

# Community Life

January 2004 Issue: 1



## Online Banking Just Got a Lot Easier

Community CPS recently made substantial improvements to Web-Link that will make online banking a lot easier and there's more on the way! Try the new and improved Web-Link to see how simple it can be to:

- Check your account balances and transaction history;
- Pay bills using BPAY; and
- Transfer funds to other Community CPS memberships or other Financial Institutions.

Best of all, you can perform all of these transactions 24 hours a day, 7 days a week from your home or office. In

early February you will also be able to redraw advance payments from your home or personal loans.

Many Web-Link users have provided us with positive feedback. Here's what some had to say:

"I just finished with the new system and I can't express enough what an improvement it is. It's a lot easier to understand and easier to navigate my way through. What a great improvement."

"I've just accessed the new look online banking and would like to say thank you! It was a breeze to navigate around, much faster, and really easy to use. Again, thank you."

**To register for Web-Link visit [www.cpsact.com.au](http://www.cpsact.com.au) (click on the Web-Link access point and go to "Register for Web-Link"), call us on 02 6286 0555 or visit any Community CPS Branch.**

## Special General Meeting

The Chairman, Gary Green, in his report to members at the Annual General Meeting, advised that the Board would be looking to hold a Special General Meeting in the second quarter of 2004. The purpose of the meeting was to have members consider changes to the Credit Union's Constitution.

The changes relate to:

- appointed Directors; and
- updating the Constitution following a review undertaken by Directors.

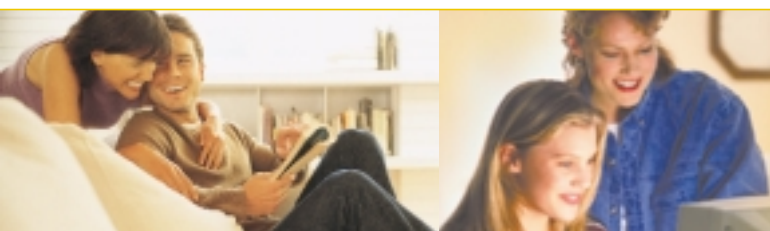
The costs associated with calling a Special General Meeting are significant mainly due to mailing and printing costs. The Directors believe that while the issues are important, a meeting should be co-ordinated in such a way that the cost can be minimised. In view of this, the Directors have resolved to call the meeting in the second half of 2004.



## Borrower's Insurance Reminder

The following is a reminder for Community CPS members with home loan or investment mortgage 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.



## Verified by Visa – Secure Online Shopping

Here's an easy way to feel more secure when you shop online. With the 'Verified by Visa' service you have the peace of mind of knowing only you can use your Community CPS Visa card for Internet shopping. All you need to do is register your password and Personal Assurance Message.

**Be safe – register now at [www.cpsact.com.au](http://www.cpsact.com.au)**

## In the Community...

Community CPS has been involved in numerous community activities in recent months, here's two examples of which we're particularly proud:

As part of the Young Achievement Australia scheme, the Credit Union sponsored a business operated by students. The sponsorship involved a number of Credit Union staff acting as mentors to the 15 students who were awarded the prestigious title of Company of the Year (ACT Region).

Community CPS was proud to assist local triathlete, Simon Thompson, make his way to Europe in order to compete for 2004 Olympic Games selection. We are pleased to announce that Simon has since been named in the the Australian Olympic Team.

# Over the Counter Cheque Fee

*At the Annual General Meeting there was considerable discussion on over the counter cheque fees and a resolution passed that the Board of Directors re-consider whether a number of these cheques should be provided to members at no cost. A decision was to be conveyed by this newsletter.*

The Board has re-considered the matter and taken into account the constructive comments made by members at the meeting and also the business requirements of the organisation.

An analysis of the current level of activity of this service has highlighted the following:

- around 1,400 members out of 50,000 members use the service;
- an over the counter cheque costs around \$4.00 per transaction;
- a significant number of members have switched to other more efficient, less expensive and more convenient payment services such as direct debits, BPAY, personalised cheques, Visa and EFTPOS; and
- revenue currently being generated by the fee is not insignificant and if a change were to be made, this revenue would have to be recouped from some other part of the business. This may impact on members that do not utilise the over the counter cheque service.



The number of members using other forms of payments services such as direct debits, BPAY, personalised cheques, Visa, and EFTPOS is large, around 49,000 in total. These forms of payment services are very popular and well supported by members. This is also evidenced by the strong transaction growth of these services. There is no doubt that a number of practical alternatives are available to over the counter cheques.

If 5 free over the counter cheques were permitted it means members who have made careful decisions about the types of services they use from their Credit Union, in the most cost-effective manner possible, would have to subsidise the over the counter cheques used by other members. It also would encourage more use of over the counter cheques because the first 5 would be free. There must be a “user pays” moderating influence on the services provided or all members end up paying for services even those they have not used.



The Credit Union undertakes an annual review of its fees and charges. The review for 2004 is scheduled for March/April. Based on the feedback from members, the Board believes that the review for 2004 should incorporate consideration of other fee charging alternatives, which meet the following objectives:

- all members should be able to undertake reasonable banking services for free;
- fee processes should provide some flexibility and choice for members; and
- fees be reviewed in the context of the level of business relationship that a member has with the Credit Union.

Such a review will be extensive and require all alternatives to be modelled to ensure that CPS’ financial objectives are maintained. The Board is mindful of any fee changes and their impact on members and it is only after careful consideration that changes are made.

The Board has determined that the current fee charging arrangements for over the counter cheques remain in place for the present time noting that the fee is very low compared to the market rates being charged by others and that practical alternatives are in place for those members who would prefer other lower cost services.

Gary Green **Chairman**

## Need More Information

If you have any questions about these changes, please do not hesitate to contact us, by any of the following means:

**Mail:** CPS Credit Union Co-operative (ACT) Limited  
Locked Bag 1000, Mawson Canberra ACT 2607  
**Tel:** (02) 6286 0555  
**Fax:** (02) 6286 0560  
**Web:** [www.cpsact.com.au](http://www.cpsact.com.au)  
**ABN:** 31 087 649 670  
**AFS Licence Number:** 240672

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*Life without a Bank*