

SECURITY TIPS



CARDS

- Keep your card in a safe place
- Sign your card as soon as you receive it
- Never lend your card to anybody
- Report the loss, theft or unauthorised use of your card immediately to GMCU or call the hotline on 1800 648 027
- Keep a record of the card number and hotline number with your emergency contact numbers



PASSWORDS AND PINS

- Never write your PIN on your card
- Store your code, member number, card and login details in separate places
- Never tell anybody your code
- Never select an obvious code, such as birth date, car registration or any other character combination that could be associated with you
- Use care to prevent anyone seeing your code being entered at an ATM, computer or electronic funds transfer terminal



INTERNET BANKING

- Exercise reasonable care to prevent unauthorised access to the device you use for GMCU Internet Banking
- Check your last login details every time you log into GMCU internet banking and notify us immediately if the login details are incorrect
- Maintain up-to-date virus protection and firewall security on your device



GENERAL SECURITY

- Examine your statements upon receiving them and report any transaction that you have not authorised
- Investigate transactions if you notice an irregular balance



2020 MEMBER NEWSLETTER

What a year it has been.

This year has highlighted the resilience, tolerance and adaptability of our communities, and GMCU has been privileged to be able to continue to support those communities - not only through the provision of banking services, our ongoing sponsorship and donations program, and the local spend associated with our ten branches throughout the Goulburn Valley region, but also through fee caps and waivers, loan repayment deferrals and other forms of support for those members who have been impacted by the coronavirus pandemic.

We also recently undertook a customer research program to understand how we can make GMCU products and services better. As an outcome from that research, we will soon be launching a new look GMCU - you will start to see these changes from early in the new year. We will also be rolling out a number of product changes and enhancements. As part of these changes, I am pleased to confirm a series of amendments to savings and transactions accounts. Details of the changes are provided below.

Thank you for your continued support.

Melissa & the GMCU Team

NOTIFICATION OF CHANGE

- Savings and transaction accounts will be renamed;
- The \$2 per month visa card fee will no longer apply;
- The S1 My Everyday (previously Personal account) account card purchase / EFTPOS / ATM fee will be capped at \$12 per month;
- S8 Reward Saver accounts will be migrated across to the new S1 My Everyday account – changing from a monthly \$15 fee to a fee cap of \$12;
- Visa card access will become available on the S7 My Offset (previously Mortgage Offset account) account;
- The Branch Assisted S5 My Online Saver (previously iSave account) transaction fee will be replaced with the lower cost branch withdrawal fee;
- The S5 My Online Saver account will no longer need to be linked to a secondary account;
- The branch withdrawal fee will increase to \$4 from \$3;
- The monthly branch withdrawal allowance will be removed for the S7 My Offset, S10 Advantage Saver (previously Bonus Saver account) and S15 Cash Manager (previously Cash Management account) accounts, and fees for electronic withdrawals will be removed;
- The electronic withdrawal fee for S2 My Business (previously Business account) account will reduce to \$0.50;
- The fee for cheques you deposit will be reduced to \$0.20;
- If you have a home loan exceeding \$10,000 or a term deposit exceeding \$150,000 you will be able to nominate one S1 My Everyday account to receive a fee exemption.

Account changes (such as new card access on the S7 My Offset account) and fee reductions will become effective 1st February 2021. The revised branch withdrawal fee and branch withdrawal allowances will become effective 1st March 2021.

Full details are contained in the attached schedules.

[1] Any existing fee exemptions will be carried across to the new account.

Summary of Accounts & Availability of Access Facilities

Current as at: 1st February 2021. This document must be read together with the GMCU Account & Access Facility Conditions of Use and the Schedule of Fees & Charges

	Transaction Accounts					Savings Accounts				Investment Accounts	
	My Everyday (S1)	My Offset (S7)	My Freedom (S3)	My Business (S2)	Our Community (S6)	Christmas Saver (S4)	Online Saver (S5)	Advantage Saver (S10)	Cash Manager (S15)	Fixed Term Deposit	Monthly Income Term Deposit
Account Eligibility	Personal Members	Members with an eligible home loan ⁽¹¹⁾	Members 55 years and above not working full time	Business Members	Eligible community bodies ⁽¹⁾	All Members	All Members	All Members	All Members	All Members	All Members
Daily Transaction Limits											
Minimum opening balance	\$1	\$1	\$1	\$1	\$1	\$1	\$1	\$1	\$10,000	\$100	\$3,000
Internet External Transactions ⁽²⁾	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	n/a	n/a
Internet International Transactions ⁽²⁾	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	n/a	n/a
ATM	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	n/a	n/a	n/a	n/a	n/a	n/a
Available Access Facilities											
Funds available at call	✓	✓	✓	✓	✓	✓ ⁽³⁾	✓	✓	✓	✓ ⁽⁴⁾	✓ ⁽⁴⁾
Branch Access	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
VISA Card	✓	✓	✓	✓	x	x	x	x	x	x	x
Internet Banking	✓	✓	✓	✓	✓	✓ ⁽⁵⁾	✓	✓	✓	✓ ⁽⁶⁾	✓ ⁽⁶⁾
Telephone Banking	✓	✓	✓	✓	✓	✓ ⁽⁶⁾	✓	✓	✓	✓ ⁽⁶⁾	✓ ⁽⁶⁾
Member Cheques	✓	x	✓	✓	✓	x	x	x	x	x	x
Direct Entry Credits	✓	✓	✓	✓	✓	✓	✓	✓	✓	x	x
Direct Entry Debits	✓	✓	✓	✓	✓	x	x	✓	✓	x	x
Periodical Payments	✓	✓	✓	✓	✓	x	✓	✓	✓	x	x
Quick Debits	✓	✓	✓	✓	✓	✓	✓	✓	✓	x	x
Payroll Allocation	✓	✓	✓	✓	✓	✓	✓	✓	✓	x	x
BPAY® and Osko®	✓	✓	✓	✓	✓	x	✓	✓	✓	x	x
Interest											
Interest Calculation	Minimum Monthly Balance	Daily Balance	Minimum Monthly Balance	Minimum Monthly Balance	Minimum Monthly Balance	Daily Balance	Daily Balance	Daily Balance	Daily Balance	Daily Balance	Daily Balance
Interest Method	Tiered ⁽⁷⁾	Offset to loan interest ⁽¹¹⁾	Tiered ⁽⁷⁾	Tiered ⁽⁷⁾	Tiered ⁽⁷⁾	Flat Rate	Flat Rate ⁽⁸⁾	Tiered ^{(7) (9)}	Tiered ⁽⁷⁾	Fixed	Fixed
Interest Payment Frequency	Last day of March		Last day of March	Last day of March	Last day of March	15 November	Last day monthly	Last day monthly	Last day monthly	Maturity ⁽¹⁰⁾	First day Monthly

Notes

- 1 Our Community (S6) is only available to community organisations that have a formal documented structure; Incorporated clubs; charitable organisations; sporting clubs; schools; recognised religions; community groups, and; non-profit organisations. Approval of applicants is at discretion of GMCU.
- 2 A higher limit is available by application for members who have registered to receive SMS One Time Passwords.
- 3 Funds will be disbursed by 15 November annually. You may nominate one of the following annual disbursement instructions;
 - transfer funds into another GMCU account; or
 - retain funds in the Christmas Saver (S4), and withdraw the funds using Internet Banking until 31 December.If you do not nominate an annual disbursement instruction, your funds will be retained in the Christmas Saver (S4).
- 4 If you withdraw all or part of your deposit before maturity, the amount you withdraw early will be subject to a reduced return. Details of the Early Withdrawal Interest Adjustment are available in the Schedule of Fees and Charges. The rate for the remaining deposit will be adjusted to the appropriate rate for that amount applicable on the date of lodgement.
- 5 Funds transfer is only available between 15 November and 31 December.
- 6 Access is for enquiry only.
- 7 Balance in each tier earns the rate for that tier.
- 8 An Introductory Interest Rate offer may be available from time to time. Such offers will only apply to new Online Saver (S5) opened during the offer period. The Introductory Interest Rate will apply in addition to the standard interest rate and will apply from the date the account is opened and for the time specified within the offer. Each offer may also be subject to further qualifying criteria, such as minimum amount, which will be specified at the time of the offer. A New Money Interest Rate offer may be available from time to time. The New Money Interest Rate will apply in addition to the standard interest rate to funds deposited during the offer period from the day of the deposit and for the time specified within the offer. The amount eligible to earn the New Money Interest Rate will reduce when withdrawals are made so that only the portion of balance that exceeds the balance on the first day of the offer will be eligible. Each offer may also be subject to further qualifying criteria, such as minimum amount, which will be specified at the time of the offer.
- 9 To qualify for monthly bonus interest you need to deposit at least \$20, and make no withdrawal (including electronic debits). Qualifying period ends on the last business day of each month.
- 10 Two year Term Deposits receive interest annually and at maturity.
- 11 Eligible Home Loans limited to types: L4, L23, L64, L71, L78, L80, L81, L83 and L84 in the same name as the My Offset. Activating the account operates as a variation to your loan contract – refer to the My Offset Conditions of Use for details of how the offset works. Interest is not payable on this account, even if the credit balance exceeds the loan balance.

Interest Rates are available from www.gmcu.com.au or ask at your local branch

Schedule of Fees & Charges

Current as at: 1st February 2021. This document must be read together with the GMCU Account & Access Facility Conditions of Use and the Summary of Accounts & Availability of Access Facilities

Transaction Fees Charged last day monthly	Transaction Accounts					Savings Accounts				Investment Accounts	
	My Everyday (S1)	My Offset (S7)	My Freedom (S3)	My Business (S2)	Our Community (S6)	Christmas Saver (S4)	Online Saver (S5)	Advantage Saver (S10)	Cash Manager (S15)	Fixed Term Deposit	Monthly Income Term Deposit
Account Eligibility	Personal Members	Members with an eligible home loan ⁽⁷⁾	Members 55 years and above not working full time	Business Members	Eligible community bodies ⁽⁵⁾	All Members	All Members	All Members	All Members	All Members	All Members
Monthly Fee Free Allowance											
Branch Withdrawals ⁽¹⁾	3	0	All	0	All	0 ⁽⁴⁾	0	0	0	n/a	n/a
Electronic Withdrawals ⁽²⁾	All	All	All	0	All	All ⁽⁴⁾	All	All	All	n/a	n/a
Card Purchase / EFTPOS / ATM	15	All	All	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Fee Each											
Branch Withdrawals	\$4.00	\$4.00	Free	\$4.00	Free	\$4.00 ⁽⁴⁾	\$4.00	\$4.00	\$4.00	n/a	n/a
Electronic Withdrawals	Free	Free	Free	\$0.50	Free	Free ⁽⁴⁾	Free	Free	Free	n/a	n/a
Card Purchase / EFTPOS / ATM	\$0.75 ⁽³⁾	Free	Free	\$0.75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Card Purchase / EFTPOS / ATM - Fee Cap per month	\$12.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Member Cheque presented	\$1.00	n/a	\$1.00	\$1.00	Free	n/a	n/a	n/a	n/a	n/a	n/a
Cheques you deposit	\$0.20	\$0.20	Free	\$0.20	Free	\$0.20	n/a	\$0.20	\$0.20	n/a	n/a

Notes

- Branch withdrawal includes: all in-branch cash, transfer and BPAY withdrawals
- Electronic withdrawal includes: Periodical Payment, Direct Debit and all payments using Internet and Telephone Banking (for Christmas Saver (S4) and Online Saver (S5) the only electronic withdrawal method is Internet Banking)
- Where qualifying term deposit balances exceed \$150,000 or qualifying home loan balance exceeds \$10,000, you may nominate one linked My Everyday (S1) account to receive a fee exemption. Linked accounts must be numbered using the identical member number as the qualifying loan or term deposit (one linked account per loan or term deposit). Linked account fee exemptions apply to all Card Purchase / EFTPOS / ATM fees applicable to that linked account. Where you change the nominated linked account during the month, fees will apply to the previously linked account for that full month. Qualifying accounts include all GMCU term deposit products and Home Loans limited to types: L4, L23, L64, L71, L78, L80, L81, L83 and L84.
- Christmas Saver (S4) branch withdrawal not charged between 15 November and 31 December. Electronic withdrawals limited to internet withdrawal between 15 November and 31 December
- Our Community (S6) is only available to community organisations that have a formal documented structure; Incorporated clubs; charitable organisations; sporting clubs; schools; recognised religions; community groups, and; non-profit organisations. Approval of applicants is at the discretion of GMCU.
- These general fees are charged monthly
- Eligible Home Loans limited to types: L4, L23, L64, L71, L78, L80, L81, L83 and L84 in the same name as the Offset Account. Activating the account operates as a variation to your loan contract – refer to the My Offset Conditions of Use for details of how the offset works. Interest is not payable on this account, even if the credit balance exceeds the loan balance.

Interest Rates are available from www.gmcu.com.au or ask at your local branch.



Schedule of Fees & Charges

General

Duplicate Statement - per page	\$1.00
ATM Balance Enquiry ⁽⁶⁾	\$0.50
Declined ATM or EFTPOS transaction ⁽⁶⁾	\$1.00
Annual Inactive Account Fee	\$20.00
Inter Credit Union Transactions	\$20.00
Corporate Cheque ⁽⁶⁾	\$10.00
Company Name Search	\$40.00
Business Name Search	\$40.00
Miscellaneous Service - per hour	\$80.00
- minimum	\$20.00
Specially Encoded Deposit Book	At cost
Audit Certificate Request	\$50.00
Transaction investigation	At cost

Early Withdrawal Interest Adjustment

Applies when any amount is withdrawn from a Term Deposit / Monthly Income Term Deposit before the maturity date.

- *The interest paid on the amount withdrawn will be the lower of the original invested rate, or the Christmas Saver (S4) account rate at the time of early withdrawal, for the period since it was lodged.*
- *The interest paid on the remaining deposit balance will be the rate for that balance tier on the last date of lodgement/renewal, for the period since it was lodged.*

Card Services

Replacement card/device - first each year	Nil
- subsequent	\$20.00
Transaction investigation	at cost
Foreign currency conversion fee	at cost

Cheque Services

Cheque Stop Payment Request	\$15.00
<i>Applies to each cheque stopped and each stop removed. If a stopped cheque is presented, a dishonour fee also applies.</i>	
Copy of Cheque - per cheque	\$15.00
Special Clearance of Deposited Cheque	\$15.00
Deposit Book - Cheque Listing	\$3.50

Cheque Book - Recovery of printing costs

25 forms	\$3.50
50 forms	\$7.00
100 forms	\$15.00
200 forms	\$30.00

Overdrawn Accounts

Honour fee	\$15.00
<i>Applies to each Cheque or Direct Debit payment that exceeds your available balance and we pay the transaction.</i>	

Dishonours

<i>Applies to each payment that exceeds your available balance and we do not pay the transaction, or payment deposited which is subsequently not honoured.</i>	
Member Cheque you write	\$12.50
Direct Payment (into or from your account)	\$10.00
Cheque you deposit	\$15.00

Where a fee is to be paid 'at cost' that cost is the charge determined by our third party providers. At all times GMCU endeavours to keep these charges to a minimum.

Visa merchants and ATM/EFTPOS terminal owners may levy an independent surcharge or service fee - this is not a GMCU fee and is additional to any charge GMCU may levy for the service.