

CreditNote

C P S N E W S L E T T E R I S S U E 5 J U L Y 2 0 0 1

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CPS CREDIT UNION – BSB NUMBER

When setting up a direct credit or direct debit, to or from your CPS membership you need to quote the CPS BSB number as well as your membership number. The correct BSB for CPS is

801-003



Internet Banking

An e-commerce update from
Robert Keogh, Chief Executive Officer



CPS Web-Link now offers new transfer options for registered Web-Link users so that you can save time and do more transactions when you want from your own PC.

You can now **pre-nominate** to transfer funds to:

- (a) Other CPS memberships, and/or
- (b) Other financial institutions

To be able to use this feature, you must be a registered CPS Web-Link user and also have **nominated in advance** exactly to which accounts you want to transfer.

Existing Web-Link users can access the Transfer Options form online, using Web-Link. A link is provided from the Web-Link page to the application form. Please note, that the form needs to be printed, signed and returned to CPS, and thus cannot be completed online.

Please return all forms to a CPS Personal Financial Centre, or mail to Locked Bag 1000, Mawson ACT 2607

If you are not a registered CPS Web-Link user, you can register at any one of our Personal Financial Centres and whilst registering, you can also choose the option to transfer funds between CPS accounts or to other financial institutions.

CPS Website and Web-Link Internet Banking

Now is a great time to go online and check out what the CPS website has to offer. By registering to become a Web-Link user you can enjoy the benefits of Internet banking. Visit our site and see for yourself at www.cpsact.com.au

The CPS website is updated regularly so you always have access to the latest news, upcoming events and updated interest rates as well as find out about all the products and services we can offer you.

CPS Web-Link is an Internet banking service, which provides you with access to your accounts around the clock. Web-Link is a safe and secure environment where your financial needs can be met with a click of a mouse. What's more, you can do your banking at times that are convenient to you, because Web-Link can be accessed anywhere, at any time, on a personal computer with Internet access.

If you would like to become a Web-Link user you can register at any of our Personal Financial Centres, email us at cps@cpsact.com.au or call our Telephone Response Centre on 02 6286 0555.

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INSURANCE UPDATE

Many members have contacted the Credit Union concerned about the impact of the HIH collapse on their insurance policies, which have been taken out through CPS.

We would like to reassure members that former CIC policies are now underwritten by Allianz Australia Insurance Limited, which is one of the largest insurers in the world. The Allianz Group has over 60 million customers worldwide, with market capitalisation of AUD\$140 billion and comes with the highly respected AAA rating from Standard & Poor's.

Any member that had a CIC Home or Private Motor Vehicle policy, current as at 1 January 2001 or a CIC policy issued by Allianz Australia Advantage Limited since that date, is covered 100% by Allianz.

If CPS policy holders are in any doubt as to their coverage or policy premium details, please do not hesitate to contact the CPS Telephone Response Centre on 02 6286 0555.

INSURANCE PAYMENT CONVERSION

In recent times, we have changed the method and timing of insurance premium payments. We realise that the timing of this change was not ideal given the HIH issue. However, in order for CPS to provide its members with the latest insurance systems, such as paperless insurance proposals and the ability to do most things related to insurance over the telephone, we needed to convert premium payments to the direct debit system and away from the more outdated periodical payment system. If any member has any concerns whatsoever about this change, please call us on 02 6286 0555 and we will endeavour to do everything we can to assist you through the change.

Continued from page 1

Email Addresses

CPS now has the capacity to store and use personal email addresses when corresponding with members. If you would like to receive information from CPS via email, please fill out the form below and drop it into any Personal Financial Centre or mail it to Locked Bag 1000 Mawson ACT 2607 or fax to 02 6286 0504.

Personal contact details can also be added, or updated by registered Web-Link members online, by selecting *Personal Options* within the CPS Web-Link menu. This includes email addresses and mobile and fax numbers.

Notification of Email Address, Mobile and Fax Numbers

Name(s):
Address:
Member Number:

PRIME MEMBER DETAILS:
Email Address:
Mobile Phone Number:
Fax Number:

JOINT MEMBER DETAILS (IF APPLICABLE):
Email Address:
Mobile Phone Number:
Fax Number:

Insuring your car through your Credit Union

What's in it for you?

CPS is proud to provide members with Allianz Insurance. Allianz Financial Institution products have been used by Credit Unions for over 40 years, bringing with them a level of protection and value that CPS members deserve and have come to expect. The Allianz Group, one of the world's leading providers of insurance, are committed to ensuring our members continue to receive excellent service and solid protection at a value for money price.

The Allianz Advantage

Allianz AG is one of the world's leading providers of insurance and financial services. The European based Allianz AG is 5 times bigger than the entire Australian general insurance industry and offers unparalleled service to 60 million customers worldwide. With the Allianz size and strength, be assured that if you should need to make a claim, we have the resources to settle it quickly.

An Allianz Comprehensive Motor Vehicle Insurance Policy has special features designed with credit union members in mind. Like their second chance* which means you won't lose your maximum no claim bonus after 3 consecutive years claim free, even if you're the driver at fault. If your insured car is stolen and unrecovered they will pay for the hiring of a replacement rental car for up to 14 days.

A limited offer just for you

If you take out a new Allianz Comprehensive Motor Vehicle Insurance Policy between 1st July and 31st August, 2001 you will receive a free Quell car fire extinguisher.

So call us today on 02 62860555 to find out more about this very exciting offer. It's just another way that Allianz and CPS Credit Union are looking after you and your family.

This insurance is provided by Allianz Australia Insurance Limited ABN 15 000 122 850. In arranging this insurance, CPS Credit Union Co-operative (ACT) Limited, does so as an agent for the insurer, not as your agent
*You must have held your no claim bonus for 3 years.

CPS History

A few little known facts about CPS



- The idea of a Credit Union was first conceived in 1960 by the ACT Branch of the Administrative and Clerical Officers' Association and it was originally known as ACOA Co-operative Savings and Loans Society.
- In 1974, the name was changed to CPS Credit Union Co-operative Limited and in 1994 to CPS Credit Union Co-operative (ACT) Limited.
- The letters CPS did not stand for anything in particular, although many people attributed them to "Commonwealth Public Service".
- In 1994, the decision was made that CPS would open its membership to all residents of the ACT and surrounding regions, making up the local community. Prior to this, membership was restricted to public servants and their families. This resulted from changes in local employment, as the public service workforce dominance was reducing.
- In July 1999, laws that previously gave banks a competitive advantage over Credit Unions became obsolete and all financial institutions were placed under a common legislation and regulation regime.
- CPS is one of around 190 Credit Unions in Australia which co-operate with one another to create an efficient system providing competitive financial products and services.

Cheque Clearances

The Credit Union has introduced a policy of placing a minimum clearance period of 3 working days on all cheques deposited into CPS accounts. This includes bank cheques and salary cheques which may not have previously been subject to a clearance period.

The reason for this change of policy relates to a series of actual and attempted cheque frauds on the Credit Union by people using stolen or altered cheques, deposited to CPS accounts. When fraud of this nature occurs and amounts of money are lost, such loss is borne by all members through the impact on profitability and ultimately, the reserves.

This situation is a major concern to the management of your Credit Union and it was felt that serious steps needed to be put in place to address the problem. The cheque clearance period was one of these steps, but in addition we have changed some of our internal processes to aid in the early detection of cheque fraud.

SALARY CHEQUES

The best way of having salary credited to your CPS account is by direct entry. This provides immediate access to your funds. However some members still receiving a salary cheque, have expressed concern about their ability to immediately access funds from their salary cheque.

Whilst this area is not exempt from fraudulent cheque activity, the Credit Union is prepared to consider requests from members who deposit regular bona fide salary cheques from reputable employers. In recognising that there is still an element of risk in allowing access to salary cheque funds, the Credit Union may be prepared to release some funds immediately, subject to a line of credit being approved, by individual arrangement. Please refer any such request to your Personal Financial Centre or call the Telephone Response Centre on 02 6286 0555.

Northern Territory

— Short Breaks



Beat the cold during winter time and take up a holiday with a difference to the Northern Territory or the Kimberley.

Northern Territory specialist AAT Kings has a “Short Breaks – The Northern Territory and the Kimberley” brochure with great deals and new holiday options.

The brochure features holidays to the Red Centre, Top End, Kimberley, Broome, Kimberley Coast, the Ghan, Kakadu and Barrier Reef.

New tours in the Red Centre include Guided Base Walk as an alternative to climbing the rock, a two day Kings Canyon Getaway from \$280, half day West MacDonnell Ranges from \$60, one day Alice Springs and Beyond from \$105 and a two –day 4WD West MacDonnell Ranges & Palm Valley priced from \$270 per person.

New tours in Darwin and the Top End include a four-day Kakadu, Arnhem Land, Twin Falls and Jim Jim Falls priced from \$575 per person and the Seven Spirit Bay Wilderness Lodge on the remote Cobourg Peninsula in Aboriginal Arnhem Land priced from \$330 per night including all meals.

Also new and exclusive to AAT Kings is a free Airport Meet and Greet transfer service for passengers on any short break of two days or more. Transfers are available from Ayers Rock, Alice Springs, Darwin, Kununurra and Cairns. The Meet and Greet service ensures that our customers receive the best treatment from the very start of their holiday, without worrying about getting from the airport to their hotel.

The Kimberley region has been included in the “Short Breaks” brochure for the first time, featuring seven new itineraries.

The new five-day Bungle Bungle and East Kimberley Highlights tours start in the frontier town of Kununurra and holds many spectacular experiences including a scenic flight to Purnululu (Bungle Bungle) National Park passing over Lake Argyle, the Ord River and the spectacular Bungle Bungle Range.

Travel in specially designed 4WD vehicles to El Questro Wilderness Park, an outback property spanning more than one million acres, where there are many options including fishing, bird walks, a cruise to see aboriginal rock art or simply swimming and relaxing.

The longer stay introduced at Kings Canyon Resort is expected to be very popular and every deluxe package at Kings Canyon includes a stay in the luxurious spa room and a guided walk through Kings Canyon, perfect for a pampering nature getaway priced from only \$385 per tour.

The two-day 4WD West MacDonnell Ranges and Palm Valley tour takes in the most popular features of the Red Centre – Palm Valley and the West MacDonnell Ranges.

AAT Kings will continue to offer optional touring and a new fishing tour in Darwin will be included in the 2001/2002 program.

AAT Kings has recently been awarded the Northern Territory’s prestigious Brolga Award for the ninth time in 12 years. AAT Kings is definitely the Northern Territory specialist with the widest range of holiday options in the Northern Territory. You can choose from AAT Kings Northern Territory Short Breaks to AAT Kings Northern Territory luxury tours, Camping Adventures and 4WD Outback Adventure Safaris. AAT Kings also conducts holidays in Western Australia, South East Australia, Queensland, Tasmania and New Zealand.

Special Offer: Book any Northern Territory Short Break of four days or more and receive a free day tour – valued up to \$270 per couple.

Bookings: For bookings up to 31/07/01

Travel: For travel up to 31/03/02

For a brochure, or any further information on AAT Kings, please contact Capital Travel Manuka on (02) 6295 2733.

Trish Smith

Director

Capital Travel Manuka (Licensed Agent)

34 Bougainville Street, Manuka ACT 2603



CPS offers both Internet and Telephone BPAY.

Call us on 02 6286 0555 for registration details.

ATM Survey Feedback

In the April issue of Credit Note, we asked for your feedback on where you would like to see more CPS-owned Reditellers. Thankyou to all the many members who responded with feedback.

The investment by the credit union in an ATM is considerable, as are the ongoing costs involved in running them, and so we need to be sure that a new location will generate high transaction levels to justify these costs.

As a result of the feedback that we obtained, it has become clear that some members would like to see a CPS-owned ATM in shopping centres such as Cooleman Court and Kippax. CPS is currently undertaking a business case analysis of the various preferred locations.

To assist members in using a CPS-owned ATM and therefore reduce fees, we have included a current list of our ATM's on this page.

CPS-owned ATM's can be found in the following locations:

Barton

- Corner of National Circuit and Blackall Street (Personal Financial Centre Hours).

Belconnen

- CPS Credit Union, Upper Level Westfield Shopping Town (Westfield Shopping Town Hours).
- Ground Floor, Westfield Shopping Town (street access) Benjamin Way

Bruce

- AIS Arena, Leverrier Cres

Canberra City

- CPS Credit Union, 51 Allara Street, Civic (Personal Financial Centre Hours).
- CPS Credit Union, 15 East Row, Civic Bus Interchange
- Jolimont Tourist Centre, 65 Northbourne Ave

Dickson

- CPS Credit Union, Dickson Shopping Centre

Gungahlin

- Gungahlin Market Place, Hibberson Street, Gungahlin (Marketplace Hours)

Southlands

- CPS Credit Union 105 Mawson Drive, Mawson (Personal Financial Centre hours)

Tuggeranong

- CPS Credit Union, Level 1 Hyperdome (Shopping Centre Hours, 7am-midnight 7days)

Woden

- CPS Credit Union, Ground Floor, Lovett Tower.

Queanbeyan

- CPS Credit Union, Shop 113/115 Riverside Plaza, Monaro Street, Queanbeyan (24 hours and Plaza hours)
- Riverside Plaza, Upper Level, near Coles, (Shopping Centre Hours)

Tertiary Open Day

This year CPS will again be sponsoring the annual Canberra Tertiary Institutions Open Day. The Open Day is successfully promoted in both Canberra and Southern NSW markets to make it the biggest annual tertiary education event in the region.

On Saturday 1st September, Canberra's six leading tertiary campuses open their doors to prospective students from 9am – 4pm. The campuses include:

- University of Canberra
- Australian National University
- Canberra Institute of Technology
- Australian Defence Force Academy
- Australian International Hotel School
- Australian Catholic University

The sponsorship that CPS provides has helped to increase the profile of the Open Day, which brings many families to Canberra for the weekend to visit these tertiary institutions. Every year since its inception, attendance figures to the Tertiary Open Day have increased. CPS is very proud to be sponsoring this event and supporting the education of Canberra's students and youth.

This year CPS is offering the chance to win one of six \$1000 CPS accounts. One account will be won at each Campus on Open Day. For your chance to win an account, go along to any one of the Campus' and see what they have to offer you.

Annual General Meeting

This year's Annual General Meeting (AGM) for CPS Credit Union Co-operative (ACT) Limited will be held on Tuesday October 30, 2001. The particular details of the meeting are:

Time:

5.00 pm Registration for a 6.00 pm sharp start.

Date:

Tuesday 30 October 2001

Venue:

The Hellenic Club of Canberra
Matilda Street, Phillip ACT.

CPS now operates under Corporation's Law and this legislation required us to introduce a new Constitution. This was done at a Special General Meeting of members in December 2000. Interested members can obtain a copy of the Constitution from any Personal Financial Centre (PFC), by phoning the Telephone Response Centre on 02 6286 0555, or on our website www.cpsact.com.au.

With the introduction of the new Constitution, there have been some changes to the voting procedures for the election of Directors to the CPS Board. Essentially, the main change is the introduction of postal voting. All members will receive a letter containing the official AGM Notice of Meeting as well as details of postal voting. Prior to this, we will be asking interested members to nominate for the position of Director. Notices will soon be displayed in PFC's, the Canberra Times and on the website asking members to nominate for Director. Any member interested is asked to contact us and they will be provided with an information pack about the election process.



Financial Planning Seminars

CPS Credit Union, in conjunction with Bridges Personal Investment Services invites all members to attend one or more of the following free financial planning seminars. Details for each of these seminars are listed below.

Wealth Creation

Wednesday 01 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.

Funds Management

Wednesday 12 September 2001

Presented by a well-known funds manager, the seminar will cover the benefits of investing in Australian shares, in particular the diversification and other advantages of managed funds.

Investment Fundamentals

Wednesday 31 October 2001

Not sure of what investments you should be considering and which are best for you? This seminar will focus on how to develop an investment strategy and a properly balanced portfolio. Everyone who attends will receive a copy of *Smart Investing: A Basic Guide* and *Smart Investing II: A strategy Guide*.

The place and time for all Seminars will be:

Venue: CPS Credit Union

105 Mawson Drive, Mawson

Time: 5:15pm for 5:30pm start

Bookings are essential for all seminars, as places are limited. To book your seat at any of the seminars, please call the Telephone Response Centre on (02) 6286 0555.

STAFF MILESTONES

2001



Sharyn



Lynda

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.

Sharyn Widdowson—5 years, Finance Department

Lynda Johnston—10 years, Telephone Response Centre



Protecting your PIN or Access Code

It's a sad fact of life that there are people who will go to great lengths to work out your Personal Identification Number (PIN) if they find themselves in a position to misuse it.

Cardholders must guard against that misuse, and you need to take more than the simple precaution of not keeping your PIN in the same place (eg wallet) as your card.

Even some quite complicated methods of disguising your PIN when you write it down may not be enough.

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 right 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

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

Trading Hours for CPS Centres

Woden, East Row, Allara Street, Barton, Southlands and Dickson:

Monday — Friday	9am – 5pm
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Queanbeyan:

Monday, Tuesday, Wednesday, Friday	9am – 5pm
Thursday	9am – 6pm
Saturday	9am – 12pm

Belconnen and Tuggeranong:

Monday – Thursday	9am – 5pm
Friday	9am – 7pm
Saturday	9am – 12pm

Telephone Response Centre: (02) 6286 0555

Monday and Friday	8am – 5pm
Tuesday, Wednesday, Thursday	8am – 8pm
Saturday	10am – 3pm

24 Hour Phone Service : 1300 660 666

Internet banking: www.cpsact.com.au

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
- ☐ 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 25 JUNE 2001)

SAVINGS ACCOUNTS

General Savings	(S1-S4)	
\$1-999		0.25%pa
\$1 000+		0.25%pa
Action Account	(S9)	
\$1-999		0.25%pa
\$1 000-4 999		0.50%pa
\$5 000-9 999		1.00%pa
\$10 000-19 999		1.75%pa
\$20 000 plus		2.00%pa
Smart Saver	(S10)	
\$1-999		1.00%pa
\$1 000-4 999		1.25%pa
\$5 000-9 999		3.25%pa
\$10 000-19 999		4.00%pa
\$20 000 plus		4.50%pa
Christmas Club Account	(S12)	
Pension Protection Plan (effective 1 July 2001)	(S14)	
\$33 399		3.00%pa
\$33 400 plus		4.50%pa
Money Managers Account	(S15)	
\$1-4 999		1.00%pa
\$5 000-9 999		2.00%pa
\$10 000-19 999		3.00%pa
\$20 000-49 999		3.75%pa
\$50 000 plus		4.25%pa

INVESTMENT ACCOUNTS

(I73) 3-5 months	\$500-4 999	2.50%pa	\$5 000 plus	4.30%pa
(I75) 6-11 months	\$500-4 999	2.50%pa	\$5 000 plus	4.50%pa
(I77) 12-23 months	\$500-4 999	3.00%pa	\$5 000 plus	4.50%pa
(I86) 24-35 months	\$500-4 999	3.00%pa	\$5 000 plus	4.50%pa
(I88) 36-47 months	\$500-4 999	3.00%pa	\$5 000 plus	4.75%pa
(I92) 48-60 months	\$500-4 999	3.25%pa	\$5 000 plus	4.75%pa
(I99) 3-12 months	\$5 000 plus	4.30%pa		

LOAN ACCOUNTS

Variable Rates (except L50 and L55 which are fixed)

New Car Loan —Standard Variable	(L52)			9.50%pa
New Car Loan —Capped First 12 mths	(L52)			8.50%pa
New Car Loan —Fixed Interest	(L55)			8.60%pa
Used Car Loan	(L42)			10.50%pa
Personal Loans				
—Personal Computer Loan (fixed for 3 yrs)	(L50)			10.50%pa
—Secured	(L43)	10.50%pa	11.75%pa	13.75%pa
—Unsecured	(L41)	10.95%pa	13.00%pa	14.50%pa
Home Loans				
—Standard Variable	(L48)			6.75%pa
—Capped First 12 mths	(L47)			5.45%pa
—Basic Home Loan	(L57)			6.30%pa
All-In-One Home Loan				6.90%pa
Investment Property				
—Standard Variable	(L49)			6.75%pa
—Capped First 12 mths	(L69)			5.45%pa
Line of Credit	(L46)		10.95%pa	13.00%pa
Cash Secured Loans	(L44)			8.75%pa
Visa Line of Credit	(L45)		10.95%pa	13.00%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	4.55%pa
(I38) 6-11 months	\$500-4 999	2.75%pa	\$5 000 plus	4.75%pa
(I40) 12-24 months	\$500-4 999	3.25%pa	\$5 000 plus	4.75%pa

Regular Income Plus

\$5 000 or more 12-24 months	(I32)			4.25%pa
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Redifund Plus

\$0-4 999	(S30)			1.25%pa
\$5 000-9 999				2.25%pa
\$10 000-19 999				3.25%pa
\$20 000-49 999				4.00%pa
\$50 000 plus				4.50%pa

Monthly Planned Withdrawal Plus

Minimum Deposit \$5 000	(I30)			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.