

# THANK YOU FOR YOUR CONTINUING SUPPORT

*Life* membership



Community CPS Australia



*Share the difference*



*Life* membership is conferred upon our members who have been with us for 21 years or more. As a *Life* Member, you'll receive considerable benefits - our way of thanking you for your ongoing support.

Having supported our credit union for more than 21 years, we're pleased to advise you that you have become eligible for *Life* membership. As such, you'll receive considerable benefits, some for your exclusive use and others you can share with family.

You have played an important role in the growth of our organisation, and your continuing support helps to make us one of Australia's leading credit unions.

We hope you find these benefits valuable and look forward to many more years helping you reach your financial goals and making the most of your life.

Best wishes,

**Robert Keogh**  
Chief Executive Officer

## How we've grown through your support.

During your 21 years of membership with us we have evolved considerably. It is your continued support that has allowed us to take the mantle as one of Australia's leading credit unions and the exclusive package benefits that you will now enjoy through *life* membership is our way of saying thank you.

Today, with more than 180,500 members and 600 employees, we manage over \$2.82 billion in assets as well as consistently give back to our community through the work of our Foundation.

Our Credit Union has grown and changed over the years. With your help our products and services have evolved to reflect the many changes in our lifestyles as well as advances in technology.

Over time we have learnt that what our members want most from us is an enduring and trusting financial partnership that nurtures financial success and the pursuit of individual lifestyle goals. Consequently, the long-term financial security we offer our members leads to stronger, more secure communities.

## The benefits of *life* membership:

- No entry or annual fees
- Automatic upgrade to our transaction Fee Allowance Level 3
- 0.20%pa off Home and Investment Loan standard variable interest rates
- 0.10%pa off standard Home and Investment Loan fixed interest rates
- 0.20%pa off standard Car and Personal Loan fixed interest rates
- No Loan Establishment or Loan Variation Fees on all Loans and Lines of Credit
- 4 free redraws per annum on Home and Investment Loans
- Bonus 0.20%pa interest on standard term deposit interest rates
- Bonus 0.10%pa in addition to any advertised term deposit special offer
- Up to \$100 per annum waived on term deposit early redemption fees per membership
- No replacement card fee for lost, stolen, captured or damaged cards (maximum one per calendar year).

### FAMILY BENEFITS

- No Loan Establishment or Loan Variation Fees on all Loans and Lines of Credit for immediate family members

#Maximum rewards apply- refer to *life* membership terms and conditions on pages 6-10 of this booklet.

Terms, conditions, fees, charges & normal lending criteria apply.

# Terms and Conditions

Effective 1 January 2010

*life* membership provides a range of benefits to qualifying members free of charge. The terms and conditions upon which these benefits are provided are set out below.

## ELIGIBILITY

Members qualify for *life* membership upon achieving a total of 21 years continuous membership. Members who qualify will be notified in writing following the end of the calendar year during which the 21st anniversary of their membership occurs.

Members become eligible for *life* membership benefits once their entry into *life* membership has been confirmed by us in writing. Any fees and charges paid by members for products and services prior to receiving written notification of acceptance into *life* membership are not refundable.

Where a member who qualifies for *life* membership has an account in joint names with his or her spouse (including a putative spouse), they are eligible for the benefits on those joint accounts.

Members who qualify for *life* membership will receive the benefits made available to such members from time to time. *life* membership benefits will apply on eligible accounts from 1st March of the year following the calendar year during which the 21st anniversary of membership occurs.

We may, at our absolute discretion, change the eligibility criteria or the benefits that will be made available to qualifying members in the future. However, interest rate benefits applying to eligible loan and deposit products in existence prior to the date of the change will apply for the life of the product held (eg the initial term of term deposits) and will not be affected by any subsequent changes to the benefits.

Where new loan contracts are required, the benefits applying will be the benefits available at the time the new contracts are prepared.

Members who qualify for *life* membership will continue to enjoy the benefits of *life* membership so long as they retain their existing Credit Union membership. If a member ceases their

membership, all *life* membership benefits will be cancelled.

## Our *life* membership benefits

### ELIGIBLE LENDING AND DEPOSIT PRODUCTS

There are two types of benefits that qualifying members are entitled to in regards to eligible lending products and eligible deposit products:

1. **Preferential interest rates**
2. **Waived fees and charges**

### OUR ELIGIBLE LENDING PRODUCTS ARE:

- Home and Investment Loans (excluding all Introductory Rate Loans, Building Loans, StraightForward Loans, Lock Down Home Loans, Integris Loans, Classic Home Loan, all Basic Variable Home Loans and Bridging Finance).
- All-In-One Accounts.
- Fixed Interest Rate Car and Personal Loans (excluding Introductory Rate Loans and Enviro Loans).
- Lines of Credit and Wealth Accumulation Account.

Preferential fixed interest rates on our Home, Investment, Car and Personal Loans are only available subsequent to a member qualifying for *life* membership. Home, Investment, Car and Personal Loan fixed interest rate terms entered into prior to a member qualifying for *life* membership are not eligible for an interest rate decrease until the interest rate matures from its current fixed interest rate period.

## OUR ELIGIBLE DEPOSIT PRODUCTS ARE:

### Term Deposits

Preferential interest rates will apply to eligible deposit products acquired or maturing and rolled over after the member becomes eligible for *life* membership.

### Waived credit fees and charges apply only to:

- Home and Investment Loans and the All-In-One Account Loan Establishment and Loan Variation fees.
- Car and Personal Loan Establishment and Loan Variation fees.
- Lines of Credit and Wealth Accumulation Account Approval and Loan Variation fees.
- Home and Investment Loans redraw fee (maximum number of free redraws is 4 per calendar year).

A member who qualifies for *life* membership may transfer their waived credit fees and charges benefit listed above (excluding redraw fee) to an immediate family member. The immediate family member of an existing member means that member's spouse (including putative spouse), children, stepchildren, parent, brother and sister.

### Waived fees and charges apply only to:

Replacement fee for lost, stolen, captured or damaged cards which require a new card (maximum number of new cards is 1 per calendar year).

Term deposit early redemption fees (to a maximum benefit of \$100.00 per calendar year per membership).

*life* membership is only available to natural person(s). Preferential interest rates and waived fees and charges do not extend to any loans or deposits other than a natural person(s). They also do not apply to loans to natural persons for business or commercial purposes (other than investment purposes).

## TRANSACTION FEES

Members who qualify for *life* membership will receive an automatic upgrade to Fee Allowance Level 3. Please refer to our Fees and Charges booklet for further information.

## OUR MAXIMUM BENEFIT LIMITS

Members who qualify for our *life* membership may also qualify for either Pinnacle+plus, Pinnacle Executive, Genius First or Genius Plus benefits. In these cases members are then eligible to receive applicable interest rate benefits cumulatively to a maximum benefit as outlined below:

- **0.50%pa off** the Home and Investment Loans standard variable interest rate
- **0.15%pa off** the Home and Investment Loans standard fixed rate options
- **0.50%pa off** the All-In-One Account standard variable interest rate
- **0.50%pa off** the Car and Personal Loan standard fixed interest rate options
- **0.30%pa bonus** on standard Term Deposit interest rates.

*life* membership benefits are based on standard member interest rates, fees and charges. The maximum benefit limit on term deposit standard interest rates does not apply to advertised term deposit special offers. Members who qualify for *life* membership are eligible for 0.10%pa only in addition to any advertised term deposit special offer.

#### CANCELLING LIFE MEMBERSHIP

We may, in our absolute discretion, cancel a member's entitlement to *life* membership by notice at any time.

#### CHANGING BENEFITS OF LIFE MEMBERSHIP

We may, in our absolute discretion, change any terms and conditions applying to *life* membership and will advise qualifying members if this occurs.

#### ADDITIONAL TERMS AND CONDITIONS

The benefits and concessions available under *life* membership are available subject to the terms and conditions for each product and service.

#### NOTICES

We may give notices about *life* membership by newspaper advertisement, electronically or in any other way permitted by law.

**Member Contact Centre**

Tel: 13 25 85

**Account Information Line (24/7 Access)**

Tel: 13 14 02

**Adelaide**

GPO Box 1430 Adelaide SA 5001

Fax: (08) 8231 3060

**Canberra**

Locked Bag 1000 Mawson ACT 2607

Fax: (02) 6286 0560

**Email:** [member@communitycps.com.au](mailto:member@communitycps.com.au)

**Website:** [www.communitycps.com.au](http://www.communitycps.com.au)

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**Community CPS Australia**



**Share the difference**