

MOVE Life

#25 JAN
2022

WRAP UP:

53rd Annual General Meeting

MOVE Bank goes green!

How energy efficiency in your home
can save your money and the planet



Get straightforward
value with our 1 year
introductory offer

Straightfoward Home
Loan starting at 1.89% p.a.
(2.30% p.a. comparison rate)*

ABN 91 087 651 090 AFSL/Australian credit licence 234536 Railways Credit Union Limited trading as MOVE Bank

* Comparison rate is based on a secured loan of \$150,000 for a term of 25 years. WARNING: This comparison rate is true only for the examples given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate. Fees and charges apply. Rates quoted are correct as stated and are subject to change without further notice. All rates quoted are per annum. All applications are subject to MOVE's standard credit assessment and eligibility criteria.

MOVE BANK



from your CEO

Therese Turner

As we welcome a new year, our strong commitment to improving our members financial wellbeing has meant that we've continued to deliver across-the-board improvements and positive outcomes for our members, staff, and communities.

Outstanding Value

› National Recognition

I'm pleased to announce that we've received recognition across our personal lending product suite, taking out another three awards. Our New Car Loan, Low Rate Credit Card, and Unsecured Personal Loan have all won the Mozo Experts Choice Award.

This is the third year running that our Low Rate Credit Card has received this accolade, and the fourth year for our New Car Loan. In such a competitive landscape this recognition demonstrates the consistent value we offer members year on year.

Going Green

We recently launched our first ever 'green' loan product with our new Green Fixed Rate Car Loan. We understand that looking after our planet is important and want to support our members in making sustainable choices, which is why we have created a tailored product exactly for this purpose. Offering a discounted rate for low emissions vehicles, our Green Fixed Rate Car Loan supports members taking steps towards more sustainable living.

53rd Annual General Meeting

In November we held our 53rd Annual General Meeting, welcoming members to join us face-to-face at the Pullman Hotel in Brisbane or watch online. Members voted in favour of three motions, and we welcomed new directors Rachel Adair and Marcus Salouk to the MOVE Bank Board.

I want to sincerely thank the members who joined us at the AGM or voted online for playing an important part in MOVE Bank's governance.

Lastly, I want to thank our members for your ongoing support of MOVE Bank. Our members are the reason we exist, and we will continue to work hard to provide you with exceptional value and service for many years to come.

Therese Turner, CEO

› Competitive Rates

We strive to provide members with competitive products and have recently announced the launch of our 1 Year Introductory Offer on our Straightforward Home and Investment Loans.

In the year ahead, we continue to strive to offer our both depositors and borrowers with the best rates possible.

› Digital Enhancements

Our team has been working to develop the new MOVE Bank App, delivering improved features to help you bank no matter where you are. Our new app will be available for download from mid-January and are excited about the enhanced mobile banking experience it will deliver to our members.

"In the year ahead, we continue to strive to offer both our depositors and borrowers with the best rates possible."



Wrap up of our 53rd Annual General Meeting

MOVE Bank's 2021 AGM was held on 16 November 2021 and it was great to welcome members back for a face-to-face meeting.

Our AGM provides an opportunity for MOVE Bank members to vote on motions relating to the governance of the organisation and ask questions directly to our Board of Directors and Executive Staff.

At this year's AGM members approved the following motions:

- › The re-appointment of Bron Davies as a Director
- › The appointment of Rachel Adair as a Director
- › An increase to the maximum annual remuneration pool for the Board to \$305,000 plus Superannuation from the 2021/22 financial year

We also formally welcomed our newest Board members Rachel Adair and Marcus Salouk, who joined the Board in July. Both Rachel and Marcus bring experience and qualifications which will make them an asset to the Board and we look forward to their contributions.

MOVE Bank Chair Bron Davies and CEO Therese Turner spoke about our performance and achievements over the past financial year, which included MOVE Bank reconfirming its position as Australia's Best Small Mutual Bank, a record lending year with solid financial growth and remaining true to our purpose of providing tremendous value and support to our members.

We would like to extend our gratitude to the 101 members who attended the AGM and the members who voted online for playing an important part in MOVE Bank's governance.

Thank you all for your continued support and your participation.

Want to upgrade to member status?



All customers can now become members and part-owners of MOVE Bank and have a right to vote at general meetings.

If you'd like to upgrade your status to become a member, simply visit movebank.com.au/upgrade-membership and complete the short form or contact us on 1300 362 216. There are no costs to upgrade your status to member.

What's new at MOVE Bank?

Introducing the new MOVE Bank App!

We're excited to announce that we're launching a new banking app!

Designed with added features to improve member experience and increase functionality, the new MOVE Bank App for Android and iPhone provides you with secure and convenient mobile banking no matter where you are.

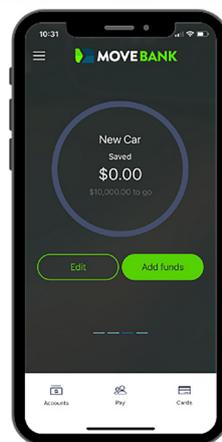
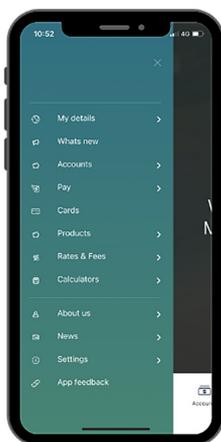
Available from mid-January, the new app has a range of tools to make your everyday banking a breeze including:

- › Secure access using a PIN, fingerprint or Face ID
- › Savings tracker and calculators
- › Funds transfer using OSKO and bills with BPAY
- › Redraw feature on eligible loan accounts
- › Add new Payees and schedule future payments

Keep an eye out for more information about release dates and features!

Manage your MOVE Bank accounts on any device, anytime with:

-  Face ID and fingerprint login
-  Saving tracker
-  Easy to use interface



Important information about your MOVE Bank Visa Debit Card

In the last issue of MOVE Life we announced that following changes to the Australian payment network, we've made the decision to retire Eftpos from MOVE Bank Visa Debit Cards. This process is well under way, and you should have received your replacement card for activation via Internet Banking or the MOVE Bank App.

If you have not received your replacement card, please contact our team on 1300 362 216.

For more information on the update, please visit movebank.com.au/eftpos-update



How Energy Efficiency In Your Home Can Save You Money And The Planet

According to Energy Matters making your home energy efficient is good for your back pocket and the planet, but what actions can you take today to help you get started?

Change Your Habits

It might seem simple but being mindful of how you're using energy around your home is extremely important. Be sure to turn off lights, heating, and cooling in rooms that you're not using. Reduce the amount of energy appliances use in standby mode by switching them off at the wall when not in use, and if the switch is hard to reach, invest in a remote-controlled adapter.

Go Solar

Installing solar panels to your home is a big way that you can do better for the planet. Whilst there is an initial cost, the use of solar energy in your home can drastically reduce the amount of power you draw from the grid and reduce your power bill in the long run.

Insulation Is Key

Believe it or not, insulation can have a big impact on how comfortable you feel in your home. Proper insulation can help keep out the heat in summer and hold in the warmth throughout winter. If you're not building new, you can retrofit energy efficient insulation in your home and expect to see a reduction in the use of your air conditioner and heater.

Consider Your Hot Water System

Hot water systems are the sort of thing we don't tend to think about until you step into an ice-cold shower. Hot water systems are a substantial source of energy usage (generally more than the rest of your appliances combined!), and an older less-efficient unit could be driving up your power bill. So if you've got an outdated hot water system it could be worth upgrading even if it's not broken.

Look At Your Lighting

Energy efficient lighting is a quick win when it comes to saving power and the planet. Replace your old bulbs with their LED counterparts which are longer-lasting and require less energy. LED bulbs are available to purchase just about anywhere and don't cost much more than the fluorescent alternatives.

Look For A Better Deal

If it's been a while since you reviewed your electricity provider, explore the market and see if you can be getting a better deal on your electricity and gas plan. You could even snag an extra discount if you have implemented sustainable practices (like the one's mentioned above) in your home! Go to energymadeeasy.gov.au to compare energy plans.¹



Looking to make the move to greener living?

With our Green Car Loan, going green never looked so good.

Learn more: movebank.com.au/gogreen

¹ Energy Made Easy is a free Australian Government service operated by the Australian Energy Regulator.

2021 Member Survey Insights

We want to say thank you to all members who took the time to complete our annual member survey last year. Your feedback is valuable and provides unique insights into what we're doing well and where we can improve.

What to expect:

Service And Accessibility

We heard that the service is important to you, and you shared that when you call through to MOVE Bank you feel confident our friendly team can help you quickly and efficiently, however there were some members who indicated we could do better with our lending experience.

"Security, professionalism, courtesy and trust have been the yard stones of my experience."

We've taken onboard this feedback and are investing in our digital loan journey to provide an enhanced experience for members applying for loans online.

We also received feedback that you'd like more functionality online and through the MOVE Bank App to manage your banking in your own time.

The great news is that we are launching our new MOVE Bank app mid-January, with a bunch of new features to make your everyday banking easier.

Secure Banking

With an ongoing increase in scams and fraud being experienced across Australia's financial services industry, banking safely and securely became a high priority for our members. We received overwhelmingly positive feedback about our proactive approach to protecting members.

By adding extra layers of security including one-time passwords, remote access scam warnings and continued surveillance of suspicious behaviour and scam trends, members feel secure banking online with MOVE Bank.

How does MOVE Bank measure up?

As a member-owned bank, meeting the needs of our members is a top priority. We stay in touch with our members expectations through our Voice of Member program and regular touch-points to ensure we're hitting the mark.



"Every interaction I have had with them has been so good, so helpful, nothing is too much trouble."

One of the ways we assess our performance is through our Net Promoter Score (NPS), which provides a rating on how willing members are to recommend us to their friends and family. This year we were rated with a positive score of 38.99, which compares exceptionally well to the big four banks who averaged 10.1.²

Thank you to everyone completing the survey, your feedback helps us to build a better bank for our members.

We donated \$1 to Beyond Blue for every annual member survey completed. We were pleased to donate over \$1,300 to Beyond Blue this year, which will contribute to providing valuable support and services for Australians struggling with mental health.



Congratulations to our **lucky winners!**

They've each won a \$100 e-gift card for completing the member survey.

1. Graham D from Beachmere, QLD
2. Linda O from Brisbane, QLD
3. Dean C from Melbourne, VIC

² Source: Roy Morgan NPS April 2021 (roymorgan.com)



Flubot Scams: How To Protect Yourself

Since August 2021, scammers have been increasingly targeting Australians with a new type of scam known as 'Flubot'. Flubot scammers are catching Australians out, so it's important to learn how to identify when you're being targeted and what to do next.

What is a Flubot scam?

A Flubot scam begins with a text message about a missed call, voicemail, or even a delivery. These messages often ask you to click a link to track a delivery, hear a voicemail message, or even view photos.

Although they may appear realistic, the messages are fake and by clicking on the link you are allowing the scammers to download malicious malware on your phone. The malware can then be used by scammers to access your personal information including banking details and passwords.

Once your phone is infected with the 'Flubot' it can also send out messages to contacts within your phone, encouraging others to click the link and become infected with the malware.

What do Flubot messages look like?

The reason this new type of scam is so effective is because Flubot texts are designed to mimic messages you might receive from legitimate companies. Some examples include:

- › Your DHL order ID 1768908 will arrive soon. Track the delivery progress here at: <https://exampleurl.com/12hgyt8a>
- › Voicemail message received. Visit <https://exampleurl.com/12bfd8j> to listen before it is automatically deleted.

Often, the website link will contain a series of random letters and numbers at the end, this can be an easy way to identify what may be a Flubot message. You can also help identify a Flubot scam if the message contains spelling errors or is about a parcel you haven't ordered.



What do I do if I've received a text?

If you receive a text message you believe to be a Flubot scam, delete it immediately. We strongly recommend that you never click on the links in these messages.

If you have accidentally clicked on a link, you may be taken to a page which will claim your device is infected with Flubot and prompts you to install 'additional security' to remove it. This is a trick and at this point your phone is not yet infected, however installing the 'additional security' will download the malware and provide access to scammers.

If you believe your phone may have been infected, do not enter any passwords or log into any accounts as you are now at risk from hackers. You should take your phone to an IT professional or perform a factory reset of the device as soon as possible. If you need to check your online banking, use a different device to do so and to be safe, it is also best to change your passwords to important accounts.



Reporting a Scam

If you think you've fallen victim to a scam, please contact us as soon as possible. You can also report it on scamwatch.gov.au so that others can be warned of current scams.

Current Interest Rates

All rates are per annum



HOME LOANS - From 13 December 2021

	Annual Rate	Comparison Rate ¹
Straightforward Home Loan L51 ²		
\$150,000 - \$499,999	2.39%	2.43%
1 Year Introductory Offer \$150,000 - \$499,999 ⁵	1.99%	2.40%
\$500,000 +	2.29%	2.33%
1 Year Introductory Offer \$500,000 + ⁵	1.89%	2.30%
Standard Variable Home Loan L20	3.50%	3.54%
Complete Package Variable Home Loan L21		
\$50,000 - \$249,999	2.75%	3.18%
\$250,000 - \$499,999	2.65%	3.08%
\$500,000 - \$749,999	2.55%	2.99%
\$750,000 +	2.45%	2.89%
Complete Package Fixed Rate Home Loan L45 ³		
1 Year	2.39%	3.15%
2 Year	2.39%	3.12%
3 Year	2.59%	3.14%
5 Year	3.14%	3.33%

INVESTMENT LOANS - From 13 December 2021

	Annual Rate	Comparison Rate ¹
Straightforward Investment Loan L17 ²		
\$150,000 - \$499,999	2.54%	2.58%
1 Year Introductory Offer \$150,000 - \$499,999 ⁵	2.14%	2.55%
\$500,000 +	2.44%	2.48%
1 Year Introductory Offer \$500,000 + ⁵	2.04%	2.45%
Standard Variable Investment Loan L15	4.09%	4.13%
Complete Package Variable Investment Loan L16 ⁴		
\$100,000 - \$249,999	3.34%	3.76%
\$250,000 - \$499,999	3.24%	3.66%
\$500,000 - \$749,999	3.14%	3.56%
\$750,000 +	3.04%	3.46%
Complete Package Fixed Rate Investment Loan L46 ³		
1 Year	2.69%	3.70%
2 Year	2.69%	3.64%
3 Year	2.94%	3.66%
5 Year	3.44%	3.80%

Interest rates for construction and interest only loans are available upon request where applicable

CREDIT CARD - From 10 April 2019

	Interest free days ⁶	Retail Purchase Rate	Cash advance rate
Low Rate Credit Card # S7	Up to 45	8.99%	12.99%

Warning ¹ Comparison rate is based on a secured loan of \$150,000 for a term of 25 years. Different terms, fees or other loan amounts will result in different comparison rate. Fees and charges apply. Rates quoted are correct as stated and are subject to change without further notice. All rates quoted are per annum. All applications are subject to MOVE Bank's standard credit assessment and eligibility criteria. For up-to-date information on interest and comparison rates phone us on 1300 362 216 or visit movebank.com.au. ² Maximum LVR for P&I loans 80%. ³ Reverts to Complete Package Variable Home or Investment Loan at the applicable tier, based on the loan funded amount. Maximum LVR is 90% and minimum loan amount is \$100,000 for investment loans. ⁴ Maximum LVR is 90% ⁵ 1 Year Introductory discounted variable rate is available for 12 months from settlement date, after which it reverts to the Straightforward Variable Home or Investment Loan at the applicable tier, based on the loan funded amount. This offer is available on new business for purchases and external refinances from 13 December 2021. Limited time offer and may be withdrawn at any time. ⁶ The interest free period is not available on Cash Advances. The number of interest free days will depend on when you make your purchase and when your statement is issued. ⁸ Terms and conditions apply including minimum credit limit, please see the Key Fact Sheet on our website for further details. Rates are current as at 09/04/2019 and subject to change. All credit card applications are subject to credit assessment and approval. Fees and charges apply.

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Current Interest Rates

All rates are per annum



PERSONAL AND CAR LOANS - From 1 November 2021

	Annual Rate	Comparison Rate ⁷
New Fixed Rate Car Loan L23 * <i>Comparison rate based on a secured \$30,000 loan for 5 years.</i>	4.59%	4.86%
Green Fixed Rate Car Loan L24 * <i>Comparison rate based on a secured \$30,000 loan for 5 years.</i>	4.09%	4.35%
Any Age Car Loan L12 <i>Comparison rate based on a secured \$30,000 loan for 5 years.</i>	10.69%	10.97%
Personal Loan - Special Offer L10 ^ <i>Comparison rate based on an unsecured \$10,000 loan for 3 years.</i>	8.97%	9.99%
Personal Loan L11 <i>Comparison rate based on an unsecured \$10,000 loan for 3 years.</i>	13.74%	14.79%
Flexi Personal Credit #	12.29%	



SAVINGS ⁺ - From 1 July 2021

	Base Rate	Bonus Rate ⁸	Maximum Rate
Bonus Saver S10 <i>Interest calculated on daily balance and paid monthly.</i>	0.10%	0.75%	0.85%
Online Saver ⁻ S20 <i>Interest calculated on daily balance and paid monthly.</i>			0.40%
Everyday Saver ⁻ S1, S22 and S33 <i>Interest calculated on daily balance and paid monthly.</i>			0.01%
Christmas Saver S8 <i>Interest calculated on minimum monthly balance and paid on 31st October.</i>			0.25%



FIXED TERM DEPOSITS - From 13 December 2021

Term	Min. \$5,000 and above	Interest Paid
3 Months i3	0.40%	At maturity
4 Months i4	0.40%	At maturity
5 Months i5	0.40%	At maturity
6 Months i6	0.50%	At maturity
7 Months i7	0.50%	At maturity
8 Months i8	0.50%	At maturity
9 Months i9	0.55%	At maturity
10 Months i10	0.55%	At maturity
11 Months i11	0.55%	At maturity
12 Months i12	0.65%	At maturity
13 to 14 Months i13	0.65%	Annually ⁹
15 to 23 Months i30	0.75%	Annually ⁹
24 Months i30	1.00%	Annually ⁹
12 to 14 Months i40	0.65%	Monthly
15 to 23 Months i50	0.75%	Monthly
24 Months i50	1.00%	Monthly

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BSB 724-100 ABN 91 087 651 090 AFSL/Australian credit licence 234536
Railways Credit Union Limited trading as MOVE Bank

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