



If you are intending to travel overseas, let CWCU help protect your account while you are away. **Here's all you need to do:**

- Advise us of your travel by phone, email or in person including the dates you are away, countries of destination and contact details while overseas,
- If you would like your account managed for you while you are overseas, ensure you have given someone appropriate authority to operate your account.

This will help CWCU to monitor and protect your cards from unauthorised use during the time you are away.
Bon voyage!

Drive away with a better deal!

7.99%_{pa}

NEW CAR LOAN RATE

- ✓ Cars up to 5 years old
- ✓ No ongoing fees
- ✓ Insurance available

8.21%_{pa}

COMPARISON RATE*

- ✓ Free redraw
- ✓ No early repayment fees
- ✓ Refinance another lender

*Terms, conditions, fees, charges and lending criteria apply. *Comparison rate is calculated on a loan amount of \$50,000 over 5 years. WARNING: The comparison rate is true only for the example given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan. Central West Credit Union ABN 67 087 649 885 AFSL 245415 Australian Credit Licence 245415

Mobile phone scams

Scams that come to you on your mobile can be difficult to recognise. They might come from somebody who talks as if they know you; they might come through a 'missed call' from an unknown number that you redial; or they might be upfront about what they are promoting, but don't inform you about hidden charges. You might be offered free or cheap ring tones, or the chance to win fantastic prizes. When you reply to these messages or calls, you may find yourself disappointed in the product, or signed up to a service you don't want or cannot stop. You could be left facing a huge phone bill. If you receive a missed call or text message from an unknown number, the best thing to do is to delete the message or ignore the call. Always do your homework before you agree to any offer you receive over your mobile, and never agree to any offer that you are not completely sure about. Such as:-

Ring tone scams:
Misleading offers for 'free' or cheap ring tones that end up being a subscription or premium rate service

Missed calls and text messages from unknown numbers:
Missed calls that can lead to premium rate charges or mysterious text messages that can cost a lot of money if you reply to them.

SMS competition & trivia scams:
You are encouraged to enter a competition or trivia contest over SMS for a great prize - but misled about your chances to win or how much it will cost you to take part.

Learn more about current scams – go to www.scamwatch.gov.au

Central West Credit Union Limited
ABN 67 087 649 885. AFSL 245415.
Australian Credit Licence 245415.

HEAD OFFICE
269 Clarinda Street Parkes 2870
Phone: 6862 2788 Fax: 6862 4878

BRANCHES
87 Rankin Street Forbes 2871
Phone: 6852 3571 Fax: 6852 4248

91 Kendal Street Cowra 2794
Phone: 6342 4142 Fax: 6342 4161

AGENCIES
Shortis & Timmins Pharmacy
78 Bathurst Street Condobolin 2877
Phone: 6895 2477

Weddin Shire Council
Camp Street Grenfell 2810
Phone: 6343 1212

Agriwest
110 Caswell Street Peak Hill 2869
Phone: 6869 1449

CORRESPONDENCE
PO Box 77 PARKES NSW 2870
24 HOURS A DAY - 7 DAYS A WEEK

RediNet Internet Banking & Website
www.cwcu.com.au
email: enquiries@cwcu.com.au

RediPhone Phone Banking Service
Phone: 1300 367 656

Outside NSW or from a Mobile phone
(STD or Mobile charges may apply).

Parkes: 02 6862 6306
Cowra: 02 6342 6500

Proudly local - just like you

Terms, conditions, fees, charges and normal lending criteria apply. Advertising is of a general nature only and does not take into account your financial objectives, financial situation or needs. Conditions of Use brochures are available on request by calling 6862 2788, or by visiting any of our branches or our website www.cwcu.com.au You should obtain the Conditions of Use brochures and consider it before acquiring the financial product.

Mortgage Offset is here. What a great idea.

We have recently launched a Mortgage Offset account. The account is linked to your Mortgage Smart home loan and is a fantastic option which could help you pay off your loan sooner and save thousands of dollars in the process. A 100% Mortgage Offset account is similar to a regular savings account, with the difference being that it is linked to your home loan. The funds in the account are offset daily against the outstanding balance of your home loan, actively working to reduce the amount of interest you have to pay and shortening your loan's life span. **Talk to a friendly Loan Staff Member about how it can work for you.**

The CWCU's 'Putt-Putt' golf continued to be out and about at local events, providing both enjoyment and raising funds. After featuring at the Parkes Christian School Spring Fair, CWCU Finance Manager Chris Rich is pictured presenting Mark Allen with the Samsung tablet he won. It also featured in NAIDOC week celebrations. Pictured with excited children is Forbes Branch Development Manager Bruce Facey.

Central West Credit Union

Statistics as at 30 November 2014

Members 10,346

Assets \$133 million

Staff 24

Branches 3

Agencies 3

Loans \$87 million

Deposits \$115 million

For the latest updates on Deposit and Loan interest rates, please log on to www.cwcu.com.au

Central West Credit Union

Member Newsletter January 2015

Central West News

CWCU home loans. No frills or with the lot!

The **'Minimiser'** Home Loan is perfect for borrowers with a taste for great deals at low cost. And if you want some 'bells and whistles' then our **'Mortgage Smart'** Home Loan comes with the lot!

At CWCU, our loans staff can prepare mouth-watering Home Loans for first home buyers, property investors and refinancers of Home Loans with other lenders. To learn more, contact your local branch.

Meanwhile, check out the table below and compare the main features of these two tasty CWCU Home Loans.

Housing Loan Product / Features	'Minimiser' Home Loan	'Mortgage Smart' Home Loan
Interest Rates - All Variable	0.50% below Standard Variable Rate	Standard Variable Rate
KEY LOAN FEATURES		
Interest Only	✗	✓
Split Loans (Variable / Fixed)	✗	✓
Minimum New Borrowing	\$100,000	\$10,000
Product	Investment or Owner Occupier	Investment or Owner Occupier
Loan Term	Up to 30 years	Up to 30 years
Loan Repayments	Weekly, Fortnightly or Monthly	Weekly, Fortnightly or Monthly
Establishment Fee (Includes 1 x Valuation Cost)	\$850	\$650
Monthly Loan Fees	\$0	\$0
Early Repayment Fee	\$0	\$0 on Variable Rate loans Yes on Fixed Rate loans
Free Redraw Facility	✗	✓
Top Up Facility	✓	✓
Top up Loan Fee	\$150	\$150
Repayment Holiday Available (conditions apply)	✗	✓
Mortgage Offset	✗	✓
Mortgage Smart Plus transactional account free of transaction fees	✗	✓
Visa Access Account facility (\$20) available	✓	✓ Discounted rate (3.00% below the Visa Access interest rate)
Repayments from salary/account	✓	✓
10% CGU Insurance Discount on initial policy establishment	✗	✓

How CWCU and CGU put a big smile on Hamish Neville’s face!



Every now and again a special person comes along and touches us, and you like to be in a position to assist - or at least put a smile on their face. This was certainly the case when CWCU in conjunction with their insurance partner CGU combined earlier in the year.

10 year old Parkes boy Hamish Neville is one of the estimated 7,000 Australians currently living with Neurofibromatosis - a condition that remains under-recognised and under-diagnosed, with only a limited number of support services available to assist those affected.

CWCU and CGU Insurance were able to put an extra wide smile on Hamish's happy-go-lucky face, when they provided Hamish with a signed Collingwood guernsey, scarf and tickets to watch the Collingwood vs GWS game in August. Hamish adores watching and supporting AFL and in particular Collingwood, despite not being able to ever play himself. After the match he was invited to the sheds, collected more signatures on his new guernsey and listened to the boys sing their victory song.

Hamish and his family's plight was then recognised when work colleagues and friends of the Neville family banded together to host a charity golf day and auction in September - 'A fair day on the fairway for Hamish.'

CWCU was once again able to assist and donated a piece of signed sporting memorabilia. Everyone involved is to be congratulated for their efforts - with a huge total of \$40,000 being raised!

CWCU ‘Community Proud’ Savings Account takes the reins!



Riding for the Disabled Association (NSW) Forbes Centre commenced in November 2013.

We are a charity group dedicated to enabling people with disabilities and special need to experience the enjoyment, challenge and benefits of horse riding.

The elected Steering Committee wanted the best banking deal we could find for RDA NSW-Forbes.

The Central West Credit Union ‘Community Proud’ Savings Account was a great fit.

The free-fee transaction account with no account keeping fees offered by the ‘Community Proud’ Savings account, leaves a greater proportion of our bank balance to go toward achieving our goals.

Forbes Pony Club Incorporated is a longstanding sporting and education club for children in Forbes.

The executive wanted to maximise returns for

Members in education, safety, fun, efficiency and resources. CWCU promised a better deal on returns on balances and an interest rate that is significantly superior to our previous banking arrangement.

The Forbes Pony Club also now enjoys access to modern electronic banking that's easy to use, and provides transparency and security for Members.

As 2014 Treasurer of RDA Forbes Centre and the Forbes Pony Club, I have thoroughly enjoyed the friendly and helpful staff at the CWCU Forbes branch.

I would highly recommend any community group to contact CWCU and find out how a ‘Community Proud’ Savings Account could help their organisation.

Julie Johnson,

Treasurer, Riding for the Disabled Association (NSW) Forbes Centre, and Treasurer of the Forbes Pony Club Inc.



Kerry Spence being presented with a gift by Chairman Carl Berry and General Manager Brett Hartin in recognition of her 20 years' service.

Kerry joined the Cowra branch of our Credit Union in 1994 - making her part of the '20 Year Club'.

Her happy and professional manner makes Kerry popular with both work colleagues and Members alike. In her position as loans officer, she enjoys being of assistance and values the relationship she has built with Members.

Married to Warwick, she is also kept busy with their family business Cowra Couriers.

They have 3 children - Danielle, Hayley and Lincoln, and recently welcomed the addition of their beautiful grand-daughter Eva.

In her spare time, Kerry enjoys swimming, walking and water-skiing, and also loves a beach holiday.

What is your most important asset?



Maybe you would say your home, car or family - but have you ever thought about the effect of losing your income?

Without your income, you'd have to find money to pay everyday bills like your mortgage, rent, food, clothing, electricity - but you may also have additional costs like unexpected medical bills.

You may have home and car insurance in place, as well as mortgage protection and life insurance, but have you protected yourself against the possibility of being unable to work for a significant period of time?

If you are unable to work because of illness or injury, income protection insurance generally pays you a monthly payment of up to 75% of your income while you're not working.

Having income protection means you can rest easy, knowing that if something did happen to you and you were unable to work for a period of time, your family could still manage and continue their current lifestyle.

The right financial advice makes a difference

Bridges has been providing professional financial planning services to credit union and building society members since 1985. A Bridges financial planner can help you work out the best way to protect your income and make sure your family and financial future are protected.

Phone your local CWCU branch to make an appointment with a Bridges financial planner. The initial consultation is complimentary and obligation-free.



Bridges Financial Services Pty Limited (Bridges). ABN 60 003 474 977. ASX Participant. AFSL No 240837. This is general advice only and does not take into account your objectives, financial situation and needs. Before acting on this advice, you should consult a financial planner. In referring members to Bridges, Central West Credit Union (ABN 67 087 649 885, AFSL 245415) does not accept responsibility for any acts, omissions or advice of Bridges and its authorised representatives



We all know insurance is something we need, but it's never easy paying the premium. So when an unexpected event occurs that puts you and your family's property at risk, that's when having the right insurance cover really goes to work for you.

Ask yourself the following questions:

“When was the last time you reviewed your insurance to check that it's providing the level of cover your family really needs?”

“Do you just pay your insurance renewal each year, then file your policy away?”

If you are one of the many busy people who don't regularly review their insurance cover then it's time you spoke to CWCU for an obligation-free chat.

Central West Credit Union can offer you a wide range of outstanding insurance products through our partnership with one of Australia's leading general insurers CGU Insurance. With CGU, you know where you stand and what you are covered for.

All insurance companies are NOT the same.

With nearly 100 general insurers in Australia, there are many differences in the way insurers operate, and the types of policies they offer and the level of cover their policies provide.

In short, Home and Contents insurance policies can be as different as apples and oranges.

The most common areas of difference are around valuables cover - the definition of a valuable and the limits of cover attached to them - whether contents are covered outside the home - and whether the policy includes accidental damage to your property as standard or an optional extra.

Your CGU policy clearly states what is covered and what is not - so you always know where you stand.

At CGU we settle claims smoothly and quickly!

At CGU, we pay on average 98 per cent of all claims we receive - and we receive on average almost 1,000 claims from our customers every day. We are always looking for ways to pay claims faster.

CGU continually strives to ensure our customers' claims are settled as quickly as possible - it's a key element in delivering outstanding customer service.

In addition to our own internal guidelines, we voluntarily subscribe to the General Insurance Code of Practice. This requires insurers to respond to claims within 10 business days of receipt of a claim and all relevant information.

Here are some tips for making a CGU Home Building or Contents claim go smoothly:

- Be truthful and frank in any statement made in connection with the claim
- Take safe and reasonable steps to prevent any further loss, damage or liability
- Inform the police as soon as possible if your home, contents or motor vehicle suffer loss or damage as a result of theft or attempted theft, vandalism or malicious damage
- Keep all damaged property so that CGU can inspect it if required
- Give CGU any information or assistance required to investigate and process the claim
- Don't pay or promise to pay for a claim, or admit responsibility for a claim
- Don't repair or replace any damaged property without the consent of CGU



Insurance provided by CGU Insurance Limited ABN 27 004 478 371 AFSL 238291 (CGU). In arranging this insurance, Central West Credit Union ABN 67 087 649 885 AFSL 245415 acts under its own Australian Financial Services Licence and under agreement with CGU. You can get a Product Disclosure Statement and Policy (PDS) for the products from any office of Central West Credit Union or CGU Insurance. You should consider the PDS in deciding whether to buy or hold the product. The advice on these two pages is general advice only and does not take into account your individual objectives, financial situation or needs ("your personal circumstances"). Before using this advice to decide whether to purchase any of these insurance products, you should consider the appropriateness of it having regard to your personal circumstances.