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BPAY — EASY BILL PAYING

BPAY is the easy way to pay your bills. You can use telephone or internet BPAY to pay most bills from home or work. Call us on 02 6286 0555 to register now.



CPS CREDIT UNION
CO-OPERATIVE (ACT) LIMITED
ABN 31 087 649 670

Special Limited Offer on Fixed Interest Rate New Car Loan

A product message from
Robert Keogh, Chief Executive Officer



Great news for members buying new cars!

For a limited time, your Credit Union is offering to rebate your first year's motor vehicle registration (up to \$600) if you take out a fixed interest rate new car loan for the purchase of a new vehicle from a licensed motor dealer. That's right, you purchase your new car from a dealer, pay the associated costs such as delivery, registration and stamp duty and we will give you a "cash-back" of up to \$600, which is approximately the cost of private registration of a vehicle in the ACT. To make it especially easy, we will simply credit the "cash-back" amount to your CPS savings account for you to spend whenever and on whatever you like.

In addition to this great special offer, the CPS fixed interest rate new car loan is one of the best loans around for new cars. The fixed interest rate is a very competitive 8.90% pa and it is fixed for five years. The fixed interest rate is especially good for budgeting because the loan repayment amount does not change during the loan term, regardless of the fluctuation in market interest rates.

For more information on this exceptional offer as well as all the terms and conditions and fees, please call our Telephone Response Centre on 02 6286 0555.

ASIA Online Internet Connection Deal



Last chance to get \$26.35 per month unlimited Internet access and free connection worth \$27.50.

Asia Online offers an exclusive Internet Connection Deal to CPS members. For only \$26.35 per month, CPS members have access to unlimited hours and unlimited download with Asia Online. As a special bonus for CPS members, Asia Online waives the \$27.50 connection fee.

This special deal will not be available after 30 April 2001. Call CPS today on 02 6286 0555 and request an Asia Online registration form, or pick one up from your preferred Personal Financial Centre today!

Looking Back at CPS' History

CPS commenced operations in 1960 and has now been serving members for over 40 years. We have had requests from members about the history of their Credit Union.

A booklet is available for interested members titled, *The Inside Story*, which provides some background on the evolution of the Credit Union as well as other important information about CPS today. Call our Telephone Response Centre on 02 6286 0555 for a copy of *CPS—The Inside Story*.

Looking back through our history files, the following interesting facts emerged from the early days of CPS.



Profit for first full year of trading to 30 June 1962 was \$164.21.

The first employee of the Credit Union started on 25 November 1968. Until then we were run solely by volunteers! She was paid a handsome \$1.20 per hour and this was an above award wage!



The Credit union paid an annual rent of \$300 for its first office located in the ACOA Building in Barton.

In February 1974, the Board approved cash withdrawals up to \$200 per member, per day!



The first branch was opened in April 1974 — some 14 years after the Credit Union was formed.

Initially, it was policy not to pay interest on deposits, until those funds were lent to members. This helped minimise costs but made it very difficult to attract deposits!



Financial Planning

Nobody knows your personal finances, or your business, better than you do. But when it comes to financial planning it's a good idea to call in the experts—people who devote their working lives to making money work harder and longer.

For financial planning and superannuation advice, CPS refers members to Bridges Personal Investment Services. Bridges' unrestricted dealer's licence and corporate membership of the Australian Stock Exchange Limited enables Bridges Financial Planners to offer members a wide range of financial planning and stockbroking services.

Whether you wish to plan or review your investment strategy, buy and sell shares and managed investments, maximise your superannuation benefits or secure the most tax-effective retirement income, Bridges is committed to the highest standard of service to our members.

Your first consultation with Bridges is free and without any obligation. A Bridges Financial Planner will listen carefully to find out your personal financial goals, then discuss how you may be able to achieve them. If you wish, you may have a written financial plan* prepared which details your recommended financial planning and investment strategies and advises on their implementation.

Call CPS Credit Union on 02 6286 0555 to make a free, no-obligation appointment with a Bridges Financial Planner.

*Fees apply.



Bridges Personal Investment Services is a division of Bridges Financial Services Pty Limited ("Bridges"). ACN 003 474 977. Member Corporation of the Australian Stock Exchange Limited. Licensed Dealer in Securities.

This is General Securities advice only. Before acting on any information or advice contained, expressly or implicitly, in this article, you should consult a Bridges Authorised Representative. Bridges, its employees, consultants, advisors and officers are not liable for any loss or damage arising as a result of any reliance placed on the contents of this article.

In referring members to Bridges, CPS Credit Union does not accept liability or responsibility for any act or omission or advice provided by Bridges or its Authorised Representatives.

Improvements to CPS Web-Link

Exciting news for our 4000 plus registered CPS Web-Link users. Version 2 of our internet banking software has just been released and it contains several enhancements and improvements that members have been requesting as well as improved functionality. This includes print options, transfers to accounts at other institutions, transfers to other memberships within CPS and the ability to view a lot more data. These changes have necessitated some revision of the Terms and Conditions and the updated version of these is now available for viewing on our web site, www.cpsact.com.au. Also on the web site is a full explanation of the improvements to Web-Link. Check out Web-Link 2 and let us know what you think.



Financial Planning Seminar Calendar 2001

PRE-RETIREMENT STRATEGIES

9 May 2001

A workshop designed to show you how salary packaging of your superannuation and benefits such as motor vehicles can reduce your tax burden and improve cash flow.

Time: Arrive 5.30pm for a 5.45pm start

Venue: CPS Credit Union, 105 Mawson Drive, Mawson 2607

REDUNDANCY AND PRE-RETIREMENT

20 June 2001

If you may be facing redundancy or are approaching retirement, this seminar is for you. Topics include making the most of your superannuation, reducing your tax liability and how to invest a lump sum.

Time: Arrive 5.30pm for a 5.45pm start

Venue: CPS Credit Union, 105 Mawson Drive, Mawson 2607

WEALTH CREATION

1 August 2001

Looking to secure your financial future? This seminar covers investing in shares and managed funds, building a balanced portfolio, savings plans and borrowing to invest.

Time: Arrive 5.30pm for a 5.45pm start

Venue: CPS Credit Union, 105 Mawson Drive, Mawson 2607

Bookings are essential for all seminars as places are limited. To book your seat, please phone the Telephone Response Centre on 02 6286 0555.



Fee Update

INTERNATIONAL DRAFT FEES

Effective 15 May 2001, the following fees will apply to International Drafts:

Overseas Draft Fee	\$11.00
Stop Payment on International Draft	\$27.50
Copy of International Draft	\$27.50

BPAY

Effective 15 May 2001, a fee of \$15.00 will apply to future-dated BPAY transactions (both telephone and internet), where there is insufficient funds on the nominated date to make the bill payment.

FEE ON OVER THE COUNTER LOAN STATEMENTS

Important notice to all CPS Members with Current Loans, Line of Credit Accounts or Overdraft accounts (Continuing Credit Contracts)

Under the Terms of your Loan or Continuing Credit Contract, CPS Credit Union Co-operative (ACT) Limited has the right to introduce new Fees and Charges.

From 15 May 2001 the following fee will apply to your Loan or Continuing Credit account with the Credit Union:

NON-CYCLIC STATEMENT FEE—\$1.50 per request for a printed account statement outside the Credit Union's normal statement cycle.

Note: The new fee will not apply to normal cyclic statements or for copies of statements printed through the In-Lobby statement printers.

Member Satisfaction Survey

In light of the many changes happening in the financial services industry and the value we place on meeting the needs of our members, CPS Credit Union undertook market research with a random selection of members in October of last year.

The purpose of this research was to discover how satisfied you, the members, are with the products and services offered by CPS and, in particular, the level of member service we deliver.

The written survey was mailed to 3000 members and the response rate was overwhelming. The results were very encouraging for CPS in our quest to provide friendly and helpful service to members in every contact they have with the Credit Union. We would like to extend our thanks to those members who completed the survey and for the honesty with which they answered the questions.

We have taken this vital feedback on board and are looking at issues that were raised by members. We will continue to monitor ourselves in the eyes of members and look forward to serving you better as a result of the responses. After all, who knows your needs better than you!

New Sponsorships

CPS ON-BOARD WITH SNOWY SCHEME SOUTHCARE HELICOPTER

CPS Credit Union is pleased to announce a partnership with Snowy Scheme SouthCare Helicopter Service.

Snowy Scheme SouthCare is a very important part of the ACT and surrounding region and CPS are pleased to be able provide financial assistance to the scheme, enabling them to do what they do best—save lives!



CPS staff at the SouthCare/CPS Canberra Show Exhibit

SCORING POINTS WITH THE CANBERRA RAIDERS

CPS is proud to be associated with the Canberra Raiders in season 2001. You will see some of the familiar Community CPS Television advertisements on the big screen during Raiders home games, featuring the catchy jingle, "It's not just me...". Also, the ball boys will be wearing Community CPS tracksuits during the first division and main games at all home matches.



Hong Kong — City of Life



Photos courtesy of the Hong Kong Tourist Association

Hong Kong's cultural diversity and uniqueness is still Asia's best kept secret.

Traditional Chinese Festivals

Part of the excitement of a stay in the City of Life is the opportunity to witness first-hand one of the many traditional Chinese festivals. These colourful and exciting annual events are as entwined in local culture as the changing seasons. Some festivals are religious in nature; others mark special events in Chinese history.

Visitors are welcomed at all of the following festivals. The combination of sights, noise and excitement will linger long after your holiday has ended, an enduring memory of the City of Life.

Festivals include: Chinese New Year, Spring Lantern Festival, Birthday of Tim Hah, Dragon Boat (Tuen Ng) Festival, Mid-Autumn Festival also known as the Lantern of Moon Festival & many more.

Another exciting sight in Hong Kong is **Tai Chi**.

As dawn breaks over the many parks of Hong Kong, the shadowy figures come into view. Their movements are slow and purposeful. Their concentration is intense. These devotees are achieving an inner peace through the martial arts of *tai chi*, or Chinese shadow boxing. It is still one of the most popular ways of keeping fit in Hong Kong.

The ancient art of *tai chi*, is a graceful, health-loving form created in the 12th Century. It's a system of calisthenics as the movements are performed slowly and deliberately to achieve a sense of liquidity similar to meditation.

Dim Sum

The French have coffee and croissants, the British have beer and crisps (or tea and scones) and the Chinese have *dim sum*. No visit to Hong Kong is complete without trying the culinary art form of light snacks served in bamboo baskets for breakfast or lunch in teahouses and restaurants.

Dim sum includes a variety of dumplings, buns and pastries containing meat and vegetables. *Yum cha* means drink tea and is used to describe a breakfast of *dim sum* washed down with Chinese tea. It is almost a ritual for many Chinese families on Sunday mornings to tea *dim sum*.

Shopping and Markets

No matter what you're looking for – from jade to songbirds, discount clothing to flowers, souvenirs to goldfish – Hong Kong's colourful and vibrant markets can almost certainly fulfill your shopping needs.

More than just fascinating places to shop, however, the City of Life's markets offer visitors a first-hand glimpse of the territory's unique Living Fusion of East and West. At Temple Street Night Market, for instance, you can be shopping for Western style clothes and electronic goods when you may glimpse a street performance of Chinese Opera.

Some markets are best visited early in the day, such as the Flower Market, which opens around 7am. Others, such as the Temple Street Night Market are best visited in the evening, when you can combine browsing with a delicious meal in one of the many traditional streetside cafes.

Hong Kong Island

Stanley Market (The South Side)

This is the perfect place to pick up a souvenir for friends or relatives, fashion clothing at discount prices, silks, linen, Chinese art and curios. Stanley is also home to a range of excellent waterside restaurants and a number of tourist attractions, including Stanley Fort, St Stephen's beach and the recently relocated Murray House, a restored colonial building originally built in Central District in 1844.

Hong Kong is certainly a vibrant city and lives up to its name of City of Life. There are many cheap packages to Hong Kong. Flying with Cathay Pacific, Qantas or Ansett.

Phone us at Capital Travel Manuka (Licensed Agent) on 02 6295 2733 to make enquiries.

Trish Smith

Director

Capital Travel Manuka (Licensed Agent)

34 Bougainville Street, Manuka ACT 2603

Phone: 02 6295 2733



BPAY TERMS AND CONDITIONS

Minor changes to the Terms and Conditions for the BPAY bill payment service were introduced on 1 February 2001. You can view the new Terms and Conditions on our website, www.cpsact.com.au or request a copy by calling our Telephone Response Centre on 02 6286 0555.

AGM DATE

An early reminder about the 2001 Annual General Meeting Date—Tuesday 30 October 2001. The AGM is about a month later than usual because of some new requirements under Corporations Law, as well as the introduction of postal voting as part of CPS' new Constitution. Detailed information about the AGM arrangements will be provided in the July edition of the Credit Note.

QUEANBEYAN PERSONAL FINANCIAL CENTRE

Following the closure of the Colonial State bank branch in Riverside Plaza Queanbeyan, CPS remains fully committed to the local Queanbeyan community. Our Personal Financial Centre in Riverside Plaza, with its 24 hour ATM and the additional ATM outside Coles, will continue to provide a full range of financial services for all Queanbeyan residents. Why not call in and see if we can do more for you now!

CONSTITUTION

On Thursday 14 December a Special General Meeting of members was held to adopt a new Constitution. The new Constitution was passed at the meeting and now replaces the Rules of the Credit Union.

The change from the Rules to a Constitution was made necessary by reforms to the financial sector which saw Credit Unions come under the governance of Corporations Law.

CPS Supporting Local Triathletes

CPS has been a strong supporter of Triathlon in the Canberra region for the last few years, through Triathlon ACT. In January this year, Triathlon ACT was invited to send 6 young triathletes to compete in the inaugural Sydney Youth Olympic Festival. They joined the best athletes from all Australian states and territories, as well as from New Zealand and Oceania. The triathlon competition was held over the Olympic distance of 1.5 km swim, 40 km cycle and a 10 km run and was contested at the International Regatta Centre at Penrith Lakes.

Team costs were covered by the Australian Olympic Committee as part of an ongoing legacy of the 2000 Olympic Games.

The ACT representatives seen below were (left to right):

Pauline Page (Manager), Naomi Orchard (Erindale College), Rebecca Page (Daramalan College), Adelaide Brown (Merici College), Luke Keogh (St Edmund's College), Marc Williams (Dickson College), Gareth Halverson (Canberra Grammar) and Dave Lambert (Coach).

CPS congratulates these dedicated young elite athletes on their excellent achievement in being selected to represent the ACT and we are pleased to have played some part in supporting the sport of triathlon in the Canberra region.

For more information on Triathlon ACT, visit their website at www.triathlonact.com.au. Proudly supported by Community CPS Credit Union.



BPAY COMPETITION WINNER

The lucky winner of the BPAY competition announced in the January 2001 Credit Note newsletter was Barbara Marshall.

Barbara wins a luxury cruise holiday departing from Hong Kong and is seen here with partner Ray Schuh, receiving her tickets from General Manager, Robert Keogh.



NEW PHONE NUMBER FOR 24 HOUR INFORMATION SERVICE

CPS has a new telephone number for its 24-hour telephone service. This new number will allow members who are interstate to call the service for the cost of a local call. The new number is 1300 660 666. However, the old number, 02 6286 0666 will still work for the next few months.

STAFF MILESTONES 2001



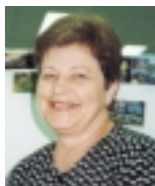
Paul



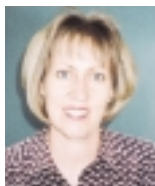
Sonia



Amelda



Julie



Jane

CPS would like to thank the following staff members for their years of loyal service to the Credit Union. The Board of Directors and Management appreciate the contribution they have made to the Credit Union during their employment at CPS.

Paul Felsman—15 years, Mobile Lending Service

Sonia Jackson—10 years, Loans Department

Amelda Saint—5 years, Credit Risk Department

Julie Charters—5 years, Loans Department

Jane Vickers—5 years, Belconnen Personal Financial Centre

ATM's—Give Us Your Views

CPS is considering expanding its ATM network in the Canberra region. We would like to receive members' views on locations where they consider an ATM would be valuable. The investment by the Credit Union in an ATM is considerable, as is the ongoing costs of running the ATM.

For this reason, we look for locations which will generate high transaction levels to justify these costs. Using the form below, let us know where you would like to see a CPS-owned Rediteller.

CPS REDITELLER FEEDBACK—APRIL 2001

Name:

Member No.:

I would suggest a CPS-owned Rediteller be placed at:

.....
.....
.....

Other comments/feedback:

.....
.....

Signed: Date:



Return the coupon to any CPS Personal Financial Centre, fax to 02 6286 0504 or freepost to CPS Rediteller Feedback, Freepost 1000, Locked Bag 1000, Mawson ACT 2607. Alternatively, complete the coupon online, by visiting our website, www.cpsact.com.au. We would like to receive all feedback by 30 April 2001, so we can see where the greatest need for ATM's exists.

YES!

I'd like to access my accounts quicker on the Internet or over the phone!

Please send me information about:

- ☐ CPS Web-Link Internet Banking
- ☐ CPS BPAY-Link, Internet Bill Payment
- ☐ 24 hour Telephone Service for information, balances and transfers.

YES!

I would like CPS Credit Union to send me more information on the following products! (please tick)

- ☐ Personal Loans
- ☐ Home Loans
- ☐ Basic Home Loan
- ☐ All-In-One Home Loan
- ☐ New Vehicle Loans
- ☐ Savings Accounts
- ☐ Smart Saver
- ☐ Christmas Club Account
- ☐ Edvest
- ☐ Investment Accounts
- ☐ Home Insurance
- ☐ Motor Insurance
- ☐ Boat Insurance
- ☐ Caravan Insurance
- ☐ Travel Insurance
- ☐ Financial Planning
- ☐ BPAY

I would prefer to be contacted by

- ☐ Ph: _____ (AH or BH)
- ☐ Mail

Name _____

Member Number _____

Address _____

Postcode _____

Work phone _____

Home phone _____

Facsimile _____

Internet/E-mail _____

- ☐ Please tick box if this is your new address / contact details.

Please return the coupon to

CPS Credit Union
Reply Paid 1000
Locked Bag 1000
Mawson ACT 2607
(no stamp required)
Fax: 02 6286 0642



INTEREST RATES#

(As at 19 March 2001)

SAVINGS ACCOUNTS

General Savings	(S1-S4)	
\$1 plus		0.25%pa
Action Account	(S9)	
\$1-999		0.25%pa
\$1 000-4 999		1.00%pa
\$5 000-9 999		1.25%pa
\$10 000-19 999		1.75%pa
\$20 000 plus		2.50%pa
Smart Saver	(S10)	
\$1-999		1.00%pa
\$1 000-4 999		1.75%pa
\$5 000-9 999		3.75%pa
\$10 000-19 999		4.50%pa
\$20 000 plus		5.00%pa
Christmas Club Account	(S12)	
Pension Protection Plan	(S14)	
\$1-31 599		3.50%pa
\$31 600 plus		5.50%pa
Money Managers Account	(S15)	
\$1-4 999		1.00%pa
\$5 000-9 999		3.00%pa
\$10 000-19 999		3.25%pa
\$20 000-49 999		4.25%pa
\$50 000 plus		4.75%pa

INVESTMENT ACCOUNTS

(I73) 3-5 months	\$500-4 999	2.50%pa	\$5 000 plus	5.25%pa
(I75) 6-11 months	\$500-4 999	3.00%pa	\$5 000 plus	5.40%pa
(I77) 12-23 months	\$500-4 999	3.50%pa	\$5 000 plus	5.50%pa
(I86) 24-35 months	\$500-4 999	3.50%pa	\$5 000 plus	5.50%pa
(I88) 36-47 months	\$500-4 999	3.75%pa	\$5 000 plus	5.50%pa
(I92) 48-60 months	\$500-4 999	4.00%pa	\$5 000 plus	5.50%pa
(I99) 3-12 months	\$5 000 plus	5.00%pa		

LOAN ACCOUNTS

Variable Rates (except L50 and L55 which are fixed)

New Car Loan —Standard Variable	(L42)				9.75%pa
New Car Loan —Capped First 12 mths	(L52)				8.75%pa
New Car Loan —Fixed Interest	(L55/L65)				8.90%pa
Used Car Loan	(L42)				10.75%pa
Personal Loans					
—Personal Computer Loan (fixed for 3 yrs)	(L50)				10.50%pa
—Secured	(L43)	11.00%pa	12.25%pa	14.00%pa	15.00%pa
—Unsecured	(L41)	11.50%pa	13.50%pa	14.75%pa	15.75%pa
Home Loans					
—Standard Variable	(L48)				7.49%pa
—Capped First 12 mths	(L47)				5.99%pa
—Basic Home Loan	(L57)				7.25%pa
All-In-One Home Loan					7.65%pa
Investment Property					
—Standard Variable	(L49)				7.49%pa
—Capped First 12 mths	(L69)				5.99%pa
Line of Credit	(L46)	7.70%pa	11.50%pa	12.00%pa	13.25%pa
Cash Secured Loans	(L44)				15.25%pa
Visa Line of Credit	(L45)			11.50%pa	13.25%pa

EDVEST ACCOUNTS

Available to members of the EDVEST service.

EDVEST TERM DEPOSITS

(I36) 3-5 months	\$500-4 999	2.75%pa	\$5 000 plus	5.50%pa
(I38) 6-11 months	\$500-4 999	3.25%pa	\$5 000 plus	5.65%pa
(I40) 12-24 months	\$500-4 999	3.75%pa	\$5 000 plus	5.75%pa

Regular Income Plus

\$5 000 or more 12-24 months	(I32)			5.00%pa
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Redifund Plus

\$0-4 999	(S30)			1.25%pa
\$5 000-9 999				3.25%pa
\$10 000-19 999				3.50%pa
\$20 000-49 999				4.50%pa
\$50 000 plus				5.00%pa

Monthly Planned Withdrawal Plus

Minimum Deposit \$5 000	(I30)			4.70%pa
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#Rates are variable and subject to change after publication, without prior notice.

Loan rates quoted are annual percentage rates. All loans subject to CPS lending and assessment criteria. Fees and charges and terms and conditions apply to all accounts. Full details available on request. For any enquires please contact your Personal Financial Centre or the Telephone Response Centre on 02 6286 0555.