

MOVE Life

People Driven Banking

#10
2018



PEOPLE DRIVEN BANKING

Welcome to MOVE Life

Information, advice and news for
MOVE members

Enjoy



Join the First Home Buyers Club

Resources, tools and bonus
offers for first home buyers

Fee free banking is coming soon

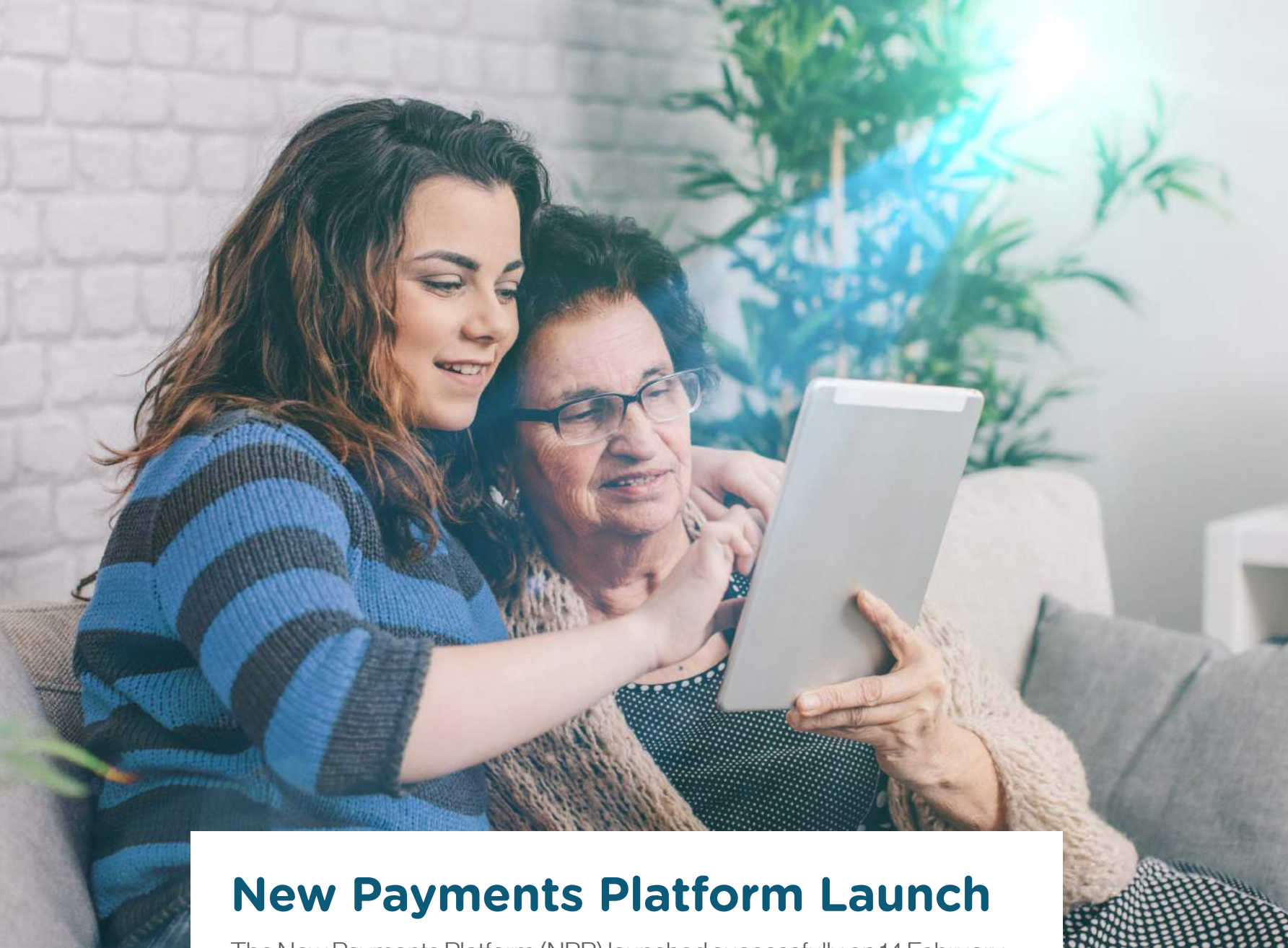
Your account fee could
be waived

Flexibility in your home loan

Get a flexible home loan
with a secure rate



ABN 91 087 651 090
AFSL/Australian credit license 234 536
Railways Credit Union Ltd trading as MOVE



New Payments Platform Launch

The New Payments Platform (NPP) launched successfully on 14 February.

Since the launch MOVE members have successfully made and received hundreds of real time payments! MOVE was one of the first financial institutions to offer the full range of NPP payment options – which is quite an achievement considering a number of participating financial institutions have yet to enable NPP transactions in their systems.

Other participating financial institutions will advise when they will be enabling these transactions over the next few months, but in the meantime you may find that Osko payments are not accepted at all participating financial institutions.



For more information about the NPP please visit our FAQ page at mymove.com.au/like-to/new-payments-platform

Enhanced Security Features for NPP Payments

As part of the New Payments Platform launch we have implemented 24/7 fraud monitoring to detect suspicious NPP transactions.

If a transaction from your account is identified by the system as being potentially fraudulent:

- ▶ The funds will be frozen immediately until you authorise the payment
- ▶ You will receive an SMS to the mobile phone number we have recorded in your contact details asking you to authorise or decline the payment
- ▶ You will also receive an email to let you know that the SMS has been sent to your mobile number.

If you authorise the payment the funds will be released and the transaction will be completed. If you DO NOT authorise the payment the fund will be returned to your account.

To authorise or decline a transaction, simply follow the instructions in the SMS.

If you have any questions about verifying transactions or how to protect your details online, please call **1300 362 216 or email us at info@mymove.com.au**



Do we have your mobile number?

You can add or update your mobile phone number securely in myMOVE Banking, or by speaking to a consultant.



NEW ROCKHAMPTON OFFICE

We've moved!

Our new Rockhampton office is located at:

Aurizon Training Centre
320 George Street
Rockhampton, QLD 4700



from your CEO

Therese Turner

The year has gotten off to a flying start, as we continue to improve our products and services to better serve your needs.

Some of the highlights so far this year include the launch of the New Payments Platform (NPP) and the latest release of the myMOVE App. MOVE was one of only a handful of financial institutions who were ready and able to make and receive real-time payments and create PayIDs on the official launch date in February.

"...the Express Saver has been awarded a Mozo Experts Choice Award in the 'No Strings Savings' category for the second year in a row."

We are also delighted to announce the Express Saver has been awarded a **Mozo Experts Choice Award** in the 'No Strings Savings' category for the second year in a row. This award puts the Express Saver in the top ten savings accounts in Australia, and makes it the perfect choice for members looking to maximise their savings!

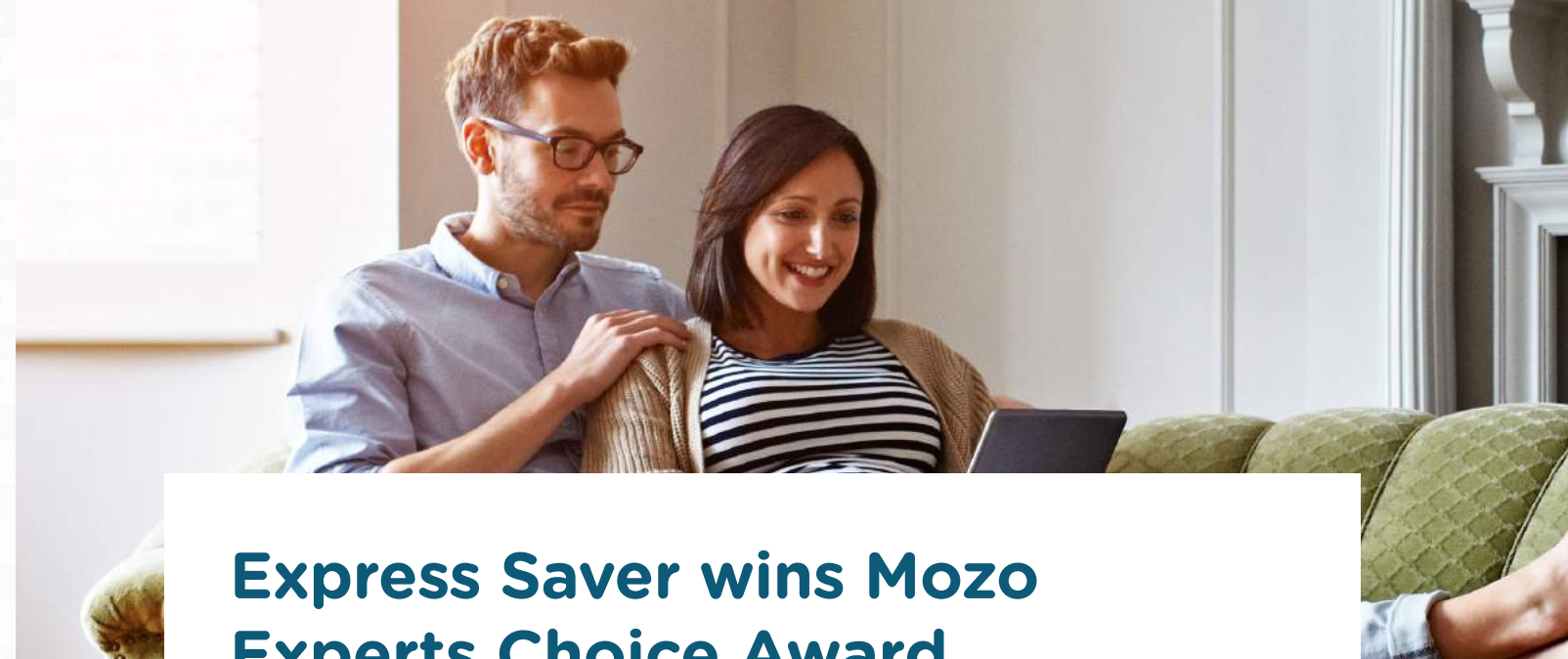
As always, protecting your security online is our highest priority and we are continually working to strengthen and enhance our systems. In January we introduced a new fraud monitoring system, and in the coming months we will also be

adding One Time Passwords to critical actions within myMOVE banking to provide even greater protection when banking online. I strongly urge all members who use myMOVE Banking to register for One Time Passwords.

Finally, in March we celebrated the 2nd anniversary of our rebrand to MOVE! While there have been many changes during that time, one thing that hasn't changed is our commitment to putting members first in everything we do.

As part of this commitment we will be removing transaction fees from our transaction accounts together with the monthly visa card fee, and replacing them with a flat \$5 monthly fee. For members who choose to save, borrow and invest with MOVE, the monthly fee will be waived. Our aim is to provide all members with access to transaction fee free banking, reduce overall fees paid by members and reward those who support MOVE.

Therese Turner



Express Saver wins Mozo Experts Choice Award

We are delighted to announce the Express Saver has been awarded a prestigious MOZO Experts Choice Award for "No Strings Savings!"

The award recognises savings accounts that offer the best interest rates that aren't subject to special conditions or only available for a limited period of time. Only the top 10% of accounts in each category receive an award, ranking the Express Saver among the country's best value savings accounts.

About the Awards

To determine the winners of the 'No Strings Savings' award Mozo analysed 338 products issued by 78 Australian financial institutions based on data contained in Mozo's product database as at 31 December 2017*.

About Mozo

Mozo is an industry leading comparison site used by over 300,000 Australians each month to find the best value products. The Mozo Experts

Choice Awards help Australians to save money by providing them with information about the best value products across a range of categories.

The Express Saver Advantage

At MOVE we are passionate about making it easy for members to achieve their savings goals.

That's why with the Express Saver what you see is what you get: an account that gives you high interest without having to jump through hoops!

Unlike many savings accounts, our high-interest rate isn't just a 'bonus' rate which you only get if you meet certain conditions. There are no minimum deposits or balance required and you have full access to your funds whenever you need them**.

*Awards methodology is available at <https://mozo.com.au/expertschoice/best-savings-accounts>

** Funds available via myMOVE Banking, myMOVE App or through the Telebalance phone banking system.



Open an Express Saver today

Start reaping the benefits of our most awarded account

Contact us on **1300 362 216** to open your account or apply online

Changes to One Time Passwords

When it comes to online banking, protecting our members from fraud is our number one priority.

As part of our commitment to continually improving online security, we will be introducing a change to the way One Time Passwords work within myMOVE Banking. This change will take effect from mid to late April.

If you are registered for One Time Passwords, you will no longer receive an SMS code each time you log in. Instead, you'll only need to enter a password the first time you perform any of the following actions during a session:

- 1. Make a BPAY payment or external transfer (Standard transfer or NPP payment)
- 2. Set up a future payment
- 3. Add a new payee/biller
- 4. Update your contact details

Once you've entered your One Time Password you'll be able to make other transactions and changes to your preferences during that session without needing to enter your password again.

Benefits of One Time Passwords

Increased security

Having One Time Passwords activated on your account means that fraudsters won't be able to transfer funds out of your account or change your contact details without also having access to your

mobile phone. This extra layer of security reduces the risk of unauthorised transactions on your account and makes it significantly more difficult to steal your money.

Higher transfer limits

Members who are registered for One Time Passwords are eligible for higher daily transfer limits.

Payment Type	Without OTP	With OTP
BPAY	\$5,000 per day	\$10,000 per day
Standard Transfer (not NPP)	\$2,000 per day	\$5,000 per day



Not registered for One Time Passwords?

You can register for One Time Passwords easily in myMOVE Banking by selecting "Manage One Time Passwords" from the My Preferences menu.



First Home Buyers Club

Club benefits

- › Dedicated mortgage coach
- › Exclusive content to help you reach your goals faster
- › Two free property reports per year
- › No establishment fee on your first home loan (saving you over \$450!)
- › 10% discount on insurance products for the first year
- › Receive \$500 if you refer a friend or family member (conditions apply)

Buying your first home is often a daunting experience. It means entering into a world of strange lingo, curious calculations and big decisions. That's why we've created the First Home Buyers Club.

Designed to empower first home buyers to achieve their home ownership goals, club members will have exclusive access to tools, property reports and online resources.

Join today at
firsthomebuyerclub.mymove.com.au

NEW! Flexi Fixed Rate Home Loans

Get the flexible features you want with the security of a fixed rate.

1Y Flexi Fixed Rate Home Loan		3Y Flexi Fixed Rate Home Loan	
3.79% p.a.	4.81% p.a.	3.99% p.a.	4.70% p.a.
Fixed Rate	Comparison Rate*	Fixed Rate	Comparison Rate*

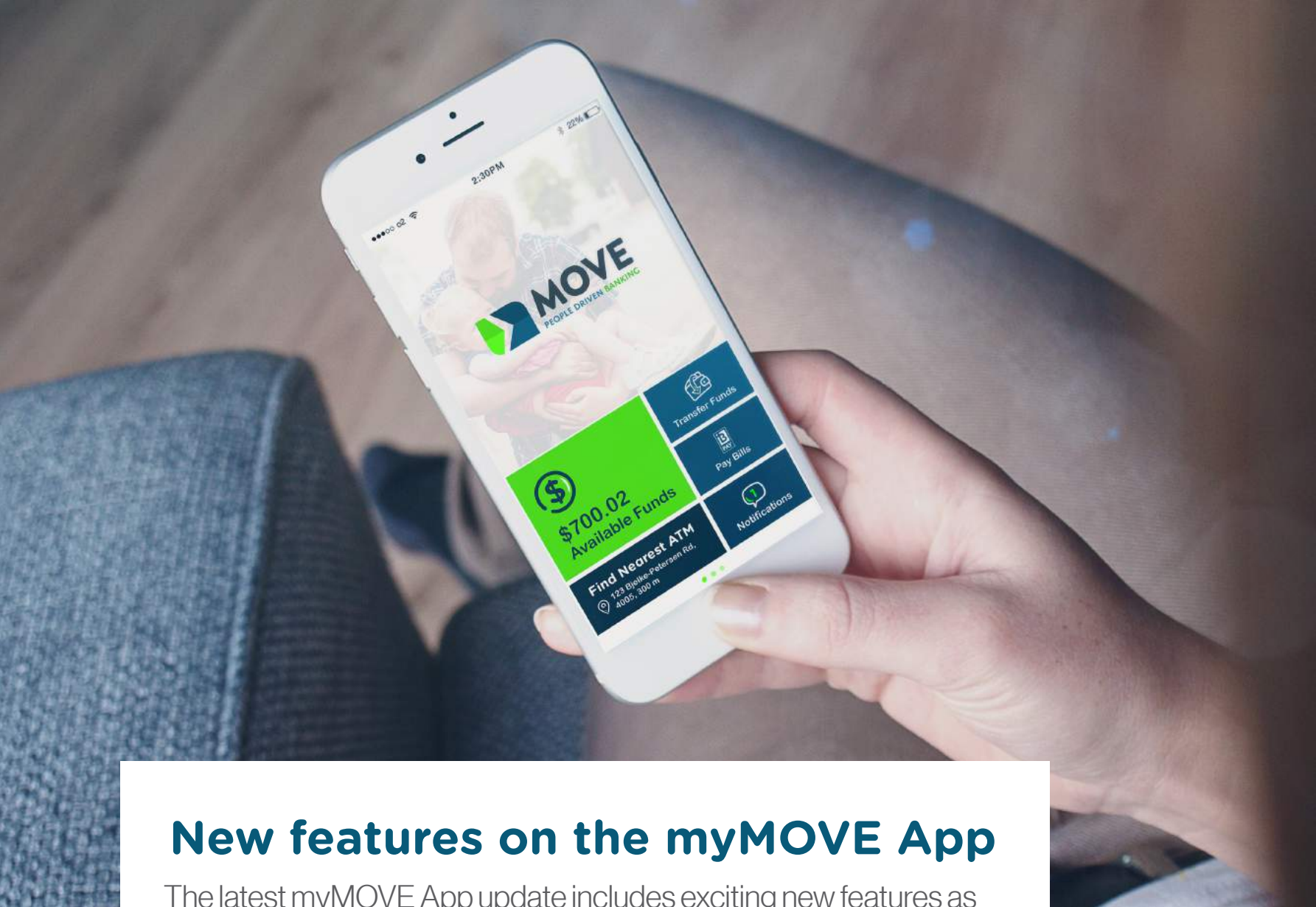
Features

- › Uncapped repayments
- › No break fee
- › Free redraw
- › Maximum LVR 95%
- › Offset account



Call us on
1300 362 216
to speak to a lending specialist
or apply online at
mymove.com.au/loans/home-loans

*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. IMPORTANT INFORMATION: Other fees and charges apply. Available for loans over \$150,000. Owner occupied only. Maximum LVR is 95%. Lenders Mortgage Insurance applies to loans for over 80% of the property value. Rates quoted are correct as stated and 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.



New features on the myMOVE App

The latest myMOVE App update includes exciting new features as well as improvements to existing functionality.

Members can now perform even more everyday banking tasks using the app, including:

1. NPP Transactions

- › Make real-time payments to participating financial institutions using Osko
- › Create and manage your PayIDs
- › Add new payees using their PayID (email, mobile number, or ABN)

2. Fingerprint Login

iPhone users can now choose to use their fingerprint to verify their identity when they log into the App, instead of a PIN or pattern.

3. Future Payments

View and edit upcoming payments and transfers.

4. Card Management

- › Activate new and renewal Visa cards
- › Lock your card for added security when you're not using it or if the card is lost or stolen
- › Change your PIN

5. Logout

Log out of the App at any time using the padlock icon in the top right-hand corner of the App.

Haven't downloaded the myMOVE App yet?

Simply head to the Apple App Store or Android Play Store to keep track of your finances - anytime, anywhere.

Transaction fee-free banking coming soon

From 1 May 2018 we will be offering all members transaction fee-free* banking.

As part of our people driven banking philosophy MOVE is committed to rewarding members for their support. We recently reviewed the fees associated with transaction accounts, with the aim of reducing the overall fees paid wherever possible.

As a result of this review, we will be introducing a new fee structure that benefits all members and specifically rewards members who support MOVE by investing, borrowing or saving with us.

From 1 May 2018 we will be offering all members transaction fee-free* banking, with the following fee adjustments to apply.

These fees will be replaced with a flat \$5 monthly fee which is charged once per membership.

For members who choose to save, borrow and invest with MOVE, the monthly fee will be waived if you have one of the following:

- › Transaction accounts with a minimum balance of at least \$2,000
- › Term deposit
- › Loan (excluding Flexi Personal Credit)
- › Flexi Home Credit and Flexi Investment Credit facility

Of course, our online savings accounts – the Express Saver and the First Home Saver accounts – will continue to be fee free, however these accounts are not included in the minimum monthly balance required to waive the fee.

To help our younger members get started, we will also be waiving the monthly fee for members under 30 years of age.

Some of the transactions that will now be free to eligible members include:

Fee Type	Old Fee	New Fee (Effective 1 May 2018)
Monthly visa card fee	\$1.50	FREE
Direct debit fee	\$0.75	FREE
Member cheque withdrawal fee	\$1.25	FREE
EFTPOS withdrawal fee	\$0.75	FREE
ATM withdrawals at RediATMs	\$1.25	FREE
Bank @ Post withdrawal	\$2.50	FREE

* Special services fees, including Visa cash advances and overseas ATM withdrawals still apply.



For more information about how you can take advantage of transaction fee-free banking please speak to one of our consultants on **1300 362 216** or email your questions to info@mymove.com.au

Mortgage Interest Rates

All rates are per annum



HOME LOANS – From 14 March 2018		
	Annual Rate	Comparison Rate*
Economy Home Loan L50	3.99%	4.08%
First Home Loan L60	3.99%	4.02%
Straightforward Home Loan L51	3.59%	3.62%
Standard Variable Rate Home Loan L20	4.85%	4.88%
myHome Package L21	Total Mortgage Borrowing	Discount**
	Up to \$249,999	0.75%
	\$250,000 to \$499,999	0.85%
	\$500,000 to \$749,999	0.95%
	\$750,000+	1.05%

** Discount is off Standard Variable Rate Home Loan.

FIXED RATE HOME LOANS – From 13 March 2018		
	Annual Rate	Comparison Rate*
Flexi Fixed Rate Home Loan 3 year	3.99%	4.70%
Flexi Fixed Rate Home Loan 1 year	3.79%	4.81%
Lockit Investment Home Loan 1 year	4.19%	5.11%
Lockit Investment Home Loan 3 years	4.29%	5.09%

INVESTMENT LOANS – From 17 October 2017		
	Annual Rate	Comparison Rate*
Wealth Builder Loan L14	4.39%	4.42%
Standard Variable Rate Investment Loan L15	5.25%	5.28%
myWealth Package L16	Total Mortgage Borrowing	Discount**
	Up to \$249,999	0.75%
	\$250,000 to \$499,999	0.85%
	\$500,000 to \$749,999	0.95%
	\$750,000+	1.05%

** Discount is off Standard Variable Rate Investment Loan.

Warning *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'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 mymove.com.au.

Current Interest Rates

All rates are per annum



PERSONAL AND CAR LOANS – From 25 January 2018		
	Annual Rate	Comparison Rate*
New Fixed Rate Car Loan L22 <i>Comparison rate based on a secured \$30,000 loan for 5 years.</i>	5.39%	5.66%
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 L11 <i>Comparison rate based on unsecured \$10,000 loan for 3 years.</i>	13.74%	14.79%
Personal Loan Special Offer L10 ^ <i>Comparison rate based on unsecured \$10,000 loan for 3 years.</i>	8.97%	9.99%
Flexi Personal Credit**	12.29%	

**When this account is in credit, interest is calculated and paid as per the corresponding SAVINGS rate for Everyday Saver S1, S22 or S33.

^Minimum loan amount \$10,000. Loan is not available for internal refinance. Valid 29 January to 27 April 2018

Warning *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'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 mymove.com.au.

SAVINGS – From 1 August 2017				
<i>Note: the interest tier applicable is paid on the entire balance and not just the portion.</i>				
Express Saver S50 <i>Interest calculated on daily balance and paid monthly.</i>				2.20%
First Home Saver Club Account S60 <i>Interest calculated on daily balance and paid monthly.</i>				2.20%
Everyday Saver S1 <i>Interest calculated on minimum monthly balance and paid monthly.</i>	0.70% \$50,000 or more	0.25% \$30,000 to \$49,999	0.05% \$10,000 to \$29,999	0.01% \$0 to \$9,999
Everyday Saver S22 and S33 <i>Interest calculated on the daily balance and paid monthly.</i>	0.45% \$50,000 or more	0.20% \$30,000 to \$49,999	0.05% \$10,000 to \$29,999	0.01% \$0 to \$9,999
Christmas Saver S8 <i>Interest calculated on the minimum monthly balance and paid on 31st October.</i>				0.50%
Budget Account S5 / Insurance Account S6 <i>Interest calculated on the minimum monthly balance and paid monthly.</i>				0.01%

FIXED TERM DEPOSITS – From 2 June 2017		
Term	Min \$5,000 and above	Interest Paid
3 Months	2.30%	At maturity
4 Months	2.35%	At maturity
5 Months	2.40%	At maturity
6 Months	2.40%	At maturity
7 Months	2.40%	At maturity
8 Months	2.45%	At maturity
9 Months	2.45%	At maturity
10 Months	2.45%	At maturity
11 Months	2.45%	At maturity
12 Months	2.50%	At maturity
13 to 14 Months	2.50%	Annually *
15 to 24 Months	2.60%	Annually *
12 to 14 Months	2.40%	Monthly
15 to 24 Months	2.50%	Monthly

PEOPLE DRIVEN BANKING

Member Contact Centre

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 license** 234 536
Railways Credit Union Ltd trading as MOVE

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