

...continued from front page

Mobile banking app

Central West will be rolling out our own mobile banking app. The app combines the best functionality of internet banking and our website, built specifically for your iPhone or Android phone. Those Members already registered with internet banking will be advised as soon as this exciting product is launched.

Internet banking update

The internet 'Redinet' page will also have some changes to suit our Members' changing needs. You will still have all the current features and functionality, plus more.



To keep up to date with our product and service launches, follow us on Facebook

Going away?



At Central West, we're always on the lookout for fraudulent activity on our Members' accounts, to make sure your money stays safe. This includes checking for suspicious transactions, such as those that occur in unusual destinations. However, sometimes these 'suspicious' transactions are quite legitimate - you're simply on holiday or on business in an exciting overseas destination! So, if you're heading overseas for a while, let us know before you go.

Think before you 'click' online

There are a lot of steps you can take to protect yourself online – and it can seem to be a bit complicated. Whether you are new to using the internet or a regular user – here are 8 simple steps that you need to follow to help protect yourself online.

1. Install and renew your security software and set it to scan regularly.
2. Turn on automatic updates on all your software, including your operating system and applications.
3. Think carefully before you click on links and attachments, particularly in emails and social networking sites.
4. Regularly adjust your privacy settings on social networking sites.
5. Report or talk to someone about anything online that makes you feel uncomfortable or threatened.
6. Stop and think before you post any photos or financial or personal information about yourself, your friends or family.
7. Use strong passwords and change them at least twice a year.
8. Talk within your family about good online safety.



Central West Credit Union goes gold!



1966 - 2016

Central West Credit Union will be celebrating 50 years of operation in October this year.

It was in October 1966, the Central West County Council Employees Credit Union, as it was known then, was formed. The infant body's membership was 86.

In 1970, the Credit Union was opened to local government and hospital employees within the area and its name changed to Central West Credit Union Ltd.

A major step in the progress of the Credit Union took place in 1981 when the organisation was opened to include all members of the community. Today sees branches in Parkes (Head Office), Forbes and Cowra, and agencies at Condobolin, Peak Hill and Grenfell.

Look out for some special celebrations later in the year.

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

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rediCARD to Visa Debit Card Conversion



As outlined in October Member Update, the conversion for all Members from a rediCARD to a Visa Debit card continues.

Members who have had expiring cards should have now received a Visa Debit card, and it is expected the rest of the Membership will be converted prior to 29 February 2016.

Remember, a Visa Debit provides you with everything that a rediCARD does, plus much more. A Visa Debit card enables you to use your own money to make purchases online, overseas, over the phone and with a merchant, wherever Visa is accepted. Your card is embedded with an EMV CHIP providing added security.

If you have any questions, please call your local branch.

Update your contact details

It's important you keep all your contact details up to date with CWCU to ensure we are able to stay in touch with you and contact you regarding your accounts. These details include email, phone numbers, home address and postal address. Do this simply via Redinet - Internet Banking, by clicking on the 'My Preference' tab, or by phoning or calling into your local branch.

Get what you want faster with a CWCU loan!

Home, Investment, Car, Personal or Business.
Make an appointment with one of our loan staff today.

Terms, conditions, fees, charges and lending criteria apply.



Follow us on
Facebook and Twitter



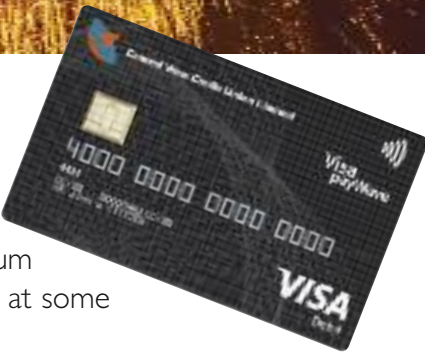
Member Newsletter January 2016

Central West Credit Union

NewsCentral

GOLDEN ANNIVERSARY 1966-2016

COMING YOUR WAY IN 2016



Visa payWave Debit Cards

In early 2016 we will be launching our newly designed payWave enabled Visa debit card which will provide Members with maximum convenience when using their card at some of Australia's leading retailers.

Using the latest payment technology to speed up purchases and bring ease to everyday transactions, Members will enjoy the added convenience. With Visa payWave there is no swiping, no PIN and no signature required for purchases up the value of \$100.

Visa payWave enabled cards are as secure as any other Visa chip card. The card carries the same multiple layers of security, which ensures that you are not responsible for fraudulent or unauthorised transactions. And because the card never leaves your hands, you're always in control.

It is anticipated Members will start receiving the new payWave enabled Visa debit cards from March when their existing Visa debit card is due for renewal.

MORE TO CELEBRATE

Online e-Statements

Another exciting development in 2016 will be the introduction of online e-Statements for Members. e-Statements are an electronic version of your account statements which you can easily access through internet banking. They're a quick, convenient and secure way to receive your account information.

With e-Statements you enjoy:

- Improved security - cannot be stolen from your letter box
- Quick delivery - no more delays waiting for the mail to arrive
- Convenient access - view your statements any time
- Access old statements - view / print past statements for free
- Email alerts - we tell you when your statement is available
- Less clutter - no more excess paper and environmentally friendly

even more 2016 updates overpage...



What to do when you've paid off your mortgage

Once you've paid off your mortgage, you'll have some spare money. But do you know what you're going to do with it?

You want to make sure you use your spare money effectively. Now that the mortgage has gone, your circumstances have changed but have you reviewed your financial goals and needs? What's going to be the most effective way to achieve those goals?

Whether you're considering buying an investment property, or creating or increasing your investment portfolio, you want to be sure that you've thought about your options. While using your extra money to invest in another property or shares is one option, you could also boost your super. If you're not already making personal contributions, you could consider using a salary sacrifice strategy to make additional contributions to your super and take advantage of the low tax environment. But remember, because super is concessional taxed, there are



Financial advice makes a difference

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In referring members to Bridges, Central West Credit Union does not accept responsibility for any acts, omissions or advice of CGU and its authorised representatives.



Some of the big banks have announced recently that they are raising their variable home loan rates and investor loan rates. So now's the time for Members looking for a better home loan deal to investigate their options.

We put Members first

At Central West Credit Union, we always put our Members first. We're owned by the people who bank with us - that's you - our Members.

Our profits stay with Members

We reinvest our profits into creating better financial products and services, providing great service and advice - and we offer competitive rates.

Proudly local

We support local activities and groups through sponsorship. Employ locally 23 staff and 8 Directors on the Board.

How hard is to switch?

It's not a hard task and our loan staff will do the work for you. If you can save money every month, then it's time very well spent.

See if we can save you money!

Call into your local branch and talk to one of our friendly loan specialists today.

For the latest Loan and Deposit interest rates please logon to www.cwcu.com.au

A special anniversary for our Leanoire Smith



2015 saw a special Central West Staff Anniversary. Cowra Branch Development Manager Leanoire Smith, celebrated 30 years of dedicated and professional service with the Credit Union.

At a special morning tea, her years of service were recognized and a presentation made.

Seen here with Chairman, Carl Berry, AGM Ron Hetherington and General Manager, Brett Hartin upon presentation of her gift.

And below surrounded by her ever smiling and friendly Cowra team.

Great work Leanoire!



Central West Credit Union Statistics 31 October 2015

Members 10,318
Assets \$139.9 million
Staff 23
Branches 3
Agencies 3
Loans \$88.4 million
Deposits \$121.1 million



BOARD, MANAGEMENT AND STAFF WISH MEMBERS AND THEIR FAMILIES A HAPPY, HEALTHY AND PROSPEROUS 2016

MAKE IT A HABIT TO PROTECT YOUR PIN!

- **Always** shield your PIN when using an ATM or EFTPOS terminal. Use your free hand to cover the keypad while you enter your PIN.
- **Be aware** of surroundings and look out for anybody standing too close to you.
- When travelling overseas **always use ATMs in busy areas**. Stay alert and do not accept assistance from anyone.
- **Memorise your PIN**. Do not write it down and do not store it in your mobile phone, even in a disguised format.
- **Select a unique PIN**. Never use obvious information such as your telephone number or date of birth.
- **Never provide your PIN to anyone** for security or login purposes. Change it immediately if you suspect that someone knows your PIN, including a friend or family member.
- Central West Credit Union **will never ask for your PIN**, and we will never ask you to confirm security details via email.
- **Always** remember to remove your card from the machine.
- **Keep an eye on statements** if you have supplied your debit card details, to make sure there are no unauthorised deductions.

Beware of the online "Freebie" scams!



Whether it's a sponsored post in your social media feed or a pop up advertisement while you're browsing the web, offers of 'free trials' or 'samples' are a common sight for internet users.

But you know the age-old saying: there's no such thing as a "free lunch". And with the advent of the internet, this old adage is more true today than ever before.

Here's a typical case study:

- The consumer has signed up for a 'free trial' or 'free sample' of a product while they were online.
 - They were lured by an advert boasting promises such as weight loss by taking pills without exercise; muscle-building protein powders; teeth whitening gels; age-defying face creams; herbal medicines or
- natural remedies to cure all manner of health issues.
- They had to pay a small fee e.g. \$9.99 for postage and handling and this involved supplying their credit or debit card details.
 - After receiving their free trial or sample, they have received extra deliveries of the product without requesting it and their bank statement shows that they have been charged.
 - Upon checking the terms and conditions, find that the fine print states that unless the consumer makes contact to cancel a proposed subscription they will be sent and charged for further full-priced supplies.
- "Should you fail to call us on 1234-567-890 or email us at xxxx@xxx.xxx within 21 days of subscribing to your free trial, you will be sent a 30-day supply every month thereafter until you advise us of your wish to cancel arrangement."*
- Sometimes the business is based internationally and very difficult to contact because of the time difference and overseas contact points.
 - It is unlikely the card issuer will

provide a chargeback because the transaction is not necessarily fraudulent – the consumer has agreed to it.

Central West recommendations:

- Think before you click - don't be enticed by bold claims such as "fat-busting", "miracle cure" or those unbelievable "before & after" photographs.
- Research the name of the website and product. Typing the name followed by the words 'rip off' or 'scam' into your search engine is a good way to look for negative information. You could find there is no scientific evidence to back up what's promoted or fake photos which may have been used; the website might even be bogus!
- Watch out for hidden terms and conditions that lock you into an ongoing supply of the product. Always read any fine print that you are agreeing to.
- Beware of pre-ticked subscription sign-up boxes – and uncheck them all.
- Make an appointment in your diary to cancel, if you decide to go ahead with a free trial despite the subscription terms and conditions.



Loan redraw online or in branch - for whatever it is that makes your life rich. Ask today for details.