

# How to enjoy a fee free life at Community CPS

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## Member Benefits Program

A new fee structure that rewards members for their loyalty and financial relationship with the Credit Union

### Enviro Loan

Special interest rates as a reward for playing your part in looking after the environment



#### Under 25s Car Loan

FREE Advanced Driving Course or 'P...Off' Course with every Under 25s Car Loan



#### Drive on Car Loan

Save 10c a litre on your petrol for an entire year with the Drive On Car Loan, up to a maximum benefit of \$312.

*Life without a Bank*

## A Note from the CEO



2004 was another successful year for your Credit Union. We've seen an increase in Community CPS' business in both deposits and loans, and an independent survey revealed a 92% member satisfaction rating on service.

Of course, the ultimate survey is how satisfied you personally are with our service, but the independent survey that was commissioned helps us to assess our progress in a total context.

Cannex Financial Services Research Group developed a report in September that assessed the value of the services provided by the Credit Union.

The study identified the 'hidden value' that Community CPS delivers to members through competitive interest rates and transaction charges. The report also outlined that the Credit Union generates more than \$6.4 million a year in 'member value.' This in turn represents an annual return of around \$119 for each member.

Cannex likens 'member value' to a share dividend; a measurement of the return members receive from owning a share in the Credit Union and 'banking' through Community CPS.

The analysis found that members were, on average, substantially better off as a result of their association with Community CPS. It said the Credit Union's deposit and loan products generated significant value to members.

Cannex's analysis reinforces our view that we are a real financial alternative for consumers in the region.

We pride ourselves at Community CPS on our ability to provide personalised services to our members. We look forward to strengthening our relationship with you in 2005 and continue to progress your credit union.

A handwritten signature in black ink, reading "Robert Keogh".

**Robert Keogh**  
Chief Executive Officer

## Changes To Our Fee Structure

### Important Information For All Members

During 2004 we informed members that we were undertaking a review of our fees and looking at ways of strengthening the relationship members have with Community CPS. The proposed changes provide members with additional fee allowances based on their relationship with the Credit Union.

In October we undertook independent research into the changes we were proposing and members provided some positive feedback on how the changes could be enhanced.

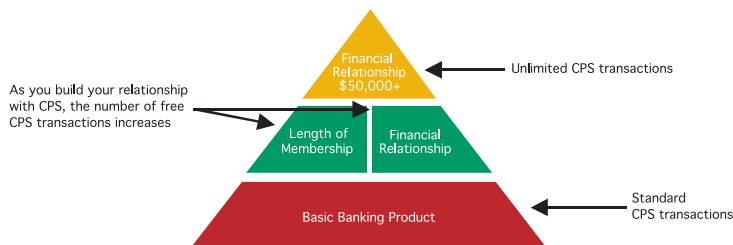
A suggestion was made that members should also be rewarded for the length of their membership with Community CPS. Taking this feedback into account, we believe we have a fee structure that assists all members and provides additional fee allowances based on the length of membership and the amount of business a member has with Community CPS.

This will be available to all members through our Member Benefits Program. The Member Benefits Program provides every member with a basic banking product, which has a number of fee free transactions.

The basic banking product is enhanced as members build their relationship with Community CPS, through the period of membership and/or the amount of business (financial relationship) they have with the Credit Union.

Relationship is defined as the combination of a member's length of membership with the Credit Union and the average monthly balance of the combined savings, loans and investment accounts within a membership.

Your relationship with Community CPS can be visualised in the following diagram.



Members with a basic banking product ie. a 'transactions only' account, will receive the standard level of free Community CPS transactions.

If members wish to build their relationship with the Credit Union they can do so by either retaining their membership with Community CPS or by building their financial relationship by consolidating their finances.

The Member Benefits Program rewards members for transactions undertaken within the Community CPS network of ATMs and applies to Personal Accounts only. Business Accounts are not included. Third party transaction fees still apply as they are passed on to members at the cost levied on the Credit Union by the third party provider. These transactions include:

- transactions at ATMs not owned by Community CPS;
- declined ATM transactions or incorrect PIN attempts, enquiries or transfers performed at any ATM or EFTPOS device not owned by Community CPS; and
- BPAY payments.

The new structure for Community CPS transaction fees will apply from 1 March 2005. The structure still provides competitive fees, but most importantly, introduces substantial allowances to our members based on your relationship with the Credit Union.

The following table indicates the free Community CPS transactions that you will be entitled to each month, and the fees you will be charged if you go above the free monthly allowance:

Transaction Type	No. of Free Transactions	Fee for Additional Transactions
EFTPOS Purchases	8	\$0.65
Cash Withdrawals	2	\$2.50
Member Cheques	3	\$1.00
CPS Rediteller Withdrawals	3	\$0.85
Direct Debits	4	\$0.40
Visa Debits	4	\$0.40
Counter Cheque	0	\$4.00

**To reduce your fees further, why not bring more of your banking across to Community CPS and we'll reward you in the following ways:**

Length of Membership	Monthly Allowance
0 – 5 years	Nil
5 – 10 years	\$1.00
10 – 15 years	\$2.50
15 – 20 years	\$4.00
20 years +	\$10.00

Financial Relationship*#	Monthly Allowance
\$0 - \$999.99	Nil
\$1,000.00 - \$4,999.99	\$1.00
\$5,000.00 - \$9,999.99	\$3.00
\$10,000.00 - \$19,999.99	\$5.00
\$20,000.00 - \$49,999.99	\$10.00
\$50,000+	Unlimited Fee Free Community CPS Transactions**

\* Calculated on the total average monthly balance of the savings, investment and loan accounts held under one membership.

\*\* Excludes third party transactions such as transactions at ATMs not owned by Community CPS, declined ATM transactions or incorrect PIN attempts, enquiries or transfers, and BPAY.

# The monthly threshold and financial relationship cannot be rolled over. If the threshold is not reached for one month the remaining transactions/balances are not carried over into the following month.

## Changes To Our Fee Structure (Continued)

If a member's loan account falls into arrears at any stage during the month the Credit Union reserves the right to cancel any fee allowances provided. This will be looked at on a case-by-case basis.

Loan fees are not included in the new fee structure.

### Here's an example...

*To make this a little easier to understand, consider the following scenario:*

*Jane has been with Community CPS for 6 years (Length of Membership) and as of January she had an average of \$1,000 in her S1 account and an average of \$3,000 in her Christmas Club account (total Financial Relationship is \$4,000). Jane's rebate for the month of January would be \$2.00. In March Jane decided to transfer her current car loan over to Community CPS. The car loan is worth \$15,000. She still had an average of \$1,000 in her S1 account and an average of \$3,000 in her Christmas Club account (total Financial Relationship is \$19,000). Jane's rebate for March would be \$6.00.*

**You can see from this example how the new structure accommodates each member's circumstances and presents a competitive model against the banks.**

**If you have any questions or would like to discuss how you will be affected by the new structure call into your local Community CPS branch, contact us on (02) 6286 0555 or log on to our website at [www.cpsact.com.au](http://www.cpsact.com.au).**

**More rewards for our members, that's life without a bank.**

## New Loan Products



### Receive a Loan Benefit equal to a 10c per litre saving on your petrol purchases for an entire year.

Our new 'Drive On' Car Loan includes an extremely competitive fixed interest rate of just 7.99% pa (8.15% pa comparison rate\*) and includes a special offer whereby we'll give you a loan benefit equal to 10c per litre of your petrol purchases for the first year of your loan (up to \$312).

Your loan can be for between \$10,000 - \$50,000 for a motor vehicle up to 3 years old that is purchased either through Pickles Government Car Auctions or from a licensed motor dealer. We suggest that this is one of the most competitive and innovative car loans on the market and a further example of how good life can be without a bank.

\*\*A loan benefit up to \$312 can be claimed based on your petrol expenditure.

\* Comparison Rate calculated on a loan of \$30,000 over 5 years, based on monthly repayments.

### NEW CAR LOAN FOR THE UNDER 25s with FREE Advanced Driving Course or 'P... Off' Course



We had too many young people tell us that banks and other financial institutions didn't seem to want to know them, simply because they were under 25. So, we thought we'd do something about it.

We have developed a car loan product that not only gives them great value, but an advanced driver course through Rick Bates Advanced Driving.

Rick puts drivers through a grueling (but fun) driving course designed to increase road awareness and enhance driving skills. It comes with every 'Under 25 Car Loan'.

Rick Bates is famous for his rallying and circuit racing accomplishments and he lends his valuable experience to give you a personalised driving course in your own car at the Driver Training Circuit off Sutton Road. It's a great experience as you get to learn how to handle your car under a variety of conditions.



The loan includes a competitive variable interest rate of 9.50% pa (10.30% pa comparison rate\*) and is available for new and used cars up to 7 years old. The maximum loan is \$20,000 and the car can be purchased either privately or from a licensed motor dealer.

\* Comparison Rate calculated on a loan of \$10,000 over 3 years, based on monthly repayments.



## Enviro Loans - lower interest rates for being environmentally friendly

Everyone cares about the environment and in our own small way Community CPS wants to assist our members in conserving our natural resources.

That's why we have created the Enviro Loan.

The Enviro Loan makes it easier to purchase environmentally friendly products by offering flexible options to suit your needs and at a reduced interest rate. We'll even waive up to \$600 in fees if you take up an Enviro Home Loan.

### What can I buy with my Enviro Loan?

- Build or purchase a new home with 5 star 'First Rate' energy rating.
- Solar hot water systems.
- Home insulation.
- Exterior awnings or blinds.
- 4 star+ rated appliances.
- Water saving devices.
- Replanting garden with natives.
- Conversion from petrol to LPG (private vehicles only).

To find out other products you can purchase with an Enviro Loan, call into one of our branches and pick up a brochure, call us on (02) 6286 0555 or log on to the website at [www.cpsact.com.au](http://www.cpsact.com.au).

### Features & Options

- Competitive rates
- Fast approval
- Interest calculated daily
- Repayments can be made weekly, fortnightly or monthly
- Applications can be accepted over the phone, via the web or at any of our eight branches.
- Online (and manual) redraw facility available on personal and home loans.

These comparison rates apply only to the example or examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees, and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan.

CPS lending and assessment criteria apply. All loan applications are subject to approval. Terms and conditions apply to all loans and are available on request. Fees and charges apply to loans and are detailed in the Fees and Charges Booklet. Unless indicated, a \$100 loan establishment fee applies to all loans (except Visa Line of Credit).

## Other CPS Products

### VISA shopping online with confidence and security

Verified by Visa lets you use a password and Personal Assurance Message (PAM) with your Community CPS Visa card.

- Your password is as easy to use as your PIN at an ATM.
- You're the only one who can use your Visa card to make purchases over the Internet from participating Verified by Visa merchants.
- Your PAM confirms that you are connected to a legitimate website, and that your card is being authenticated by your credit union.
- You can register any Visa card to be protected by Verified by Visa.
- Verified by Visa gives you the peace of mind of knowing that no one but you can use your Visa card online when making purchases from a Verified by Visa merchant.

Get your free Verified by Visa member registration number by contacting Community CPS on (02) 6286 0555. Or to find out more information about how Verified by Visa works go to [www.cpsact.com.au](http://www.cpsact.com.au) and follow the links under Products & Services.

### Traveling with money is now easier

'Cash Passport is a pre-paid PIN-protected card that enables you to obtain local currency from over 800,000 VISA and PLUS ATMs around the world. It is the fast and convenient way to get cash overseas.

- Cards can be purchased in any amount from \$250 to \$25,000.
- 24-hour access to funds with no daily withdrawal limits.
- You don't have to be over 18 or have a credit rating, and extra funds can be added whenever required using BPAY or at your local Community CPS branch.
- A great solution for the when the kids go to school camp and you don't have to give them cash to carry around.
- There is no danger of overspending, which means there are no unpleasant bills to come home to.'

*Travelex. The world's foreign exchange company.*



### New CPS ATM Locations

Community CPS now has two new ATM locations at the Erindale Shopping Centre in Wanniasa and the Cooleman Court Shopping Centre in Weston Creek. These machines are owned and operated by Community CPS, so you'll save on 'third party' ATM fees.

## Snapshot of 2004



### Annual General Meeting

Our Annual General Meeting was held on Wednesday 3 November 2004.

With no other candidates nominating for election, all five existing Directors (Ms S Chapman, Mr H Hickey, Ms A O'Donnell, Ms F Raymond and Mr A Toohey) were returned to the Board for the next three years.

You can view the minutes of the meeting on our website at [www.cpsact.com.au](http://www.cpsact.com.au).

## Annual Report

### Financial Highlights

- Operating profit after tax was \$3.349 million, an increase of \$1.043 million or 45.23% over the previous year;
- Total assets increased from \$339.967 million to \$355.836 million, an increase of \$15.869 million or 4.67%;
- Capital adequacy increased from 15.37% to 17.11%; and
- Loan fundings totaled \$143.687 million, an increase of \$33.642 million or 30.57% over the previous year.



### Other Highlights

- New Internet Banking software installed;
- Australian Financial Services Licence obtained;
- Launched 'Life without a bank' positioning statement; and
- Achieved member satisfaction rating of 92%.

To obtain a copy of the 2003/04 Annual Report visit our website at [www.cpsact.com.au](http://www.cpsact.com.au), collect one from your Community CPS branch, or call us on (02) 6286 0555.

If you would like to receive an Annual Report in the mail each year please call us on (02) 6286 0555 or email us at [cps@cpsact.com.au](mailto:cps@cpsact.com.au).



## CPS in the Community



### Helping our critically ill newborn babies

In March 2004 Community CPS launched an appeal to raise money for the purchase of a mobile humidicrib for the Canberra region.



Each year around 400 of the region's children fight for their life the minute they are born. Thanks to the Centre for Newborn Care at Canberra Hospital, the majority of these critically ill babies are given a fighting chance.

Transporting these babies to the Newborn Centre was a crucial step that was being compromised due to the lack of one expensive piece of machinery, a "Neonatal Retrieval System".

In November 2004 the first Neonatal Unit arrived at Canberra Hospital thanks to the generosity of the Canberra community and other local businesses that came together to raise over \$241,000.

On behalf of these special babies and their families we extend our sincere thanks to you.



### Let's 'Cotton On' and phase out plastic shopping bags

In October Community CPS took delivery of 10,000 calico (cotton) shopping bags as we joined the environmental push with MIX106.3 and The Rotary Club of Canberra to phase out the use of plastic shopping bags throughout the Canberra region.

Profits from the sale of the bags, which are available from all CPS branches for \$2 each, will go to local community projects identified by The Rotary Club of Canberra.

Thanks to Clean Up Australia's Say NO to Plastic Bags campaign, Australians slashed their plastic bag habit by 500 million bags in the six months to June last year – a great start. However, we need to use our alternative bags in every shop, not just the supermarket.

*Keep forgetting to take your CPS cotton bags shopping with you?  
Fold your bags up and keep them in your car or in your handbag!*



### Triathlon – we're up and running again in 2005

Community CPS has been a proud sponsor of the Triathlon ACT Summer Race Calendar in 2004/2005.

The final race for the Community CPS series will be on Sunday 13 March 2005. To find out more information about how to enter, go to [www.triathlonact.com.au](http://www.triathlonact.com.au) or pick up an entry form from your local Community CPS branch.

### A helping hand for a Canberra family

The Motorcycle Riders Association and The Canberra Times launched an appeal to raise money for Lily, Chloe and Hana Warne-Norris who are the children of Naomi Warne who died tragically in a road accident in Tuggeranong in November 2004.

Community CPS was happy to help out by being the collection point for donations and working with The Canberra Times to raise the profile of the appeal in the community.

In December 2004 over \$33,000 was raised for the girls.

Donations for the Warne/Norris Family Appeal can still be made at your local Community CPS Branch or via the Internet using the following account details:

BSB number — 801 003.

Account number — 350346.

Account name — Warne-Norris Family Appeal Trust.

Account type — S1 (for transactions made through CPS Web-Link only).



CPS CREDIT UNION CO-OPERATIVE (ACT) LIMITED

## Smart Money

### Want a one-stop shop for all your loans & insurance products?

Do you want to get a better deal for all insurance policies whether it is motor vehicle, building or contents? **Talk to us!**

We offer a large range of competitive insurance products with options to suit your needs and lifestyle, and the convenience of monthly payments.

To obtain a quote for any general insurance, call Community CPS Credit Union today on (02) 6286 0555 or contact your nearest branch.

### Budgeting Tips

Here's some tried and true tips to help you budget

- **Separate your savings account from your everyday transaction account. Keep one account for your day-to-day transactions and additional accounts for specific purposes such as school fees, Christmas presents or holidays. Remember at Community CPS there are no account keeping fees!**
- **Regular deposits will help you build your savings faster. To really boost your progress, ask us to set up a regular transfer from your everyday transaction account. We can also organise a direct salary credit.**
- **Avoid the temptation of dipping into your savings by opening an account with limited access. The Community CPS e-savings account pays high interest and can only be accessed via the Internet or telephone. Our Christmas Club account is designed to give you access only during the Christmas period.**

**To find out how you can gain more control of your finances call Community CPS today on (02) 6286 0555.**

## Fraud & Security

### Safeguarding Your PIN or Access Code

Here are some useful hints on how to effectively disguise your PIN or Access Code.

- Do not choose a PIN or Access Code that is easily identified with you (for example, your date of birth, telephone number, your name or any part of it, a family member's name, a pet's name, or any derivative of them).
- Your PIN or Access Code should have six to eight characters and be as meaningless as possible.
- Use a combination of uppercase and lowercase letters and numbers, for example, xk28LP97.
- Change your PIN or Access Code regularly, at least every 30 days.
- Do not give out your password to anyone! Be wary of unsolicited calls or emails requesting personal information or card numbers. Neither CPS nor the police would ask you to disclose PIN or Access Code information.
- Do not write your password down even if it is disguised.
- Do not leave your computer unattended while on line.

Remember to always contact us at the earliest possible moment, if you discover that your Redicard or Visa Card is lost or stolen or if you suspect another party knows your Access Code. Call (02) 6286 0555 during business hours or 1800 224 004 after hours.

In all cases, we will take the appropriate action to disable the service and advise you how to re-establish access with a new password.



### Avoiding Internet Banking Fraud

Community CPS has produced a brochure to assist you in avoiding Internet Banking Fraud. For a copy of 'Internet Banking Safety Tips' call us on (02) 6286 0555, call into any branch or email us at [cps@cpsact.com.au](mailto:cps@cpsact.com.au).

Other important information about avoiding all types of fraud on your Community CPS accounts is available on our website at [www.cpsact.com.au](http://www.cpsact.com.au).

### Direct Marketing Opt-out Request

From time to time we like to keep our members informed in regard to new products and offers available from your Credit Union. We do understand however that some people would prefer not to receive such information. If you therefore do not wish to receive direct marketing material from Community CPS, please contact us on (02) 6286 0555 or write to us at Locked Bag 1000, MAWSON ACT 2607.

## COMMUNITY CPS BRANCHES

<b>Belconnen</b>	Level 3, Belconnen Mall
<b>Civic</b>	Petrie Plaza
<b>Dickson</b>	Dickson Shopping Centre
<b>Manuka</b>	Flinders Way
<b>Queanbeyan</b>	Monaro St
<b>Southlands</b>	Cnr Mawson Dr & Heard St
<b>Tuggeranong</b>	Level 2, Hyperdome Shopping Centre
<b>Woden</b>	Lovett Tower, Keltie St

### GENERAL ADVICE WARNING

This warning is required to be given to you, our customer, when we provide general advice to you. The information that you have been provided with is general advice. This means that your objectives, financial situation or needs have not been considered in the preparation of the advice. Before acting on this advice you should give consideration to the appropriateness of the advice in relation to your own objectives, financial situation and needs. You should consider the Product Disclosure Statement or other disclosure document before making any decision about whether to acquire the product. Copies of these documents and our Financial Services Guide can be obtained on request from the Credit Union.

CPS Credit Union (ACT) Limited is the issuer or seller of products in this newsletter.

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