

MOVE Life

People Driven Banking

#9
2018



PEOPLE DRIVEN BANKING

Welcome to MOVE Life

Information, advice and news for
MOVE members

Enjoy



Discover 5-Star Savings

More 5-star ratings
from CANSTAR

Congratulations to our winners

See who won our
recent competitions

Introducing the New Payments Platform

Make and receive
payments in real time



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



More 5-Star Ratings from CANSTAR

MOVE savings accounts are the latest products to receive a prestigious 5-star rating from CANSTAR.

This recognition follows the 5-star ratings awarded to our home loans in September, and confirms that we are on track with our mission to provide you with market-leading products in both savings and loans.

MOVE now offers 5-star rated products in the following categories:

Owner Occupied Home Loans	5-Star Rated Products
Variable Rate Home Loans	Straightforward Home Loan Economy Home Loan
Construction Home Loans	Straightforward Home Loan Economy Home Loan
Investor Home Loans	5-Star Rated Products
Variable Rate Home Loan	myWealth Package Loan Wealth Builder
Fixed Rate Home Loans	3 Year Lockit Fixed Rate Investment Loan
Savings Accounts	5-Star Rated Products
Flexible Saver	Express Saver First Home Saver Club Account
SMSF Saver	Express Saver

How does CANSTAR award 5-star ratings?

Every six months CANSTAR analyses the price and features of over 16,000 products across 40 categories, and rates them according to a range of criteria. Products that perform exceptionally in all areas make up the top 10% of the market in each category, and are awarded the highly coveted 5-star rating.

The 5-star rating means that these MOVE products provide outstanding overall value compared with similar products in the market.

Products that perform exceptionally in all areas make up the top 10% of the market in each category.



Looking for sensational home loan or car loan products?
Call us on 1300 362 216 for a consultation

Loans

Home, car, investment and personal loans

NEW! Online loan application

We've made it even easier to apply for a loan with our new online application. You can now apply for a **home loan**, **car loan** and **personal loan** on our website in three simple steps:

1

Select your loan from mymove.com.au/loans and click on "Apply Online"

2

Complete the application by filling out as many details as you can

3

Email two current payslips to info@mymove.com.au

Running short of time?

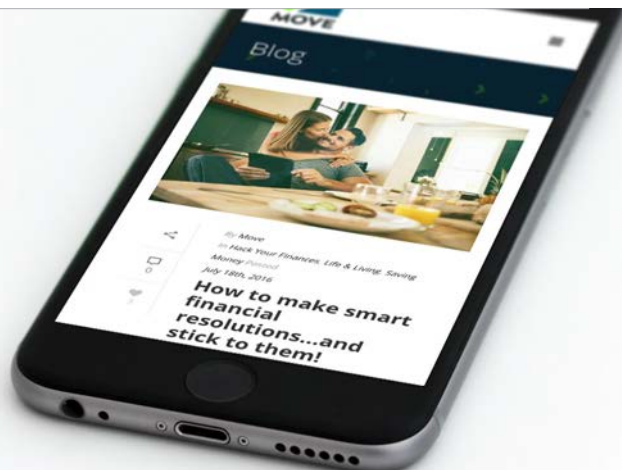
No problem, you can start an application and come back later. Simply save your application and you'll receive an email with a link and a PIN. To restart your application, just click the link and enter the PIN and your email address, and you can finish lodging your application.



Visit the MOVE blog

Stay up-to-date with the best tips, tricks and advice on achieving your financial goals, directly from the MOVE team.

Visit blog.mymove.com.au





from your CEO

Therese Turner

A good new story

MOVE is passionate about rail, transport and logistics and the role we play in improving the financial wellbeing of employees working in the industry.

“GenR8 provides school leavers with a pathway to employment within the transport industry.”

One of the biggest challenges faced by the transport industry is its ageing workforce and the ability to attract younger employees. To help address this issue, MOVE partnered with the Queensland Trucking Association (QTA) to launch GenR8.

GenR8 provides school leavers with a pathway to employment within the transport industry. Through the program, Year 12 students obtain a certificate III in transport and logistics. To prepare students for the workforce, MOVE facilitates financial literacy sessions where students gain skills in budgeting, learn about opening a bank account, superannuation, tax and staying safe online as well as borrowing money and credit cards.

The program was launched in 2017 at Redbank Plains State High School with the first students to graduate in September. These graduates now have roles within the transport industry.

We are extremely proud to have helped these students get a great start in their careers as well as assisting the transport industry with its next generation of employees.

We also look forward to future opportunities to work with QTA on this wonderful initiative, and to gain a greater reach into SEQ high schools through the expansion of the program in 2018.

Expansion into Victoria

In 2017 MOVE focussed on expanding our reach to provide benefits to transport employees working in Victoria and we are very pleased to welcome Downer Rail and V-Line as valued corporate partners.

In 2018, MOVE will be working with Downer Rail and V-Line to deliver financial wellness education as part of their employee benefit program.

I would like to take this opportunity to thank our members and corporate partners for their ongoing support throughout 2017. We look forward to delivering continued exceptional service and improved products and services to our members in the year ahead.

Therese Turner



AGM 2017 Results

The 2017 AGM was held on 9 November 2017 and it was very pleasing to have over 200 members attend the meeting and take part in MOVE's governance. Members voted on two resolutions this year, returning the following results:

Appointment of Directors

The Chairman, Andrew Haynes was reappointed to the Board for a further term of 3 years.

Remuneration of Directors

The proposed increase to total director remuneration for the 2017-18 financial year was approved.

Chairman Andrew Haynes presented his report and offered special thanks to:

- Retired director Henry Scheuber for his dedication and service to the Board.
- Julianne Plath for a long career with MOVE including 10 years as CEO.

CEO Therese Turner presented her report which focused on:

- Outcomes of expansion program into Victoria.
- How MOVE is delivering member value.
- Future product and service enhancements.

Thank you to all members who participated in this year's AGM.

Congratulations to our winners!

We'd like to say a big thank you to everyone who entered our recent competitions! The lucky winners have been drawn and have received some fabulous prizes.

Ultimate Grand Final Party Pack

Drawn: 18 September

Our annual Grand Final competition gets hearts racing, palms sweaty and members keen to get involved. Our two winners scored big this year and were able to throw the ultimate grand final party.

The major prize went to **David D.** from Brisbane - who won \$2,000 to spend on all the necessities for the ultimate celebration. **Rebecca M.** from Albury, scored a \$2,000 JB Hi-Fi gift voucher in the bonus draw, so she could shop for the perfect TV to watch the game.

Annual Christmas Hamper Giveaway

Drawn: 15 December

We delivered some extra Christmas cheer to the following lucky members, who each won a delicious gourmet hamper.

- Chris Mills
- Craig Carney
- Katy Madden
- Keith Thomas
- Kevin McCarthy
- Kylie Flitcroft
- Len Neville
- Michael O'Leary
- Sophie Smith
- Tony Robb

Changes to our Terms and Conditions

Updated Terms and Conditions

We've updated the terms and conditions which apply to MOVE's savings accounts, term deposits and access facilities in readiness for the New Payments Platform (NPP). Changes include:

- Addition of information on PayID and Osko, which provide terms and conditions for the NPP.
- Some information on savings products and available access facilities has been removed and is now contained in the 'Summary of Accounts, Access Facilities and Transaction Limits' brochure.

The updated Terms and Conditions take effect from 1 February 2018 and can be downloaded at mymove.com.au/terms-and-conditions.

If you would like a printed copy, please contact us on **1300 362 216** or email your request to info@mymove.com.au.

Important information about renewal Visa Cards

MOVE's Visa card has payWave access, so to keep your card safe while it is delivered, you will now be required to activate your card before use. You can activate your card online, simply login to myMOVE Banking, and activate your card under the 'Services' menu. Your card will then be ready for use.

If you are not signed up for myMOVE Banking, call us on **1300 362 216** during business hours to activate your card over the phone.

Changes to Fees & Charges

We've recently made some changes to our fees and charges.

These changes include the addition of some new fees and increases to existing fees, which will be effective from 1 February 2018. We have also been able to reduce or remove some of our existing fees since the last newsletter, with these changes effective immediately.

Transaction Fees	Old Fee	New Fee
Staff Assisted Transaction	\$10.00	\$5.00
ATM Withdrawal Fees – Westpac and St George	\$1.25	FREE
Dishonour/Exception Fees	Current Fee	New Fee
Dishonour Fee - Direct Debit	\$9.50	\$15.00
Dishonour Fee - Member Cheque	\$10.50	\$15.00
Honour Fee - Payable on each occasion that an account is overdrawn to cover a payment	-	\$10.00
Loan/Credit Facility Fees	Current Fee	New Fee
Mortgage Discharge - Credit Union Administration	\$75.00	\$150.00
Service Fee - Flexi Home & Investment per month	-	\$10.00



Changes to BPAY Transaction Limits

From 1 February 2018 daily limits for BPAY transactions will increase for myMOVE Banking.

myMOVE Banking Transaction	Current Limit	New Limit
BPAY - WITHOUT One Time Password	\$2,000	\$5,000
BPAY - WITH One Time Password	\$5,000	\$10,000

What is a One Time Password?

One time passwords provide an extra layer of security to your account by requiring you to enter a unique 6 digit code. The code is sent to your registered mobile phone automatically, each time you transact in myMOVE banking.

You can register for one time passwords by selecting “Manage One Time Passwords” from Services menu in myMOVE Banking.

Cheque Clearance Days - Bank@Post

Clearance times for cheque deposits made using Bank@Post have been increased to 7 business days to ensure sufficient time is provided for Australia Post to notify MOVE of any dishonoured cheques.

To avoid cheque clearance times, we recommend that members arrange for payments to be directly credited to their account, by quoting BSB 724 100 and your account number.



Smart tips to avoid fees

Follow these helpful tips to avoid paying unnecessary fees

Use myMOVE banking

Keep track of your account, access statements online and transfer funds online using myMOVE Banking.

Download the App

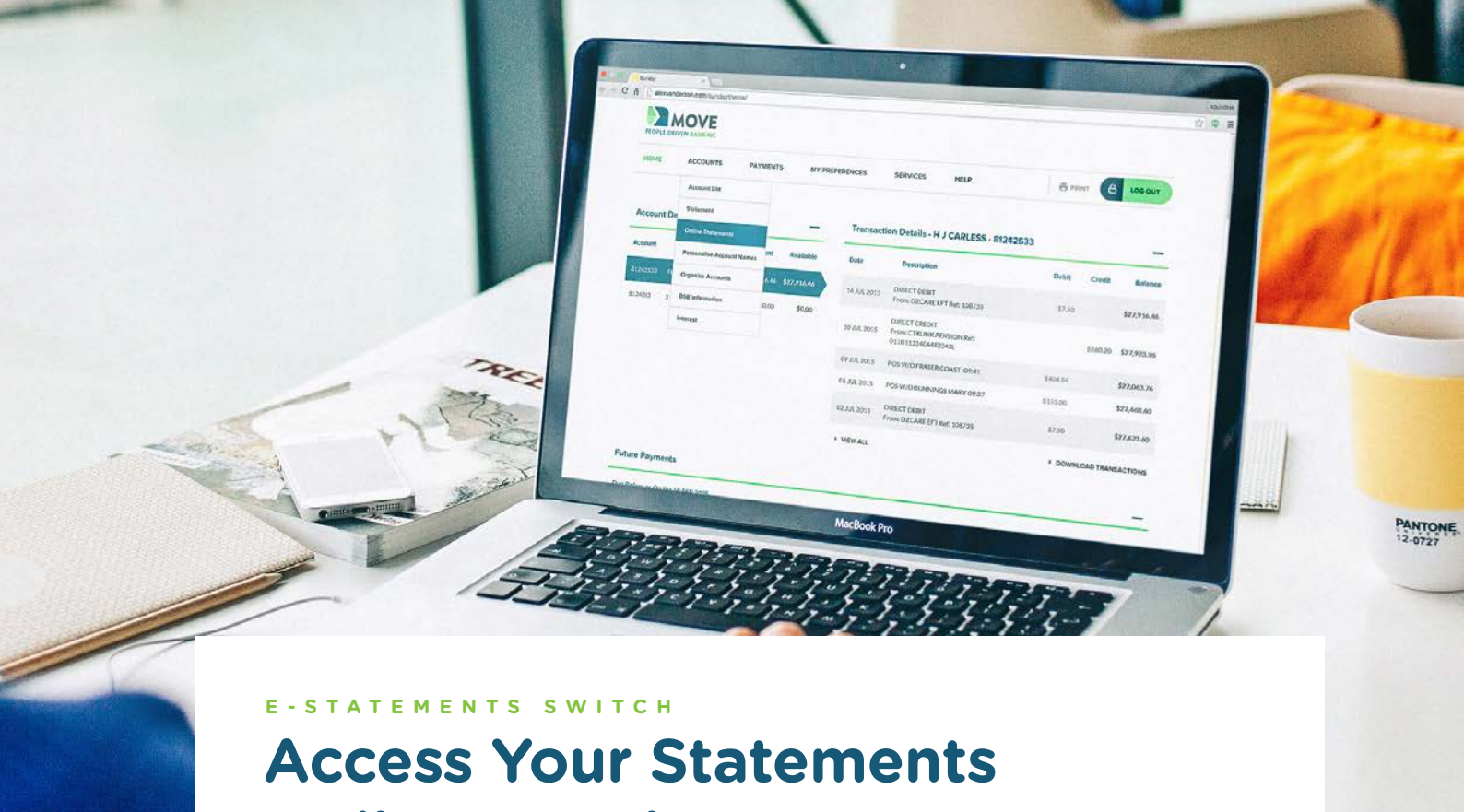
The myMOVE App allows you to easily manage your money on the go. Add new payees, transfer money or pay bills by BPAY – the App lets you do it all!

Set up alerts

You can also use myMOVE banking to set up alerts so that you are automatically notified when money is deposited or withdrawn from your account.

Be smart with your debit card

Use payWave for purchases under \$100 or select “credit” when paying by EFTPOS for convenient, fee free ways to pay.



E - STATEMENTS SWITCH

Access Your Statements Online, Anytime!

Online statement benefits

Online statements are the easy, convenient and safe way to receive your regular account statements. The benefits include:

No more lost paper statements

Online statements are available 24/7 and are easy to access. You will receive your statement sooner and can also access prior statements, so it is a convenient filing cabinet. You also avoid replacement statement fees.

More safe and secure

Unfortunately mail theft is on the rise, with fraudsters using information obtained to commit identity fraud. Your online statements can only be accessed by you when you login to myMOVE Banking. It is the most secure way to receive your statement.

Good for the environment and members

Across our membership, regular paper statements add up to a huge amount of paper usage each year. Online statements are good for the environment and also help MOVE reduce costs, so that we can offer better interest rates and lower fees.

Transition to online statements

If you are registered for myMOVE Banking and don't have a credit facility, you will be automatically switched to online statements from January 2018. We will send you a confirmation email to let you know when we have made the change.

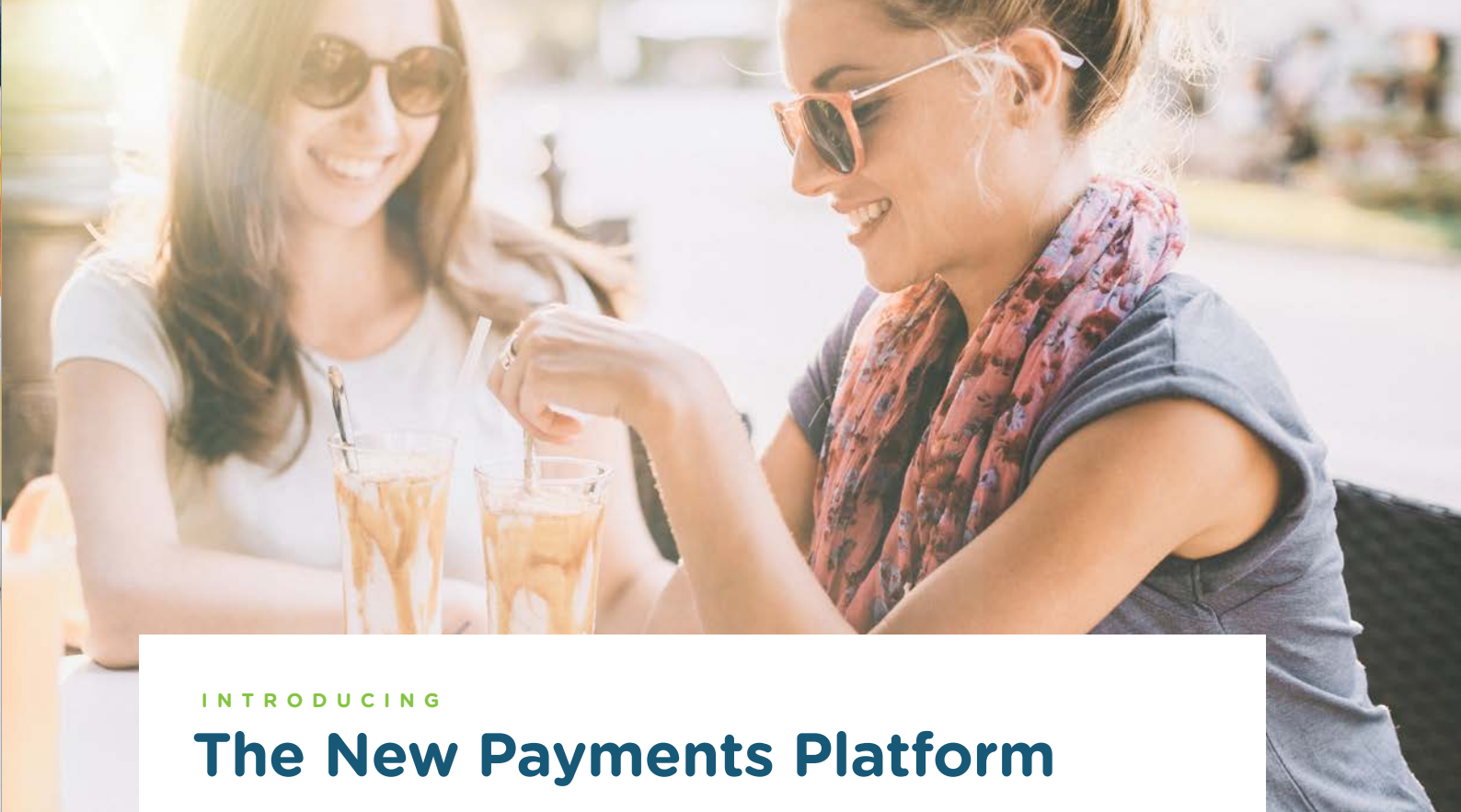
If you have a loan or a Flexi Credit facility you will need to opt in to online statements. You can do this in myMOVE Banking by selecting Online Statements from the 'Accounts' menu.

Once registered, you will receive an email each time your statement is ready for you to access in myMOVE Banking. If you do not want to access your statements online, you can opt out at anytime.

Other changes to statements

Statements will now be issued on a quarterly basis unless you have a Flexi Credit facility. If you have a Flexi Credit facility you will continue to receive your statement monthly.

The next quarterly statement will be issued on 31 March 2018, so it will be available in early April.



INTRODUCING

The New Payments Platform

Faster, better ways to pay are coming soon!

MOVE members will soon be able to make and receive payments in real-time, through a new fast payments service called the 'New Payments Platform' (NPP). The service will allow you to make and receive payments in seconds without having to use difficult to remember details like BSB and account numbers.

Whether you're splitting a bill with friends, sending money to a family member or even paying a trades-person on the spot, the NPP will mean that you'll be able to send and receive money almost instantly using myMOVE Banking or the myMOVE app.

When will it be available?

The platform is currently undergoing testing and is scheduled to launch sometime after Australia Day 2018. In the mean time, we will keep you up to date with news about how and when you can register to use this exciting new payment service!

What are the benefits of the NPP?

1. Faster payments

Payments using the NPP will be made in real-time, with funds available almost instantly.

2. Available 24/7

You can make and receive payments 24 hours a day, 7 days a week without delays.

3. More detailed payment information

Send up to 280 characters of information with your payments.

4. Use simple payment ID

With NPP, you'll be able to make and receive payments using your email address, mobile phone number or ABN as your account identifier instead of your BSB and account number.



More information is available on the website at
mymove.com.au/like-to/new-payments-platform

Mortgage Interest Rates

All rates are per annum



HOME LOANS – From 2 June 2017

	Annual Rate	Comparison Rate*
Economy Home Loan	3.99%	4.08%
First Home Loan	3.99%	4.02%
Straightforward Home Loan	3.83%	3.86%
Standard Variable Rate Home Loan	4.85%	4.88%
myHome Package	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 5 October 2017

	Annual Rate	Comparison Rate*
Lockit Home Loan 1 year	3.79%	4.81%
Lockit 3Y Home Loan - Special Offer	3.69%	3.96%
Lockit Home Loan 3 years	4.09%	4.72%
Lockit Investment Home Loan 1 year	4.19%	5.11%
Lockit Investment Home Loan 3 years	4.29%	5.09%



INVESTMENT LOANS – From 1 August 2017

	Annual Rate	Comparison Rate*
Wealth Builder Loan	4.39%	4.42%
Standard Variable Rate Investment Loan	5.25%	5.28%
myWealth Package	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.

*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.

All rates quoted are per annum. These rates can change without notice. Fees, charges, terms and conditions apply (available on request). Applications for term loans and Flexi Credits are subject at all times to credit assessment and approval. For up-to-date information on interest and comparison rates phone us on 1300 362 216 or visit our website at mymove.com.au.

Current Interest Rates

All rates are per annum



PERSONAL AND CAR LOANS – From 1 January 2018

	Annual Rate	Comparison Rate*
New Fixed Rate Car Loan <i>Comparison rate based on a secured \$30,000 loan for 5 years.</i>	5.39%	5.66%
Any Age Car Loan <i>Comparison rate based on a secured \$30,000 loan for 5 years.</i>	10.69%	10.97%
Personal Loan <i>Comparison rate based on unsecured \$10,000 loan for 3 years.</i>	13.74%	14.79%
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.

Warning *Comparison rates apply only to the examples given. Different terms, fees or other loan amounts will result in different comparison rate. All rates quoted are per annum. These rates can change without notice. Fees, charges, terms and conditions apply (available on request). Applications for term loans and Flexi Credits are subject at all times to credit assessment and approval. 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

Note: the interest tier applicable is paid on the entire balance and not just the portion.

Express Saver <i>Interest calculated on daily balance and paid monthly.</i>				2.20%
First Home Saver Club Account <i>Interest calculated on daily balance and paid monthly.</i>				2.20%
Everyday Saver <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 <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 <i>Interest calculated on the minimum monthly balance and paid on 31st October.</i>				0.50%
Budget Account S5/Insurance Account <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

*For terms longer than 12 months, interest is paid at 12 months and then maturity.

Seen a better rate? We can negotiate the rate on a term deposit where your total term deposit portfolio is at least \$200,000.

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

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A Product Disclosure Statement (PDS) for CGU Insurance products can be obtained by contacting MOVE on 1300 362 216.