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**2002
Annual
Report**
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CPS CREDIT UNION
CO-OPERATIVE (ACT) LIMITED
ABN 31 087 649 670

Corporate Governance

An article by Chief Executive, Robert Keogh

Many members are asking us, what is Corporate Governance?



Put simply, corporate governance is the system by which business corporations are directed and controlled. A corporate governance structure specifies the distribution of rights and responsibilities of the different participants in the organisation, such as the Board of Directors, Management, Shareholders and Stakeholders. It relates to the promotion of corporate fairness, transparency and accountability.

In CPS' case, we became an Approved Deposit Taking Institution (ADI) under the Corporations Act from 1 July 2000.

From this point in time, CPS began to focus more attention on the important issue of corporate governance and this recently culminated in CPS issuing a "Corporate Governance Statement" in its 2002 Annual Report. In October 2002, the Board of Directors of CPS also formed a Corporate Governance Committee which meets regularly to consider corporate governance issues and to make recommendations to the Board on these important issues.

The CPS Corporate Governance Statement covers topics such as:

- Board of Directors and its Committees
 - Role of the Board
 - Board Processes
 - Composition of the Board
 - Conflict of Interest
 - Director Education
 - Audit and Finance Committee
- Internal Control Framework
 - Internal Audit
- Business Risk Management
- Ethical Standards
- The Role of Members

If anyone would like a full copy of the current version of the Corporate Governance Statement, it can be viewed/printed from our website at www.cpsact.com.au, or obtained by calling our Telephone Response Centre on 02 6286 0555.

The 42nd Annual General Meeting (AGM) of CPS Credit Union Co-operative (ACT) Limited was held on Tuesday, 29 October 2002 at the Hellenic Club, Phillip.

Prior to the meeting, members received a package in the mail containing the official notice of meeting as well as postal voting papers for the election of directors.

A total of 6 candidates were considered by members. The 3 then current directors, Chris Doogan, Warren Thomas and Hal McMahon received the highest number of votes. The AGM itself was attended by some 320 members with a further 1,100 members voting by proxy.

The Corporations Act places an additional annual requirement of a special resolution, passed by over 75% of votes, on any Director aged 72 years or over, to confirm the appointment. Hal McMahon did not achieve the required 75% by a very narrow margin and the confirming motion was lost.

The Board had sought legal advice both prior to and after the AGM to determine the options available should the motion fail. There was not an option to have the next highest candidate automatically fill the position for the three year term.

The Board had an option of filling the position as a casual vacancy. At the November Board meeting we considered the matter further and resolved not to fill the vacancy at this time. That decision will be reviewed again during the first half of 2003.

The full unconfirmed draft minutes of the 2002 AGM are now available for members to view/print from our website, www.cpsact.com.au or by phoning the Telephone Response Centre on 02 62860555.

Gary Green
Chairman

2002 Annual Report

CPS' Annual Report for the 2001–2002 financial year was released in September 2002. It is available online at www.cpsact.com.au, for viewing or printing, in PDF format.



Alternatively, a hard copy can be obtained from any CPS branch or by phoning our Telephone Response Centre on 02 6286 0555.

Any member who would like to be placed on the mailing list to automatically receive the Annual Report by post, can simply complete and return the coupon below.

Highlights from the Annual Report were:

Financial Highlights

- Operating profit after tax and including extraordinary items was \$3.181 million, up by \$0.861 million from \$2.320 million last year.
- Total assets increased from \$252.016 million to \$290.855 million, an increase of \$38.839 million or 15.41%.
- Member deposits and shares increased from \$225.056 million to \$259.876 million, an increase of \$34.820 million or 15.47%.
- Operating profit after tax, as a percentage of year end total assets was 1.09% (based on average assets was 1.17%).
- Operating expenses as a percentage of year end total assets were 4.77%, down from 5.28% last year.
- Loans outstanding increased from \$181.203 million to just under \$200 million.

Other Highlights

- The number of members increased from 46,883 to 49,140 a net increase of 2,257 members or 4.81%.
- Online Wealth Management portal, myCU successfully introduced.
- Introduction of a comprehensive risk management process including fully documented risk management plan and appropriate policies/procedures.
- Successful integration of the operations of Sosecure Credit Union into those of Community CPS.
- Implementation of, and compliance with, the National Privacy Principles.

REQUEST FOR ANNUAL REPORT FORM

I/We require an Annual Report on the following basis (Please tick one)

- ☐ 2001–2002 Annual Report ONLY
- ☐ All future Annual Reports on an ONGOING basis
- ☐ The current and future reports on an ONGOING basis

Name(s):

Address:

Member Number:

Signed: Date:

Return to: **CPS Credit Union**
Reply Paid 1000
Locked Bag 1000
MAWSON ACT 2607
(no stamp required)

Or Fax 02 6286 0642
Or deliver to any CPS branch



Deal with CPS Online

Did you know that you can now deal with your financial institution, Community CPS, in a number of ways on the internet. In the near future, we will be increasing the number of online services to include online share trading and margin lending.

Later in 2003, CPS will launch a more fully integrated online service for members with the latest technology and interactive financial software.

In the meantime, you can now undertake the following business with CPS online:

- Internet Banking, including BPAY
- myCU Wealth Management
- CPS e-Savings Account
- Loan Applications
- Secure Feedback
- Loan Calculators
- Insurance Quotes
- MyCard MasterCard Credit Card Details

For all these services, and other information about CPS, please visit our web site at www.cpsact.com.au.

To register for these services, please email cps@cpsact.com.au or call our Telephone Response Centre on 02 6286 0555 for full details.

Financial Services Reform Legislation – What does it mean?

You may have heard of the term “Financial Services Reform”, or FSR, but do not fully understand exactly what this means for CPS or for you as a member of CPS.

FSR is a legislative initiative of the Federal Government and it commenced on 11 March 2002, with a transition period of up to 2 years, for certain aspects of the legislation.

In essence, FSR introduces a single licensing regime under the Corporations Act, for all financial services providers, which includes banks, credit unions, building societies, insurance companies and financial planners.

The main elements of FSR from CPS’ perspective are as follows:

- **Licensing** — CPS has to apply for and gain a Financial Services Licence from the Australian Securities and Investments Commission (ASIC).
- **Disclosure** — CPS will have to produce detailed disclosure documents, such as a Product Disclosure Statement each time that it sells a member a savings or investment product.
- **Training** — CPS staff are currently undergoing comprehensive training related to advising members about financial products and selling such products.
- **Dispute Resolution** — CPS already has in place a comprehensive complaint/dispute resolution process but FSR makes this process even more formal and ensures that its quality is maintained at a high level.

To fulfill its FSR obligations, CPS has put in place a Project Team, comprising management and staff, to make certain that it is well prepared for the introduction of FSR.

CPS expects to have its FSR Licence by about September/October 2003 and be fully compliant with the new legislation from that point in time.

If any member requires further information about FSR issues, please contact our Telephone Response Centre on 02 6286 0555.

Farewell To Hal McMahon

Hal McMahon has served the Credit Union for 33 years as a director, 19 of which were as Chairman of the Board. At the 2002 AGM, Hal McMahon, was unsuccessful in his bid for re-election to the Community CPS Board.

As testament to Hal’s contribution to the Credit Union industry, he was awarded the Distinguished Service Award in 1994, which is the highest award for meritorious service to the Credit Union industry. It is a rare honour.

On behalf of all staff, members and directors, I sincerely thank Hal for his extraordinary contribution to Community CPS over a very long period. He has certainly earned his retirement from an industry that he served so well.

I am sure you will all join me in wishing Hal and his wife Anne, all the best for the future.

Gary Green
Chairman



Pictured are four of the winners, Lauren Chapman, Jessica Peacock, Alison Wardrop, Tim Morrison and CPS Deputy Chief Executive, Ross Norgate.

Prize Draw winners receive \$6,000

Six young people who attended the Canberra Tertiary Institutions Open Day, were each presented with a \$1,000 Smart Saver account.

The prize give-away was part of the Community CPS sponsorship of this year's Canberra Tertiary Institutions Open Day, held on 31 August. Six institutions took part in the Open Day, which is designed to give prospective students the opportunity to find out about courses and facilities first hand.

A winner was chosen from entries received at each of the participating tertiary institutions. These were the Australian National University, the University of Canberra, the Canberra Institute of Technology, the Australian Catholic University, the Australian International Hotel School and the Australian Defence Force Academy.

The winners were:

Lauren Chapman from Isabella Plains, who attended the Open Day at the Australian National University to find out more about Science, Arts, Law, Economics and Commerce.

Timothy Morrison from Florey, who visited the Australian International Hotel School.

Alison Wardrop from Evatt, who visited CIT to enquire about Veterinary Science.

Jessica Peacock from Latham, who visited the University of Canberra as she is interested in Sports/Fitness/PE Teaching.

Mark Shiels from Orange NSW, who was interested in the School of History at ADFA.

Vicki Gerahty from Weetangera, who visited the Australian Catholic University to find out more about the ACU Primary Education Course.

The presentations were made by Mr Ross Norgate, Deputy Chief Executive for Community CPS Credit Union. Mr Norgate commented that a tertiary education is a great asset as young people begin their working life.

"Community CPS sees the Tertiary Institutions Open Day as a way of encouraging young people to continue their education. We hope that the six \$1,000 Smart Saver accounts will help get them off to a good start," Mr Norgate said.

CPS Quick Debit — It may help you!

Need to transfer funds from an account at another financial institution to your CPS account? CPS Quick Debit will be able to assist you.

Quick Debit is appropriate in the following circumstances:

- Debiting a regular amount periodically — where a member has a credit card to repay, but their salary is paid into a non-credit union account.
- Debiting an irregular amount periodically — the member has a CPS credit card, which is to be paid using funds from a non-credit union account.
- Ad hoc debits — to transfer into a term deposit or to make an additional loan repayment.

If you would like to find out more about CPS Quick Debit, call our Telephone Response Centre on 02 6286 0555 or ask at any Branch.

Take care when using CPS' 24-Hour Information Service from Hotel Rooms!

Unfortunately there are people in society that would go to any extreme to work out your personal identification number (PIN). Community CPS would like to remind you about the dangers of using the 24-hour access telephone information service through a hotel PABX system.

When staying in a hotel, it is crucial to remember that the telephone numbers dialled may be recorded and consequently not private and secure. Therefore, security of your personal financial information could be jeopardised resulting in fraudulent action on your account.

Changed your address/ phone number recently?

If you have changed your contact details in recent times, ie address, phone numbers (home or work), please call our Telephone Response Centre on 02 6286 0555 or inform the staff at any CPS Branch.



myCU attracts a lot of interest!

In the middle of 2002, CPS launched its new online wealth management package called myCU.

Approximately 1,200 CPS members have registered as myCU users and the feedback from members is very positive in relation to this new service.

What does myCU offer you?

- It is your personal online “balance sheet”, allowing you to view your entire financial position in one place (ie, on your PC).
- You can keep a record of your accounts, loans, cards, mortgages, property values, insurances, managed funds, shares and other assets/liabilities.
- The ability for members to set their own financial goals with triggers, which alert them to opportunities.

You can take advantage of myCU by logging onto the Community CPS website at www.cpsact.com.au

Petrie Plaza Branch Civic

On 30 September 2002, CPS merged its two Civic Branches, Allara Street and East Row, into one larger, more conveniently located Branch in Petrie Plaza, near the merry-go-round.

Whilst it is never an easy decision for CPS to change Branch locations, we wanted to give our Civic-based members a larger branch in an area closer to where people do their shopping and other business in Civic.

The new Petrie Plaza Branch has a 24 hour ATM, two in-lobby ATM's, 24 hour deposit safe system, quick deposit box, statement printer, member telephone and personal computer for members to access the CPS web site.

Why not visit the new Branch and see for yourself ... You're Better Off ... at Community CPS Petrie Plaza Branch.



CPS e-SAVINGS ACCOUNT

CPS has introduced a special new at-call savings account called CPS e-Savings Account, for members that want to operate primarily through CPS Web-Link Internet banking or via Telephone Banking. Funds can be transferred into the account via our Internet/Telephone Banking services or direct entry. Withdrawals are made by similarly transferring funds out of the account to a transaction account, through Internet/Telephone Banking.

Why not open a CPS Online Savings Account today and start earning high interest on your spare at-call funds.

The main features of this great new account are:

- Deposits — Payroll (whole or part), Direct Entry, Internet/Telephone Banking Transfers
- Withdrawals — Internet/Telephone Banking Transfers and BPAY
- Availability — At-Call (no fixed term on deposits)
- Interest — Tiered Interest (Calculated daily, paid monthly)

\$1–4,999	0.10% pa
\$5,000 plus	4.25% pa
- The application form for the CPS e-Savings Account is online at www.cpsact.com.au

ONLINE SHARE TRADING AND MARGIN LENDING

CPS will shortly be offering its members online share trading, via its web site at www.cpsact.com.au. Through a special arrangement with CommSec, CPS members will soon be able to access share trading online at a very attractive cost.

As an extension of this service, CPS members will also be able to apply to borrow the cost of acquiring a share portfolio, through a margin loan.

Applications for a margin loan will be able to be made online or at any CPS branch.

For more details, log on to the CPS web site and click on the online share trading icon.

BORROWERS INSURANCE REMINDER

The following is a reminder to members with a CPS home loan or investment mortgage loan, secured by a residential property:

Under the terms of the mortgage loan agreement, you are required to keep the residential property comprehensively insured at all times. The amount of insurance cover should be at least the current replacement value of the building. Please check your policy and make sure it is current and the amount of cover is adequate.

Tell us if you are not happy!

If CPS' service quality is not up to scratch, on any particular occasion, please help us improve, by providing positive and constructive feedback.

At CPS, we have a complaint handling procedure and a disputes system, which are designed to fairly and quickly deal with problems that members encounter with the quality of CPS service.

CPS has a three-tier system to deal with members who are aggrieved because of poor service or other issues related to negative experiences with the Credit Union.

Firstly, complaints should be referred to the Supervisor/Manager of the relevant area within the Credit Union that the member was dealing with. In most cases, we expect that this level of complaint handling should resolve the issue.

However, if this does not provide complete satisfaction, CPS has a second level of dispute resolution, an internal dispute resolution system. Under this system, we have an

appointed Internal Dispute Resolution Officer, who has the power to solve your dispute quickly. If for any reason you are unhappy with the resolution to your problem, which is decided by the Internal Dispute Resolution Officer, you have access to a third level of appeal, an external dispute resolution process.

This process is administered by the Credit Union Dispute Resolution Centre (CUDRC), a third party, which has the power to resolve your issue impartially and without cost to the member. It does not involve courts or legal proceedings. The decision of the CUDRC is binding on CPS, but not on the member, who still has recourse to further action if they so desire. This system complies with the Credit Union Code of Practice, to which CPS is a committed party.

For more details on CPS' complaint/dispute handling processes or for a copy of the Credit Union Code of Practice, please call our Telephone Response Centre on 02 6286 0555.

Statements

Members are reminded that the majority of CPS account holders will receive two statements mailed to them each year, in July and January. However, depending on the type of accounts held, some members will receive more frequent statements, either monthly or quarterly. Members not automatically entitled to receive monthly/quarterly statements, can request this for a small fee.

If you feel disadvantaged by this policy, please call our Telephone Response Centre on 02 6286 0555 for assistance.

DIRECT MARKETING OPT-OUT REQUEST FORM

PLEASE NOTE: You do not need to do anything if you are happy to receive marketing offers from us.

Member Name:

Mail Address:

Member Number:

Telephone:

I instruct CPS Credit Union Co-operative (ACT) Limited that it is not to use my personal information to provide me with marketing materials (except to inform me of terms and conditions of my products and services with the Credit Union).

Signed Date/...../.....

Signed Date/...../.....

Office Use Only

☐ All signatories signed ☐ Request loaded on system

MyCard Blue Sky Rewards

Community CPS Introduces MyCard Blue Sky Rewards

MyCard, the Credit Unions' MasterCard Credit Card product, has released an exciting opportunity through Community CPS to offer their members the Blue Sky Rewards program. Blue Sky Rewards offers all the rewards listed in the standard program plus it allows you to redeem your points for a wide range of premium rewards, special luxuries and relaxing getaways. More importantly, the Blue Sky Rewards program provides you with the opportunity to redeem your Blue Sky points for Qantas frequent flyer points — one for one.

Existing MyCard holders can upgrade to the Blue Sky Rewards program for a small additional annual fee. Call us on 02 6286 0555 for full details.

Annual member satisfaction survey

In November 2002, about 2,500 of CPS' 50,000 members were randomly mailed a member satisfaction survey form, which they were asked to complete and return. The survey, which is confidential and anonymous, will help CPS improve its product/service range as well as the quality of its service. Feedback to members will be provided in the next edition of Credit Note.

STAFF MILESTONES

2002

Community CPS would like to take the opportunity to acknowledge the excellent efforts provided by its staff members, particularly those who have reached a milestone in their career with our organisation.

Denise Perrett — 5 years of service, Woden Branch

Vicky Panagiotou — 15 years of service, Support Services Department

On behalf of the Board of Directors, Management and fellow staff members, we congratulate these staff members for their invaluable contribution to Community CPS.

Protecting your PIN or Access Code

Community CPS has developed some useful tips on how not to disguise your personal identification number (PIN).

The following is a list of ways that should **NOT** be used to disguise a PIN:

- A string of numbers including the PIN in its correct order;
- A string of numbers with some of them highlighted to indicate the PIN;
- A telephone number with the PIN in its correct order anywhere within it;
- A four digit number prefixed by a telephone area code;
- A date (including a birth date);
- A postcode;
- Simply reversing the order of the PIN number;
- Presenting the PIN as an amount of money;
- Adding or subtracting a constant number from each digit (eg, showing 2 as 3, 6 as 7);
- Substituting letters for numbers (eg A = 1, B = 2 etc);
- An easily understood code; and
- A telephone number recorded obviously apart from other numbers.

CHANGE IN VISA CARD CONDITIONS

In December 2002, members with a CPS Visa Card were advised of a change in the conditions applying to their card. This change related to the introduction of a \$5,000 total daily limit in expenditure on CPS Visa Cards.



The background to this new daily limit is that CPS, along with all financial institutions, has recently been experiencing an increase in credit card fraud. It was in this context, that CPS sought to protect its members in particular and the organisation in general.

If any member has a temporary need for a higher daily limit than \$5,000 to facilitate a particular high value purchase, CPS is happy to facilitate this. Please call our Telephone Response Centre on 02 6286 0555.

TAKE CARE WITH YOUR VISA CARD

The following points may assist members in avoiding fraudulent transactions being made on their CPS Visa Card.

- If you notice a charge on your statement that isn't yours, be sure to contact CPS quickly, no matter how small the discrepancy.
- Never give your PIN to anybody. If you have a hard copy of your PIN, don't leave it lying around close to your card or in your wallet.
- When entering a PIN, make sure that other people cannot see the numbers entered.
- Never let your credit card out of your sight, even when paying at a restaurant or other retail outlets.
- Take extreme care if you need to send your card details through the Internet. Only use secure Internet sites.
- Consider using a separate card for Internet transactions, so unusual charges are easier to spot. You should consider keeping a lower credit limit on this card.
- If your card is lost or stolen, report it to CPS immediately so that we can cancel the card.
- Don't give your credit card number and expiry date to anybody whose credibility you don't trust or if you're unsure of a company or person's background.
- It can also be helpful to change your password occasionally — try not to choose something obvious (such as your name, birthday or partner's name).
- Don't leave your card payment receipts lying around, especially where they contain your full 16 digit credit card number.

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, Internet Bill Payment
- ☐ 24 hour Telephone Service for information, balances and transfers
- ☐ myCU
- ☐ Online Share Trading/Margin Lending
- ☐ CPS e-Savings Account

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
- ☐ Investment Property Loan
- ☐ New Vehicle Loans
- ☐ Savings Accounts
- ☐ Smart Saver
- ☐ Christmas Club Account
- ☐ Edvest
- ☐ Investment Accounts
- ☐ Home Insurance
- ☐ Motor Insurance
- ☐ Financial Planning
- ☐ Quick Debit

I would prefer to be contacted by

- ☐ Ph: _____ (AH or BH)
- ☐ Mail

Name _____

Member Number _____

Address _____

Postcode _____

Work phone _____

Home phone _____

Facsimile _____

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 16 DECEMBER 2002)

SAVINGS ACCOUNTS

General Savings	(S1-S4)	
\$1-999		0.10%pa
\$1 000 plus		0.10%pa
Action Account	(S9)	
\$1-999		0.10%pa
\$1 000-4 999		0.10%pa
\$5 000-9 999		0.50%pa
\$10 000-19 999		0.75%pa
\$20 000 plus		1.00%pa
Smart Saver	(S10)	
\$1-999		0.75%pa
\$1 000-4 999		1.00%pa
\$5 000-9 999		2.75%pa
\$10 000-19 999		3.25%pa
\$20 000 plus		4.00%pa
Christmas Club Account	(S12)	
Pension Protection Plan (effective 1 July 2002)	(S14)	
\$1-1 999		1.00%pa
\$2 000-33 399		2.50%pa
\$33 400 plus		4.00%pa
Money Managers Account	(S15)	
\$1-4 999		0.25%pa
\$5 000-9 999		1.25%pa
\$10 000-19 999		2.00%pa
\$20 000-49 999		3.00%pa
\$50 000 plus		4.00%pa
CPS e-Savings Account	(S16)	
\$1-4 999		0.10%pa
\$5 000-		4.25%pa

TERM DEPOSITS

(l73) 3-5 months	\$500-4 999	1.75%pa
(l73) 3-5 months	\$5 000-19 999	4.00%pa
(l73) 3-5 months	\$20 000 +	4.25%pa
(l75) 6-11 months	\$500-4 999	2.00%pa
(l75) 6-11 months	\$5 000-19 999	4.25%pa
(l75) 6-11 months	\$20 000 +	4.50%pa
(l77) 12-23 months	\$500-4 999	2.50%pa
(l77) 12-23 months	\$5 000-19 999	4.50%pa
(l77) 12-23 months	\$20 000 +	4.75%pa
(l86) 24-35 months	\$500-4 999	2.75%pa
(l86) 24-35 months	\$5 000-19 999	5.00%pa
(l86) 24-35 months	\$20 000 +	5.05%pa
(l88) 36-47 months	\$500-4 999	3.00%pa
(l88) 36-47 months	\$5 000-19 999	5.05%pa
(l88) 36-47 months	\$20 000 +	5.10%pa
(l92) 48-60 months	\$500-4 999	3.25%pa
(l92) 48-60 months	\$5 000-19 999	5.20%pa
(l92) 48-60 months	\$20 000 +	5.30%pa
(l99) 3-12 months	\$5 000 +	4.00%pa

LOAN ACCOUNTS

Variable Rates (except L50 and L55 which are fixed)

New Car Loan —Standard Variable	(L52)			
New Car Loan —Capped First 12 mths	(L52)			9.25%pa
New Car Loan —Fixed Interest	(L55)			8.25%pa
Used Car Loan	(L42)			8.75%pa
				10.50%pa

Personal Loans

—Personal Computer Loan (fixed for 3 yrs)	(L50)			
—Secured (L43)	10.30%pa	11.75%pa	13.75%pa	10.75%pa
—Unsecured (L41)	10.75%pa	13.00%pa	14.50%pa	14.75%pa

Home Loans

—Standard Variable	(L48)			
—Capped First 12 mths	(L47)			6.55%pa
—Basic Home Loan (securitised)	(L57)			5.35%pa
—Basic Home Loan Interest Only (securitised)	(L59)			6.11%pa
				6.26%pa
				6.70%pa

All-In-One Home Loan

Investment Property				
—Standard Variable	(L49)			6.55%pa
—Capped First 12 mths	(L69)			5.39%pa

Line of Credit (L46)	6.75%pa	10.75%pa	13.20%pa	15.20%pa
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Cash Secured Loans

Visa Line of Credit (L45)	10.75%pa	13.20%pa		8.75%pa
				15.20%pa

EDVEST ACCOUNTS

Available to members of the EDVEST service.

EDVEST TERM DEPOSITS (for eligible members)

(l36) 3-5 months	\$500 - 4 999	2.00%pa
(l36) 3-5 months	\$5 000 - 19 999	4.25%pa
(l36) 3-5 months	\$20 000 +	4.50%pa
(l38) 6-11 months	\$500 - 4 999	2.25%pa
(l38) 6-11 months	\$5 000 - 19 999	4.50%pa
(l38) 6-11 months	\$20 000 +	4.75%pa
(l40) 12-24 months	\$500 - 4 999	2.75%pa
(l40) 12-24 months	\$5 000 - 19 999	4.75%pa
(l40) 12-24 months	\$20 000 +	5.00%pa

Regular Income Plus (l32)

\$5 000 or more 12-24 months		4.00%pa
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Redifund Plus

\$0-4 999	(S30)	0.50%pa
\$5 000-9 999		1.50%pa
\$10 000-19 999		2.25%pa
\$20 000-49 999		3.25%pa
\$50 000 plus		4.25%pa

Monthly Planned Withdrawal Plus

Minimum Deposit \$5 000	(l30)	4.00%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.

