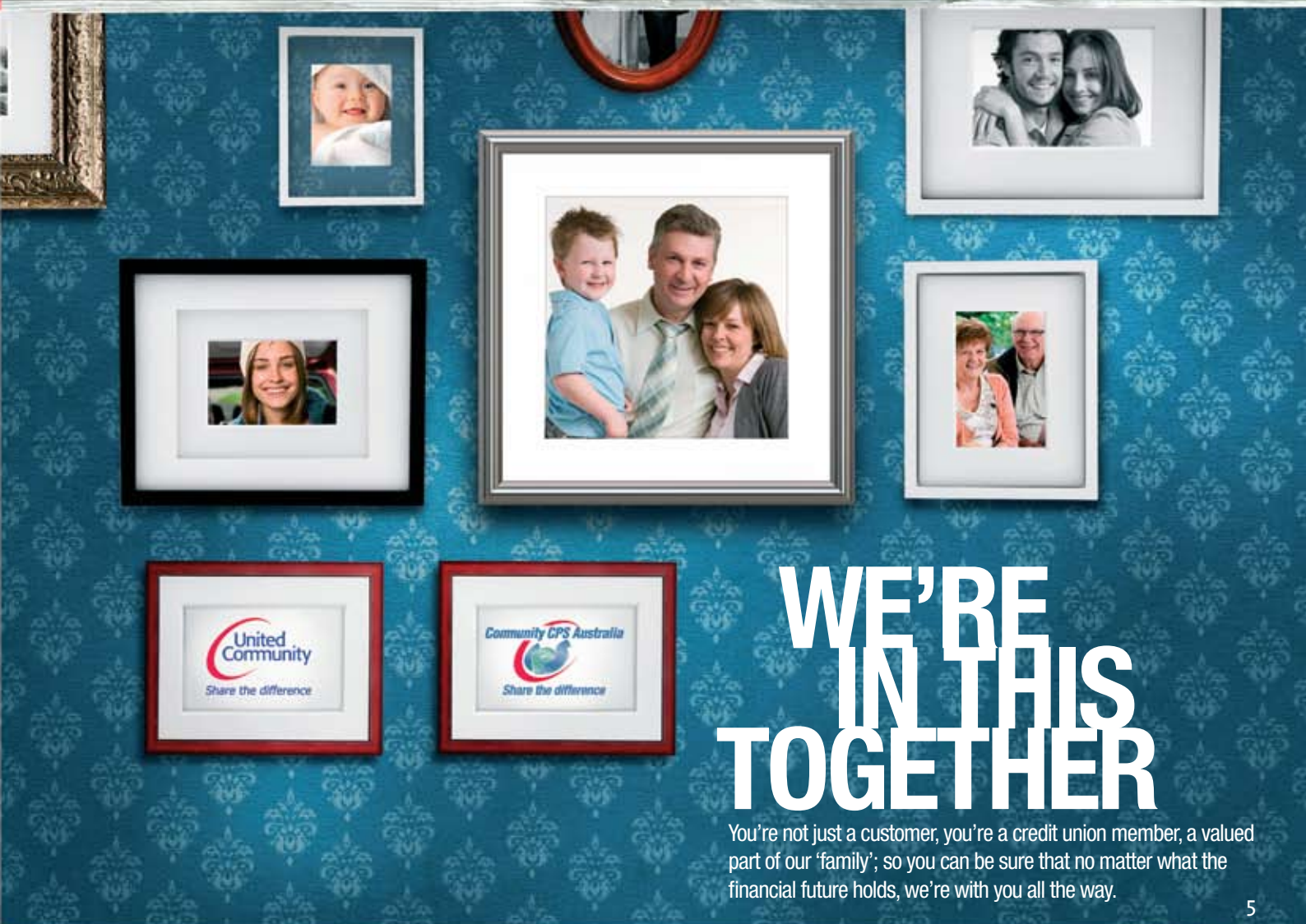
Club Marine Magazine - members purchasing a Club Marine policy will receive automatic subscription to the Club Marine Magazine.

Club Card - included with every policy is a "Club Card" which offers a range of benefits and discounts at participating boating stores and dealerships Australia wide.

For more information about Club Marine Boat Insurance please call our Member Contact Centre on 13 25 85 or visit your local Personal Financial Centre.

Club Marine Boat Insurance

This insurance is provided by Club Marine Ltd (Club Marine) AFSL 236916 ABN 12 007 588 347. The insurer is Allianz Australia Insurance Limited (Allianz) AFSL 234708, ABN 15 000 122 850. Club Marine is an agent for Allianz in providing this insurance. We act as an agent for Club Marine in arranging this insurance and not as your agent. Any advice here does not take into consideration your objectives, financial situation or needs, which you should consider before acting on our recommendations. Please consider the Product Disclosure Statement (PDS) before making any decisions about this product. The PDS is available from us. Community CPS will receive commission on these products that is a percentage of the premium paid.



WE'RE IN THIS TOGETHER

You're not just a customer, you're a credit union member, a valued part of our 'family'; so you can be sure that no matter what the financial future holds, we're with you all the way.



WA Fundraising Appeal

In June 2009 we launched the West Australian fund of the Community CPS Foundation which now provides United Community with the opportunity of raising and distributing funds directly to the local community.

Casual for our Community Days

At the launch event, we announced the Women and Infants Research Foundation (WIRF) as the first recipient of a \$25,000 grant. This grant makes a significant contribution toward the purchase of a 'Jet Ventilator' which assists extremely premature babies to breathe with less risk of lung damage than current ventilation methods. Currently The Royal Children's Hospital in Melbourne is the only place in Australia that has this type of ventilation.

We invite you to join us in a fundraising appeal, 'Angel Breaths for Tiny Angels' to assist WIRF in raising the remaining \$60,000 required to purchase this vital machine. To kick start the appeal we are proud to announce a further donation of \$5,000.

This year we introduced 'Charity of Choice' for our Casual for our Community Days whereby the staff of each Personal Financial Centre and Head Office were able to choose a local charity to support.

Our 'Charity of Choice' Casual for our Community Days have raised over \$37,000 for numerous local charities including: Autism Asperger Association, Mental Health Foundation, Batemans Bay Hospital Auxiliary, Meals on Wheels, Fred Hollows Foundation, RSPCA, Fred's

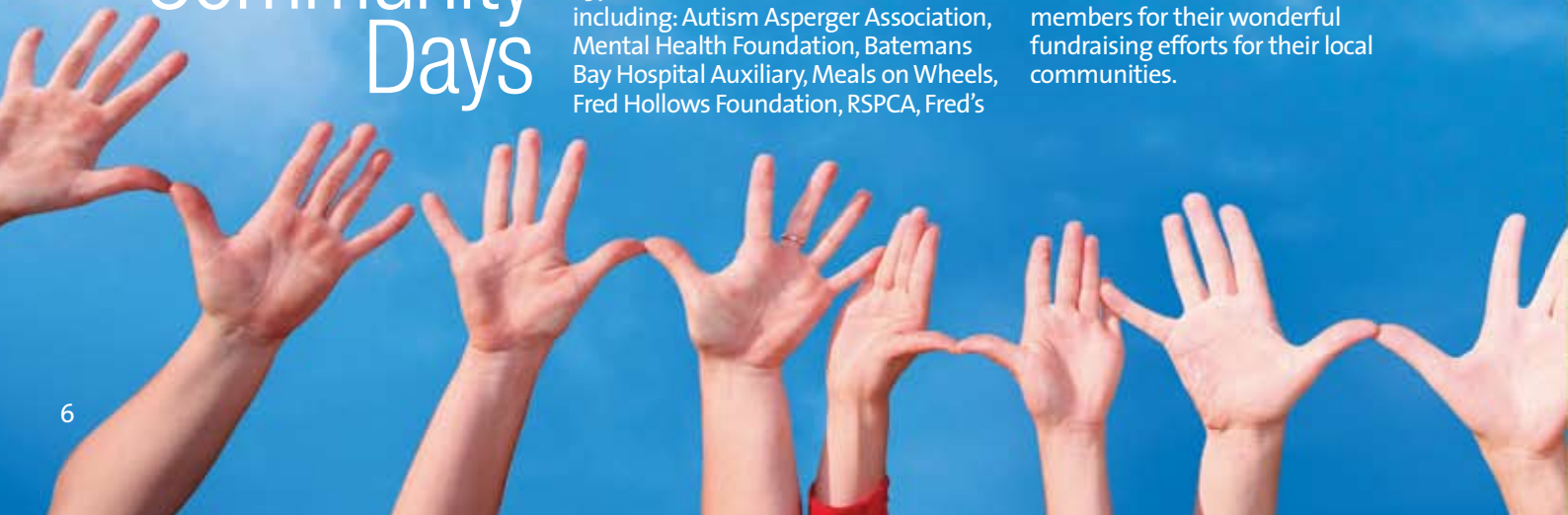
"Your vital contribution will go directly towards the purchase of a Jet Ventilator and this equipment will make a real and tangible difference to everyday Western Australian families," said Professor Newnham, Director of Women and Infants Research Foundation.

You can make a donation at any of our United Community Personal Financial Centres, or by posting a cheque or money order to:
United Community, Reply Paid 882 Subiaco WA 6904 (no stamp required), or electronic funds transfer to:
BSB: 805-022
Account No: 03338967
Account Name: Women & Infants Rch Foundation

For further information about the Angel Breaths for Tiny Angels appeal, please visit our website www.unitedcommunity.com.au

Van, Volunteer Coastguard North Haven Association, Guide Dogs Foundation, Country Fire Service, Jack Young Centre, Modbury Special School, McGrath Foundation, MS Society, Ramsey Village Hostel, Red Cross, Moana Surf Life Saving Association and Helping Hand – Mawson Lakes Nursing Home.

We'd like to thank our staff and members for their wonderful fundraising efforts for their local communities.



Case Study – Navigating a clear path through retirement

Making the right decisions about your finances has never been so important. A financial planner can help you do this by understanding your financial situation and helping you develop a financial plan to meet short and long term goals.

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

Geoff's Story...

Geoff is 57 years old and married with two children aged 20 and 17. He'd had enough of working for his employer and was hoping to receive a redundancy payout of approximately \$390,000 in January. He was wondering what his tax implications would be and what he should do with the money (i.e. payout existing loans, invest for the long term etc).

Unfortunately his employer decided to make Geoff's working life unpleasant rather than offer a redundancy, so Geoff was looking at what other options were available to him.

Geoff and his wife attended an Eastwoods Wealth Management Retirement Seminar in February and gained further insight into transition to retirement strategies and other concepts. Geoff then made an appointment to see one of our Financial Planners, Michael Schluter, in April.

Guided by Michael, Geoff considered a broad range of options and received advice on the following:

- Their ability to fund their mortgage and living expenses if Geoff ceased work
- The most tax effective way to structure their cashflow
- Centrelink planning, including the Newstart option
- Recommending a suitable superannuation fund (Geoff would not be able to retain his super in his employer's Super Fund if he resigned)
- Assessing Geoff's risk profile and recommending appropriate investments within superannuation
- Arranging life cover for both Geoff and his wife to ensure their mortgage would be covered should either of them pass away.

Once their options were discussed and Michael explained a recommended course of action, Geoff and his wife were able to make their decisions with a clear mind.

So clear in fact, that Geoff very happily tendered his resignation the following day!

Whether you have definite 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 (08) 8132 9288 in South Australia or (02) 6286 0564 in ACT/NSW.

Eastwoods Wealth Management does not currently operate in Western Australia, however United Community members have access to financial planning services through Bridges.



Financial planning services are provided by Eastwoods Wealth Management Pty Ltd ASFL 237853, a wholly owned subsidiary of Community CPS Australia Ltd.

2009 Community CPS Directors' Election



At the Special General Meeting held in 2008, a change to our Constitution was approved which enables our members to record their votes for a directors' election via an electronic voting system, thereby dispensing with the need for a paper-based system as part of our commitment to environmental sustainability.

As a result, the ballot for the 2009 election of Community CPS directors will be conducted electronically by Registries Limited on behalf of Community CPS.

Internet voting instructions have been included with your Statement for members who are entitled to vote in the ballot. Members without internet access can vote electronically by visiting their local Personal Financial Centre - please

remember to take your voting instructions, which contain your confidential Voter Access Code, with you. If you are unable to access the electronic voting system please contact the Registries Helpdesk on 1300 737 880 and an alternate means of voting will be provided to you.

Community CPS is a mutual organisation which means that you, as a member are a part owner. All members, except minors, are entitled to one vote which may be exercised at a members meeting and in a ballot to appoint directors by election. The role of the Board is to be custodians, on behalf of the members, to ensure that Community CPS' capabilities and financial value continue to be developed and are available to create value for present and future members.

We urge members who are entitled to vote to carefully read the Internet Voting Instructions and exercise their right to vote to elect the representatives of their credit union.

Quick Tips to help Protect Yourself

- > Protect your PIN – cover the keypad when entering your PIN at EFTPOS terminals or ATMs – thieves could be looking

- > Memorise your PIN – don't write it down otherwise someone else might be able to read or use it
- > Choose a secure PIN – one that's hard to guess (don't use any date of birth or address details)
- > Check the ATM – when withdrawing money from ATMs if something appears to be out of place with the machine DON'T complete the transaction

- > Don't fall for it – there are plenty of scams out there so don't provide your personal, financial or card details in response to any unsolicited email, telephone call or other medium
- > Dispose securely – don't just throw out any financial documents including receipts – make sure you shred them first so that your identity is protected
- > Keep informed – read the updates on the Fraud and Security page on our website regularly.



Annual Report

Our 2009 Annual Report is now available to download from our website.