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**Important  
information  
about the  
AGM  
on pages  
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## Community CPS

A message from Robert Keogh,  
General Manager

By now you will have seen our latest advertisements on television and noticed our new branding, Community CPS.

Some of you are probably asking 'Has CPS changed its name?' No we haven't. We are looking to position CPS as a local community focussed financial institution.

CPS opened its field of membership to all residents of the ACT in 1994. Since this time our business has continued to grow.

We recently undertook market research that found some Canberrans not employed in the public sector felt they were unable to become members of CPS. Given that all Canberrans can join CPS, it was considered this perception needed to be corrected.

CPS has very strong links to the public sector community and our strategy is to ensure that this continues.

At the same time, we want to ensure that all persons in this region are aware that CPS products and services are available to them.

The brand CPS is well recognised in the ACT and surrounding regions. Our strategy is to position ourselves as a solid financial alternative to consumers in this region, in both public and private sectors alike.

Support from the ACT community has contributed to our success to date and we see a bright future staying with this strategy.

Given the strong standing of CPS and our market position in the community where anyone can join, we have decided to use these two features, Community and CPS, in projecting the organisations' identity in the future. ●



Robert Keogh  
General Manager

# CPS now open in Dickson

**The new Personal Financial Centre in Dickson (PFC) is now open for business. The new Centre is located in the Dickson Shopping Complex. As members would now be aware the Dickson PFC is slightly different to the traditional banking concept. The Dickson PFC is cashless. This means that over-the counter cash withdrawals are not conducted at Dickson.**

Instead members have more opportunity to sit down and speak with a consultant about investments, insurance, loans, savings or any other issue relating to CPS membership. As the consultants are not tied up with traditional transactions they will have more time to discuss any financial matter with you.

The Dickson PFC is a do-it-yourself Centre. Members are able to deposit via the Quick Deposit Box, withdraw cash at the 24-hour ATM or print a statement. The consultants will be available to change PIN numbers, make any other changes to memberships and assist members with their individual needs. And as an additional service new members can have an ATM card issued on the spot.

Members should also remember that if all the consultants are busy, the member telephone is always available. Via this phone, members can check balances and make transfers on the automated voice response system or can be connected with a consultant in the Telephone Response Centre who will be able to assist with any inquiries members may have.

Our friendly and helpful consultants are waiting to help you at Dickson. The Dickson PFC is open Monday to Friday 9am to 5pm. For further information about Dickson and how transactions will be processed, an information brochure is available at any PFC or by phoning the Telephone Response Centre on 02 6286 0555.



## New Trading Hours for CPS Centres

Effective July 1 there are some changes to the operating hours of some Personal Financial Centres as well as the Telephone Response Centre. The new hours for all centres are:

Woden, East Row, Allara Street, Barton, Belconnen and Tuggeranong:		Southlands and Dickson:	
Monday—Friday		9am–5pm	
Monday—Thursday		9am–5pm	
Friday		9am–7pm	
Saturday		9am–12pm	
Queanbeyan:		Telephone Response Centre:	
Monday, Tuesday, Wednesday, Friday	9am–5pm	Monday and Friday	8am–5pm
Thursday	9am–6pm	Tuesday, Wednesday, Thursday	8am–8pm
Saturday	9am–12pm	Saturday	10am–3pm

# Happy 40th Birthday CPS

**On the 21st of this month CPS Credit Union will celebrate its 40th birthday. The Credit Union has come a long way since it was formed in 1960. The Administrative and Clerical Officers' Association Co-operative Savings and Loans Society Limited began operations with about 400 members.**



The first Annual General Meeting was held in December of the same year. At this meeting the funding of the first two loans was approved, a total of \$400. Things have certainly come a long way since these humble beginnings.

For the first 30 years membership of the Credit Union was restricted to employees of the public service. However as the Canberra community continued to grow many inquiries were received about non-public sector employees being permitted to join the Credit Union.

In 1994 a Special General Meeting was held and it was voted to open membership to all residents of the ACT. As a result of this decision CPS has continued to grow and today has in excess of 44,000 members.

CPS is the largest locally owned and run financial institution in the ACT. As our membership continues to grow so does the vast number of products and services we offer to our members. In the past year CPS has launched itself into the world of e-commerce. CPS members are now able to access their accounts via CPS Web-Link, our Internet Banking Service, apply for loans online and even pay bills with CPS BPAY-Link, the Internet bill paying service.

Convenient, friendly service is what CPS is all about. Whether members like to access their membership via Internet or phone banking, withdraw funds at numerous ATMs and EFTPOS outlets or pay their bills whenever it best suits them with either telephone or Internet BPAY; it is all about convenient, 24 hour access, 7 days a week, all year round.

CPS Credit Union is also very prominent in the Canberra community. Whether selling badges for Heart Week or sponsoring local sporting, cultural, educational and community events, CPS enjoys being an integral part of its community.

## CPS BPAY-Link — An even easier way to pay your bills!

**In late June CPS launched the next stage of our Internet banking service with CPS BPAY-Link. CPS BPAY-Link allows registered users to pay their bills over the Internet, 24 hours a day, seven days a week.**

CPS BPAY-Link is a convenient, flexible way to pay bills without wasting your lunch hour lining

up at various outlets. Members are able to pay most bills on-line with over 2,300 registered billers involved in the BPAY scheme.

CPS BPAY-Link allows members to pay bills directly from their Redicard or Visacard and you can even future date payments up to 60 days in advance. This means no more forgetting to pay bills. Log onto CPS BPAY-Link and get your bills organised and paid with the click of a mouse.

CPS BPAY-Link lets members enjoy their spare time. With all those bills paid without leaving the house or the office, there's more time to do things that you enjoy.

For more information about CPS BPAY-Link, simply log on to our website at [www.cpsact.com.au](http://www.cpsact.com.au) and find out how to register.



### CHEQUE BOOK OPTION: S14

Members who hold a Pension Protection Plan Account (S14) with the Credit Union now have the option to have a cheque book linked to their account. To apply for a cheque book on your S14 simply drop into your PFC or phone the Telephone Response Centre on 02 6286 0555 for an application form.

### EMERGENCY REDICARD ISSUE

Everyone knows the scenario, you've planned that weekend away and the day before you leave your Redicard is nowhere to be found. But now CPS is able to help out in these types of emergencies. If your Redicard has been lost or stolen, CPS can now issue you with a new card and PIN number on the spot in any of our 9 Personal Financial Centres.

### VISA FRAUD

With the Olympic Games coming to Sydney members are advised to be even more diligent in regards to the safety of Visa cards. While there is no need to panic about this, it simply requires members to take extra care with their cards. If you lose your card make sure you report it to the lost/stolen card line immediately. Simply phone 1800 224 004 And remember it is important to report lost and stolen cards immediately, even when the Olympic Games are not in town.

### NEW TIERS ON BUSINESS ACCOUNTS

Effective 5 June, CPS introduced a new tier on the Business Cheque Account (S70). The new tier pays 2.75%p.a. for amounts above \$20,000. Tiers are as follows:

\$0-999	0.25%p.a.
\$1000-19,999	0.50%p.a.
\$20,000+	2.75%p.a.

# The Basic Home Loan

CPS has added the Basic Home Loan to the diverse range of loan products offered to members. The CPS Basic Home Loan is a securitised loan. This means that the funds for the loan are supplied to CPS by a third party, however your loan is fully serviced by CPS. The interest rate on this new product will be a special variable rate, dependent on market trends.

The CPS Basic Home loan is unique in that the loan may indeed be for a home but it is also possible to borrow for a car, boat or holiday using this loan product.

The CPS Basic Home Loan can be taken out for a minimum of \$30,000 and a maximum of \$500,000 (subject to terms and conditions). The loan can be approved quickly and can be taken over 10, 15, 20 or 25 years.

For further information about the CPS Basic Home Loan or any CPS loan products please contact the Telephone Response Centre on 02 6286 0555.

For up-to-date interest rates and fees and charges applicable to a CPS Basic Home Loan please refer to the latest Interest Rate Flyer and the Basic Home Loan information brochure.

## STAFF MILESTONES 2000



Des



Lynn

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.

Des Russell—10 years, Loans Department

Lynn Flinn—10 years, Loans Department

Sonya Jennings—10 years, Tuggeranong PFC

### ASIA ONLINE INTERNET CONNECTION DEAL

With the introduction of the GST, the Asia Online Internet Connection deal exclusive to CPS members will increase from \$23.95 per month to \$26.35 per month. This exclusive deal includes unlimited hours and unlimited download. Applications are available from all CPS Personal Financial Centres or by phoning the Telephone Response Centre on 02 6286 0555.

# Having trouble reaching your savings goal?

Then the CPS Smart Saver Account may be what you need!

**Everyone knows just how hard it can be to reach savings goals. Whether saving for a holiday, a new car or just for a rainy day, CPS can help you meet your savings targets. The CPS Smart Saver Account is a new savings account designed to help members reach their targets. The Smart Saver Account offers a higher rate of interest as opposed to a general transaction account, and without access to the account via a Redicard or Visacard it is easier to avoid spending your savings on a shopping spree!**

A CPS Smart Saver Account allows members to make unlimited deposits however debit transactions (that is withdrawals, transfers etc) are limited to two per calendar month, after which a fee of \$3.00 per debit transaction is incurred. This means the CPS Smart Saver is the perfect account for saving, offering unlimited deposits to encourage saving but still having limited access to funds.

If you think you could benefit from a CPS Smart Saver Account, please phone the Telephone Response Centre on 02 6286 0555 for further information.

For up-to-date interest rates and fees and charges applicable to the CPS Smart Saver Account please refer to the latest Interest Rate Flyer and the Fees and Charges Booklet.

## ATM Fee Update

From 15 August 2000, the following fees will apply to ATM transactions when CPS members use machines owned by other financial institutions (non-credit union):

- Declined Transaction      \$0.75 (formerly \$0.70)
- Enquiry, Transfer          \$0.75 (new fee)

The imposition of these fees recovers fees which CPS is required to pay to the institution owning the ATM.



## Financial Planning Seminars:

### Important Information for Securing Your Financial Future!

CPS is pleased to invite members to the financial planning seminars for 2000. Once again the seminars are being run in conjunction with Bridges Personal Financial Services. The seminars will all be held at CPS Credit Union, 105 Mawson Drive, Mawson and will commence at 5.30pm.

The financial planning dates and topics for 2000 are:

- **Wednesday 19 July —**  
**Investment Fundamentals**

This seminar is designed to guide members through the different types of investment options available to them and how to go about selecting the option that would best suit you.

- **Wednesday 30 August —**  
**Retirement and Redundancy**

This seminar will cover all the important issues for those members thinking about or approaching retirement, from superannuation to salary sacrificing.

- **Wednesday 18 October —**  
**Wealth Creation**

There are many different options available to members looking to secure their financial future, ranging from investing in the share market to negative gearing and savings plans. This seminar will cover these topics and more to help members decide which option is best for their situation.

- **Wednesday 8 November —**  
**Investment Fundamentals**

Many people are looking to invest some of their hard earned money. But it can be very difficult to decide where to invest. This informative seminar will address these issues and many more.

If you would like to book your seat for any of these seminars please phone the Telephone Response Centre on 02 6286 0555.



## CPS CREDIT UNION CO-OPERATIVE (ACT) LIMITED

# Annual General Meeting

The Annual General Meeting is a very important part of the Credit Union's governance process. It is an opportunity for members to raise issues and vote on matters concerning the Credit Union.

As is the case for previous years, we use the July Newsletter as a communication medium to inform members of a number of matters, namely:

- the date and location of the meeting
- nominations from members who may be interested in standing for the position of Director
- members to put forward any business they may wish to place on the agenda for consideration by the meeting.

This year's Annual General Meeting process will operate differently to previous years. Effective 1 July 1999, all credit unions were brought under Corporations Law. With this move are a number of changes that impact on the way in which the Annual General

Meeting is conducted.

As a result, there are several new requirements in relation to the AGM.

- The Notice of Meeting must be given to members within 21 clear days of the date of the meeting.
- Members have the right to nominate a proxy to vote of their behalf at the meeting.
- Members can also opt to receive an Annual Report.
- Members can also opt to receive a Notice of Meeting.

All members are encouraged to participate in our governance process. Please take the time to read through the information covering our AGM.

**The 2000 Annual General Meeting will be held on Wednesday 27 September commencing at 6.00pm sharp. It will be held at the Hellenic Club in Phillip with registration from 5.00pm.**

### Nominations

The Credit Union invites nominations for the position of Director on the Board. Nominations are being called for now so that details about nominees can be circulated to members before the Annual General Meeting.

In accordance with the Credit Union rules the following Directors retire and are offering themselves for re-election:

Mr H.J. McMahon

Mr G.J. Green

Any member wishing to nominate can obtain a nomination form from the Secretary.

Nominations must be lodged with the Secretary at the Registered Office of CPS Credit Union at 105 Mawson Drive, Mawson, ACT, by 2pm on Wednesday, 16 August 2000.

### Notice of Motions

In accordance with Rule 80, members have the opportunity to move a 'Notice of Motion' at the Annual General Meeting.

Any member intending to move such a motion must indicate their intention in writing to the Secretary, by no later than 5.00pm Wednesday, 23 August 2000. It will then be included in the Business Papers for the AGM for consideration at the meeting.

Both Nominations for Director and Notices of Motion can be faxed to 02 6286 0504.



Robert Keogh  
Secretary

### CATERING

Once again the Credit Union will be providing refreshments for members who attend the Annual General Meeting. Please complete the attached form and return it to any CPS Personal Financial Centre, fax it to us on 02 6286 0695, or by E-Mail at cps@cpsact.com.au

If you do return the form **please remember** to make a note in your diary of the date and venue, as the Credit Union bears the cost of catering for members who have replied, then do not attend.

### Annual General Meeting Catering Advice

Please return this advice to any CPS Personal Financial Centre by 5pm on Wednesday, 20 September 2000 (or fax on 02 6286 0695).

Name: .....

Member Number: .....

Post Code: .....

Contact Phone Number: .....

Signature: .....

Joint account holder's name if attending: .....

*(Joint account holders may attend the meeting, but are ineligible to vote on any matter if they do not have shares in their own right.)*

Please indicate if you have any special dietary requirements.

## OPTION TO RECEIVE ANNUAL FINANCIAL REPORTS

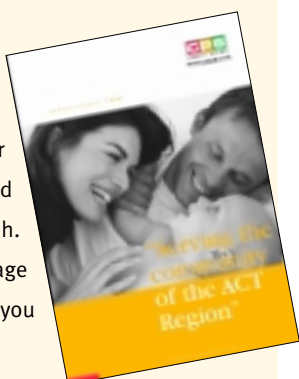
You can choose to receive annual financial reports about your credit union. They contain information on its financial position and performance, how efficiently it is being managed and about any financial risks it may face.

You can tell us that you want to receive a copy of the annual financial reports by using the form below.

You are not obliged to complete this form but if you do not respond we are not required to send copies of the annual financial reports to you. You can change your choice at any time by notifying us in writing.

A limited number of the Annual Report will be available at the AGM or in CPS Personal Financial Centres.

In addition to this the Annual Report will be available on our website for members to read and download if they wish. However we would encourage you to return the coupon if you would like a copy.



### REQUEST FOR ANNUAL REPORT FORM

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

- ☐ 1999/2000 Annual Report ONLY
- ☐ All future Annual 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 office



## OPTION TO RECEIVE NOTICES OF MEETING

You can choose to receive notices advising you about the annual general meetings and other meetings of the members of your Credit Union.

Attending the Annual General Meeting and other meetings of members allows you to play a part in governing your credit union. It allows you to:

- Ask questions about and comment on the credit union's management, financial standing and performance;
- Ask questions of the auditor about the audit of the credit union and about the preparation and content of the auditors report; and
- To vote on any motion for proposed change of the credit union's constitution or for any other proposals about your credit union's management.

Notices of these meetings tell you about matters in relation to which you may wish to attend.

If you are unable to attend these meetings but you are entitled to do so and to cast a vote at them, you can appoint a proxy to attend and vote on your behalf.

You can tell us that you want to receive notices of these meetings by using the form below. You can elect to receive all notices of general meetings (a standing request) or just notices of particular meetings.

You are not obliged to complete this form but if you do not respond we are not required to send the notices of meeting to you. You can change your choice at any time by notifying us in writing.

### REQUEST FOR NOTICE OF MEETINGS FORM

- ☐ I/We require to receive notices about annual general and all other meetings of members of CPS Credit Union.
- ☐ I/We request to receive a notice advising me/us about a particular meeting, namely .....(insert meetings in your own words eg, just AGM's, or those general meetings called to consider constitution amendments.)

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 office



**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
- ☐ CPS 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 26 JUNE 2000)

### SAVINGS ACCOUNTS

<b>General Savings</b>	(S1-S4)	
\$1-999		0.25%pa
\$1 000 plus		0.50%pa
<b>Action Account</b>	(S9)	
\$1-999		0.25%pa
\$1 000-4 999		1.25%pa
\$5 000-9 999		1.50%pa
\$10 000-19 999		2.00%pa
\$20 000 plus		2.75%pa
<b>Smart Saver (Effective 3 July 2000)</b>	(S10)	
\$1-999		1.00%pa
\$1 000-4 999		2.00%pa
\$5 000-9 999		3.00%pa
\$10 000-19 999		4.00%pa
\$20 000 plus		4.50%pa
<b>Christmas Club Account</b>	(S12)	3.25%pa
<b>Pension Protection Plan</b>	(S14)	
\$1-30 799		3.50%pa
\$30 800 plus		5.50%pa
<b>Money Managers Account</b>	(S15)	
\$1-4 999		1.50%pa
\$5 000-9 999		3.25%pa
\$10 000-19 999		3.50%pa
\$20 000-49 999		4.25%pa
\$50 000 plus		4.75%pa

### INVESTMENT ACCOUNTS

(173) 3-6 months	\$500-4 999	3.00%pa	\$5 000 plus	6.00%pa
(175) 7-12 months	\$500-4 999	3.50%pa	\$5 000 plus	6.20%pa
(177) 13-24 months	\$500-4 999	4.00%pa	\$5 000 plus	6.50%pa
(186) 25-36 months	\$500-4 999	4.00%pa	\$5 000 plus	6.80%pa
(188) 37-48 months	\$500-4 999	4.25%pa	\$5 000 plus	7.00%pa
(192) 49-60 months	\$500-4 999	4.50%pa	\$5 000 plus	7.20%pa
(199) 3-12 months	\$5 000 plus	6.00%pa		

### LOAN ACCOUNTS

Variable Rates (except L50 and L55 which are fixed)

<b>New Car Loan</b>	(L42)				10.00%pa
<b>New Car Loan Capped 1st 12 mths</b>	(L52)				9.00%pa
<b>Fixed Interest Rate New Car Loan</b>	(L55)				9.50%pa
<b>Used Car Loan</b>	(L42)				11.00%pa
<b>Personal Loans</b>					
— Personal Computer Loan (fixed for 3 yrs)	(L50)				10.25%pa
— Secured	(L43)	11.00%pa	12.00%pa	13.75%pa	14.75%pa
— Unsecured	(L41)	11.50%pa	13.25%pa	14.50%pa	15.50%pa

### Home Loans

— Standard Variable	(L48)				7.75%pa
— Basic Home Loan	(L57)				7.43%pa

### All-In-One Home Loan

<b>Investment Property</b>	(L49)				7.75%pa
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<b>Line of Credit</b>	(L46)	7.95%pa	11.25%pa	11.75%pa	13.00%pa	15.00%pa
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<b>Cash Secured Loans</b>	(L44)				9.50%pa
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<b>Visa Line of Credit</b>	(L45)		11.25%pa	13.00%pa	15.00%pa
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### EDVEST ACCOUNTS

Available to members of the EDVEST service.

### EDVEST TERM DEPOSITS

\$500 or more	3-6 months	(I31)	6.25%pa
\$500 or more	7-12 months	(I34)	6.45%pa
\$500 or more	13-24 months	(I33/35)	6.75%pa

### Regular Income Plus

\$5 000 or more	12-24 months	(I32)	6.25%pa
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### Redifund Plus

\$0-4 999		(S30)	1.75%pa
\$5 000-9 999			3.50%pa
\$10 000-19 999			3.75%pa
\$20 000-49 999			4.50%pa
\$50 000 plus			5.00%pa

### Monthly planned Withdrawal Plus

Minimum Deposit \$5000	(I30)	5.75%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.