

## Annual General Meeting Wrap Up

MOVE Bank's 2022 AGM was held on 17 November 2022.



**A guide to our App**

The MOVE Bank app is how you can bank on the move.



# from your CEO

Therese Turner

After five amazing years at MOVE Bank, I am sad to announce that I will be leaving at the end of 2022 to take the next step in my career. As this will be my final CEO update, I wanted to take the opportunity to reflect on my time at MOVE Bank.

It has been a great privilege to lead and work with the MOVE Team. I am very proud of what we have achieved together, particularly given the challenging and unprecedented environment with the pandemic and record low interest rates.

MOVE Bank has delivered significant changes and successes, thanks to our supportive members and our very hard-working MOVE Bank team. We have a clear vision to expand the brand outside Queensland and deliver mutual benefits to members Australia wide. To achieve this, we introduced online lending, new online saver products and established a national broker channel. Following changes to legislation we were the first credit union to add 'bank' to our name and we opened our bond so anyone could join.

Over the last five years these strategies have delivered \$1.5 billion in loan applications, \$700 million in new loans and over 3,500 new members, with loans outside Queensland now representing 35% of our loan book.

We also delivered a range of new services to modernise banking for our members including OSKO fast payments, Apple & Google Pay, our award-winning Credit Card, and an all-new Mobile App. In addition, we were an early adopter of Comprehensive Credit Reporting (CCR) to help simplify the lending process.

We have delivered tremendous value to our members year on year with ongoing improvements across our entire product range, receiving over 70 awards including Australia's Best Small Mutual Bank two years in a row and Money magazine's Personal Lender of the year three years running.

Investment in our people has also been a focus. We provided all staff with easy access to professional and personal development, free travel to and from work, and work from home flexibility.

We also strengthened our risk and compliance framework and built a stronger capital base. MOVE Bank now has one of the highest bank capital ratios in Australia, which provides a sound foundation for the next phase of the strategic plan, which includes a major investment in technology and continued growth.

I sincerely wish the entire MOVE Bank team every success for the future and thank our members for your ongoing support. And finally I want to acknowledge the Chair Bron Davies and the entire Board for their leadership and guidance.

A CEO recruitment process is currently underway, with our Chief Risk Officer and Legal Counsel, Melissa Treacy stepping in as acting CEO.

**Therese Turner, CEO**

*"We have delivered tremendous value to our members year on year with ongoing improvements across our entire product range."*



## What's new at MOVE Bank?

We are thrilled to share that over the last few months we have won an incredible **seven awards for our Personal Lending product range, including:**

Award	Provider
Experts Choice Award: Personal Loan Provider of the Year	MOZO
Experts Choice Award: Unsecured Personal Loan	MOZO
Experts Choice Award: Car Loan	MOZO
Experts Choice Award: Green Car Loan	MOZO
Experts Choice Award: Low Rate Credit Card	MOZO
Outstanding Value: Green Car Loan	CANSTAR



Our Movember team, MOVEmbank, led by team captain Daniel Gales, raised \$3500 towards Men's health. With 17 members joining our team, from all over MOVE Bank, we're proud to have put the spotlight on men's mental and physical health for the month of November. The team collectively walked or ran 1031 kilometers over the month of November. MOVE Bank also hosted a morning tea for our team. A special shout out to Kellie who raised over \$750 for the cause. Well done MOVE staff and supporters for a great fundraising effort.



### Congratulations

We would like to congratulate our **Lending Operations Officer, Mel** for winning **Employee of the Year**. Mel is a quiet achiever whose work is invaluable to the MOVE Bank team and our members.



## New Year's resolutions: Improving your financial position

As we head into the new year, many of us will be thinking about what the fresh start can bring and our goals for 2023. If your goal is to improve your financial position, we are here to help! A goal without a plan is just a wish, so here are some tips to help turn your wish to reality.

Kick start your savings by taking out a Growth Saver! That's exactly what it's designed for. Get one of the highest interest rates on the market in two easy steps: open a Growth Saver, and then deposit at least \$200 per month with no withdrawals. You will be eligible for bonus interest on balances up to \$25,000.

For larger balances, the Bonus Saver offers similar features on balances of up to \$250,000. When you need access to the money, you can withdraw at any time fee free, it only means you will forfeit the bonus interest for that month. Both accounts can be created via internet banking so you can get started today! To open a new account, log into your internet banking on a desktop, go to services, new savings account, and choose what account you'd like to open.

A regular saving habit is important to develop, and could be the key to your 2023 goals. An easy way to save is by setting up an automatic transfer the day your salary is received into your savings account.

Even better, make a specific goal to save towards. The MOVE Bank app gives you great visibility over your savings! Set up a savings goal by swiping left on the home screen and watch your progress.

Another aspect of a healthy financial position is having good oversight over your debts, and if necessary, you may want to consider consolidating them. MOVE Bank can help with consolidating loans as well as your credit cards.# Visit our website or contact us for more information.

Our Low Rate Credit Card, three year running winner of the Mozo's Experts Choice award for a Low-rate Credit card, offers members a balance transfer rate of 0% for 6 months.\* It also features a low ongoing rate and low annual fee, which we will waive for the first year, or ongoing for members that have a home loan package with us. You can get more information regarding this on our website, which is where you can also apply.

### Reach your savings goals with our Growth Saver

Watch your savings grow with a maximum interest rate of 4.50% p.a.\* when you deposit \$200 and make no withdrawals in a month.

**4.50%**  
Interest Rate

\* Bonus interest rate applied on balances up to \$25,000 when the account holder makes a minimum deposit of \$200 and no withdrawals within a calendar month. Otherwise, the base interest rate will apply. Rate correct as at 1 January 2022.

# All applications are subject to MOVE's standard credit assessment and eligibility criteria. Fees and charges apply. Balance transfer available up to 80% of the approved limit. The 0% p.a. interest rate applies to balances transferred at point of application for a period of 6 months. At the end of the balance transfer period, the interest rate on any outstanding transferred balance will revert to the variable annual percentage rate for purchases. Other terms and conditions apply.

## Budgeting tips

A plan for the new year can start with a budget – a spending plan based on income and expenses. Here are some top budgeting tips from the Australian Government, and us at MOVE Bank.

First and foremost, if you haven't already signed up for Your Financial Wellness - an independent online platform which helps you understand your finances so you can make informed decisions about your financial future – MOVE Bank offers all our members full access to the platform. Go to [movebank.com.au/wellness](https://movebank.com.au/wellness) or search "Your Financial Wellness" in the search bar.

### Budgeting tips from moneysmart.gov.au

#### 1. Record your income:

A list of all money coming in, including:

- a) How much
- b) Where from
- c) How often (weekly, fortnightly, monthly, or yearly)

This can be your wages, pension, government benefit or payment, or income from investments or interest.

#### 2. Add up your expenses.

Look at your essential items you need to pay for to live.

These can be fixed expenses, such as rent, bills, rates, groceries, or debt expenses such as loan repayment, credit card or mortgage repayments.

Often, we also have unexpected expenses such as car repairs or medical bills.

A handy way to see what's going out is by navigating to your statement online or that you receive in the mail from MOVE Bank, as well as any other institutions you bank or make payments with.

#### 3. Set your spending limit.

The money left after expenses is your spending and savings. Set aside an amount of spending money for wants, and make a plan so you can stick to it.

#### 4. Savings

Work out a goal of savings and use your budget to work towards it. This could be a percentage of your income, or a set amount you automatically transfer after you receive your income.

#### 5. Adjust your budget

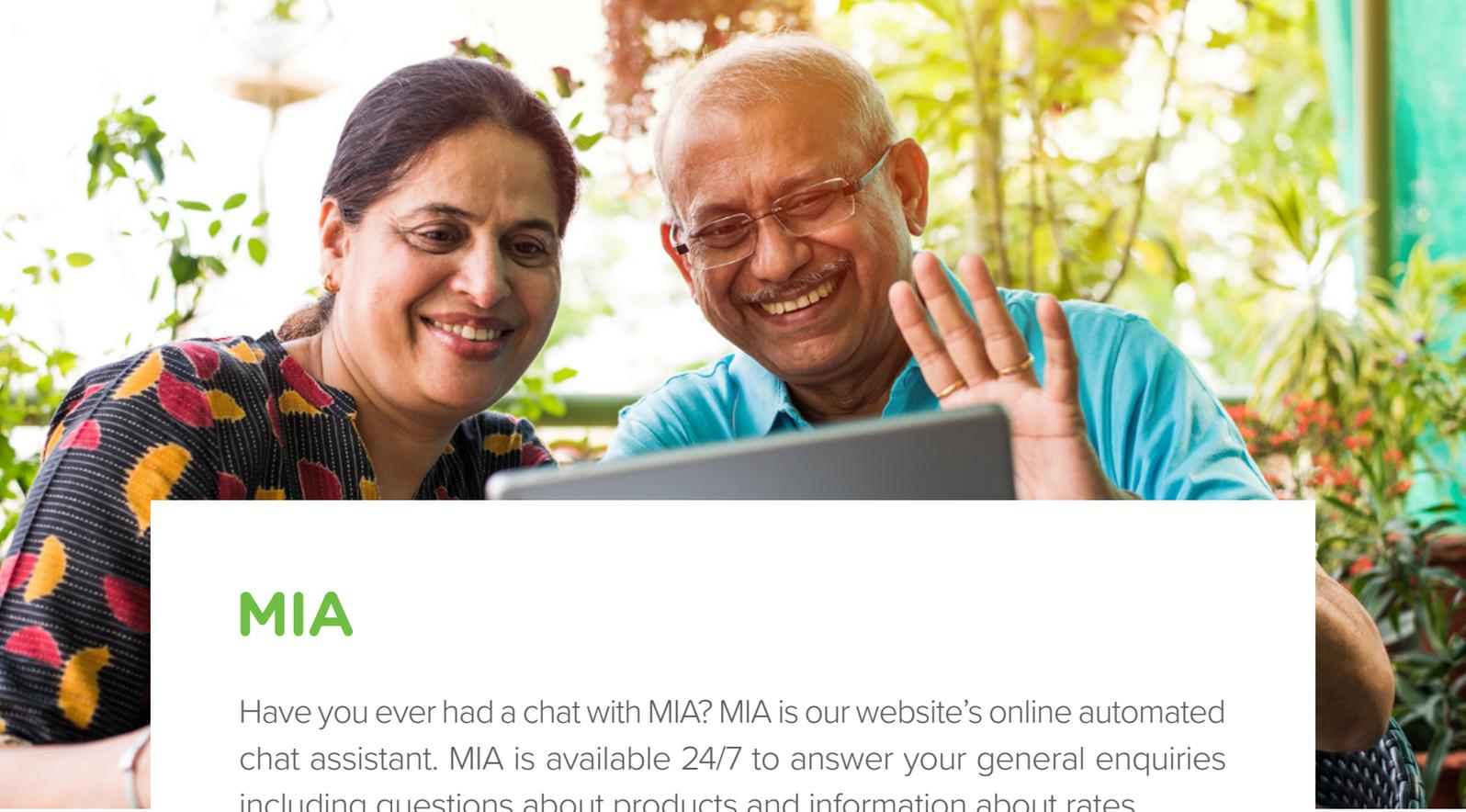
Your budget needs to work for you. If it doesn't suit your lifestyle, adjust and make changes as things change. Your expenses may go through spikes or sudden increases, or perhaps you can save more with a pay rise or if you pay off some debt.

#### 6. Make budgeting easier

Consider having separate bank accounts, for example:

- › A transaction account for bills and expenses
- › A transaction account for spending
- › A higher interest savings account (like our online saver)

You can then automate your budget by setting up a regular transfer to your savings account on pay day, and setting up direct debits for when your bills are due.



## MIA

Have you ever had a chat with MIA? MIA is our website's online automated chat assistant. MIA is available 24/7 to answer your general enquiries including questions about products and information about rates.

You can even ask MIA to arrange a call from one of our friendly team. We are continuing to develop and improve MIA and need your help! The more experience MIA has in chatting with our members, the better her answers will be. We are committed to ensuring the best member experience and regularly monitor MIA to make improvements.

You can also chat with one of our friendly team during business hours through MIA. Simply type 'human' and MIA will connect you to a MOVE staff member when available.

We can assist you with general enquiries and questions about products through MIA. To protect your privacy and security, it's important to note that MIA cannot give personal advice or

membership information. For sensitive or personal enquiries please consider using our secure message function.

To access secure messages, log in to your internet banking and go to inbox, then secure messages. You may be guided to this through MIA and continue your conversation with one of our friendly staff through the human chat function, however any personal or membership related conversations can only be taken through the secure messages or by giving us a call during business hours.

Try MIA today! You'll find her in the bottom right-hand corner of the website, or by going to [movebank.com.au/chat](https://movebank.com.au/chat)

*"The opportunity to use online Chat has been great. I live in a rural area; my mobile gets poor service, and the landline isn't much better. Please pass on feedback that the Chat option is a great addition to your customer service provision. Especially when I can consult you as a "Human" by simply sending that word in the chat. I have information which has put my mind at ease."*

- Recent member feedback

# Wrap up of our 54th Annual General Meeting

MOVE Bank's 2022 AGM was held on 17 November 2022. We always enjoy spending time with members in person, and this year was no exception.

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-election of Scott Reidel as a Director
- › The re-election of Mick Skinner as a Director

MOVE Bank Chair Bron Davies and CEO Therese Turner spoke about our performance and achievements over the past financial year including:

- › Successfully navigating a difficult operating environment to remain strong and secure;
- › Achieving our second highest loan funding year on record; and
- › Delivering a stable profit despite our significant investment in future IT infrastructure.

Our Chair, Bron Davies, advised she will be stepping down as Chair after the AGM with Scott Reidel being appointed our new Chair. Bron was first elected to the Board of Directors of MOVE Bank in November 2012 and became chair in 2019. Her breadth of knowledge and experience in risk management and financial services was instrumental to the forward direction of MOVE. We are grateful for Bron's tireless effort and significant contributions.

We would like to extend our gratitude to the 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.

*"My husband and I attended the Move Bank AGM recently and we cannot thank you enough for a wonderful night - the most enjoyable social event we have had recently.*

*The speakers were professional and friendly. We were very appreciative of the transparency of the information they offered.*

*The meal was exquisite and made us feel such valued members.*

*Move Bank has a special and unique culture and it was never more prevalent than at this AGM.....so glad we joined Move Bank.*

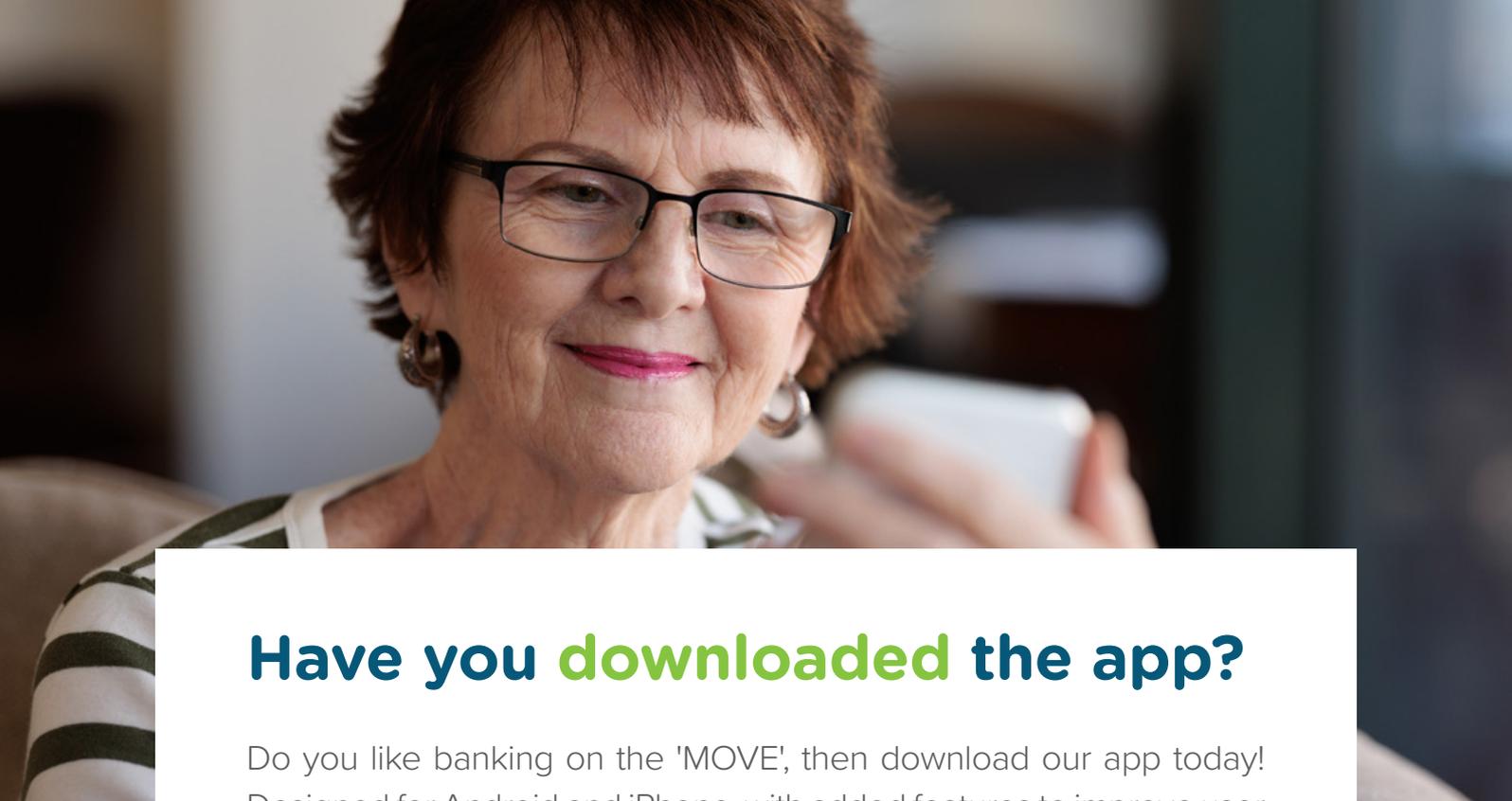
- Recent AGM feedback



Bron Davies



Scott Reidel



## Have you downloaded the app?

Do you like banking on the 'MOVE', then download our app today! Designed for Android and iPhone, with added features to improve user experience and increased functionality, the MOVE Bank app provides you with a secure and simple way to bank on the go.

You'll be able to manage your account on any device, any time with the app. Not sure how to get started? Follow along with some of the frequently asked questions below:

### Do I need to register for Internet Banking first?

Yes, to get started with the MOVE Bank App you will need to register for Internet Banking. If you need assistance registering for Internet Banking, contact our friendly team on **1300 362 216**.

### How do I get started using the MOVE Bank App?

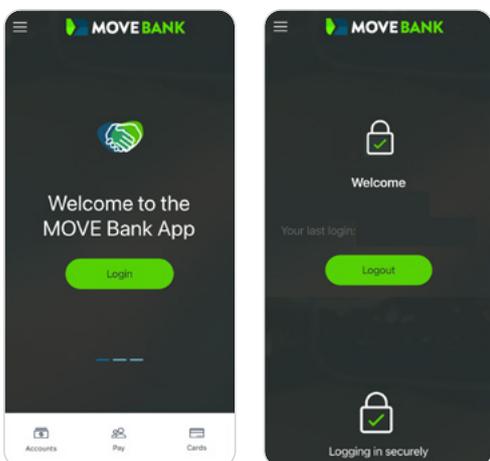
To get started download the MOVE Bank App from the Apple App Store or Google Play Store.

Scan the below QR codes with your smartphone using the camera feature, or search "MOVE Bank" within your relevant App Store.:

iPhone



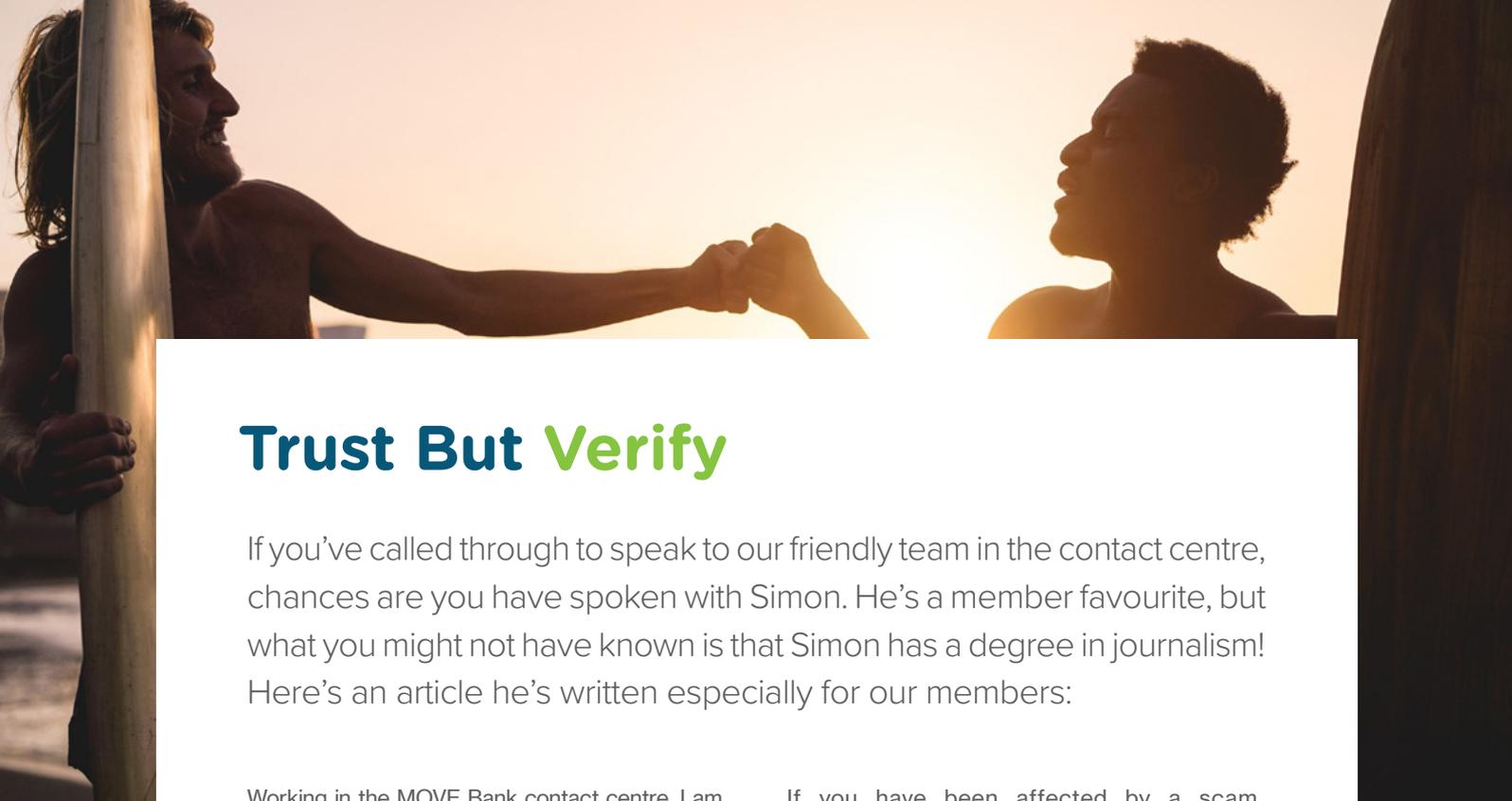
Android



Once it is downloaded, register with your member number, password and mobile number. Now the App is ready to use for your everyday banking!

For a comprehensive list of FAQ, please visit [movebank.com.au/app-faqs](https://movebank.com.au/app-faqs)





## Trust But Verify

If you've called through to speak to our friendly team in the contact centre, chances are you have spoken with Simon. He's a member favourite, but what you might not have known is that Simon has a degree in journalism! Here's an article he's written especially for our members:

Working in the MOVE Bank contact centre, I am aware that we have a member base with long memories. The Whitlam years, the introduction of GST, the fall of the Berlin Wall. I mention this because if we have spoken over the phone about any potential scams that concerned you, I have given you this piece of Soviet advice: trust but verify.

Trust but verify is an excellent way to approach anything to do with the protection of your money whether it be online, people calling to apply high pressure conversations for access to information or digital devices, or just good old-fashioned emails. The basic concept is approach with suspicion. Australia Post isn't going to call you about a package, if you don't shop with eBay they can't charge you, Paypal won't have your card details if you've never used them before.

It also doesn't hurt to keep an eye on your transaction history as it helps catch out weird little websites charging you odd amounts each month. This is the most common type of fraud we see outside of people being encouraged to transfer the funds themselves to the fraudsters.

Scam phone calls are designed to create a panic to stop you from thinking critically about the situation. The more of a panic the caller can put you in, the more you will implicitly trust them, and the easier for them to trick you into handing control of your electronic devices or giving them sensitive info. In these situations, see if you can confirm through an official channel, calling them back, or checking the info you've been given.

If you have been affected by a scam, make sure you give us a call as soon as you can on **1300 362 216** or send an email to **info@movebank.com.au**. If you notify the bank you've sent the funds through to that you've been scammed, they might be able to freeze the account the funds have been sent to.

A common scam that Australians have seen more of in recent months is the "Hi Mum/Dad" message scam. Scammers typically send a WhatsApp or a text message from an unknown number, impersonating a child, starting with "Hi Mum". Often the messages follow along the lines of "I've changed provider" or "I've lost or broken my phone" The scammer uses this to justify a funds transfer, claiming to be in urgent needs of funds. They don't stop at asking for funds, also asking for personal information, which may then be used to scam other family members.

Always verify any contact that is out of the blue. The best way to go about this is by verifying if your child's number is working by calling them or finding another means to get in touch with them, like contacting someone they're with, or via email or social media.

Trust your money is going to be safe, but it doesn't hurt to verify to be sure.

**Simon Perry, Personal Banking Consultant**



## Current Interest Rates

All rates are per annum



### HOME LOANS – Effective 21 December 2022

	Annual Rate	Comparison Rate <sup>1</sup>
<b>Straightforward Plus Home Loan L52<sup>2</sup></b>		
\$150,000 - \$499,999 (New Business)	4.64%	4.69%
\$500,000+ (New Business)	4.54%	4.59%
<b>Standard Variable Home Loan L20</b>	6.50%	6.55%
<b>Complete Package Variable Home Loan L21</b>		
\$50,000 - \$249,999	5.75%	6.11%
\$250,000 - \$499,999	5.65%	6.01%
\$500,000 - \$749,999	5.55%	5.91%
\$750,000+	5.45%	5.81%
<b>Complete Package Fixed Home Loan L45<sup>3</sup></b>		
1 Year	4.99%	6.03%
2 Year	5.39%	6.04%
3 Year	5.69%	6.09%
5 Year	6.09%	6.26%



### INVESTMENT LOANS – Effective 21 December 2022

	Annual Rate	Comparison Rate <sup>1</sup>
<b>Straightforward Plus Investment Loan L18<sup>2</sup></b>		
\$150,000 - \$499,999 (New Business)	4.79%	4.84%
\$500,000+ (New Business)	4.69%	4.74%
<b>Standard Variable Investment Loan L15</b>	7.09%	7.14%
<b>Complete Package Variable Investment Loan L16<sup>4</sup></b>		
\$100,000 - \$249,999	6.34%	6.69%
\$250,000 - \$499,999	6.24%	6.59%
\$500,000 - \$749,999	6.14%	6.49%
\$750,000+	6.04%	6.39%
<b>Complete Package Fixed Investment Loan L46<sup>3</sup></b>		
1 Year	4.99%	6.55%
2 Year	5.59%	6.54%
3 Year	5.89%	6.56%
5 Year	6.29%	6.67%

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



### CREDIT CARD – Effective 10 April 2019

	Interest Free Days <sup>5</sup>	Retail Purchase Rate	Cash Advance Rate
<b>Low Rate Credit Card<sup>#</sup> S7</b>	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](http://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 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. # 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 01/12/2022 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 – Effective 14 October 2022

	Annual Rate	Comparison Rate <sup>7</sup>
<b>New Fixed Rate Car Loan L23*</b> <i>Comparison rate based on a secured \$30,000 loan for 5 years</i>	5.74%	6.01%
<b>Green Fixed Rate Car Loan L24*</b> <i>Comparison rate based on a secured \$30,000 loan for 5 years</i>	5.24%	5.51%
<b>Any Age Car Loan L12</b> <i>Comparison rate based on a secured \$30,000 loan for 5 years</i>	10.69%	10.97%
<b>Personal Loan – Special Offer L10^</b> <i>Comparison rate based on an unsecured \$10,000 loan for 3 years</i>	8.97%	9.99%
<b>Personal Loan L11</b> <i>Comparison rate based on an unsecured \$10,000 loan for 3 years</i>	13.74%	14.79%
<b>Flexi Personal Credit#</b>	12.29%	



### SAVINGS\* – Effective 1 January 2023

	Base Rate	Bonus Rate	Max Rate
<b>Bonus Saver S10</b> <i>Interest calculated on daily balance and paid monthly. Max balance applied for bonus rate<sup>8</sup></i>	0.10%	3.35% <sup>8</sup>	3.45%
<b>Growth Saver S30</b> <i>Interest calculated on daily balance and paid monthly. Max balance applied for bonus rate<sup>9</sup></i>	0.10%	4.40% <sup>9</sup>	4.50%
<b>Online Saver S20</b> <i>Interest calculated on daily balance and paid monthly</i>	3.15%		
<b>Express Saver S50</b> <i>Interest calculated on daily balance and paid monthly</i>	2.30%		
<b>Everyday Saver S1, S22 and S33</b> <i>Interest calculated on daily balance and paid monthly</i>	0.01%		
<b>Christmas Saver S8</b> <i>Interest calculated on minimum monthly balance and paid on 31st October</i>	1.00%		



### FIXED TERM DEPOSITS – Effective 1 December 2022

	Min. \$5,000 and above	Interest Paid
<b>3 Months i3</b>	2.10%	At maturity
<b>4 Months i4</b>	2.10%	At maturity
<b>5 Months i5</b>	2.10%	At maturity
<b>6 Months i6</b>	3.20%	At maturity
<b>7 Months i7</b>	2.85%	At maturity
<b>8 Months i8</b>	2.85%	At maturity
<b>9 Months i9</b>	3.35%	At maturity
<b>10 Months i10</b>	2.95%	At maturity
<b>11 Months i11</b>	2.95%	At maturity
<b>12 Months i12</b>	4.00%	At maturity
<b>13 to 14 Months i13</b>	3.75%	Annually <sup>10</sup>
<b>15 to 23 Months i30</b>	3.65%	Annually <sup>10</sup>
<b>24 Months i30</b>	4.10%	Annually <sup>10</sup>
<b>12 Months i40</b>	3.90%	Monthly
<b>13 to 14 Months i40</b>	3.65%	Monthly
<b>15 to 23 Months i50</b>	3.55%	Monthly
<b>24 Months i50</b>	4.00%	Monthly

Warning 7 Comparison rates apply only to the examples given. 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](http://movebank.com.au). \* Loan is not available for internal refinancing. + Loan must be secured by a vehicle which complies with MOVE Bank's Green Vehicle Criteria available at [movebank.com.au/gogreen](http://movebank.com.au/gogreen). Loan is not available for internal refinancing. ^ Loan excludes internal refinancing and debt consolidation. Minimum loan amount \$10,000. This is a limited time offer and can be withdrawn at anytime without notice. #When this account is in credit, interest is calculated and paid as per the corresponding SAVINGS rate for Everyday Saver S1, S22, S33. + Deposits (Cheque and Internet Banking) over \$2M are subject to acceptance criteria and negotiation. 8 Bonus rate applied on balances up to \$250,000 when the account holder makes a minimum deposit of \$200 and no withdrawals within a calendar month. Otherwise, the base rate applies. 9 Bonus rate applied on balances up to \$25,000 when the account holder makes a minimum deposit of \$200 and no withdrawals within a calendar month. Otherwise, the base rate applies. ~ No credit interest will be paid to the savings account when it is an offset facility even where the credit balance exceeds the debit balance of the linked loan account. 10 For terms longer than 12 months, interest is paid at 12 months and then at maturity.

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#### Member Contact Centre

**E.** [info@movebank.com.au](mailto:info@movebank.com.au) **Chat.** [movebank.com.au/chat](https://movebank.com.au/chat)  
**T.** 1300 362 216 **F.** 07 3221 1672 **M.** GPO Box 648, Brisbane QLD 4001

**BSB** 724-100 **ABN** 91 087 651 090 **AFSL/Australian credit licence** 234536  
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