

MOVE Life

#17 JAN
2020



Welcome
to MOVE
Life

What's new at MOVE Bank?

Technology enhancements
which make banking with
us even easier

MOVE Bank wins *Money* magazine's Best of the Best 2020 awards!

Find out which products have
been awarded Best of the Best!

Stay safe from scams

Tips to protect yourself
and your personal
information



from your CEO

Therese Turner

The last few months have been an exciting time at MOVE Bank, with considerable progress made towards enhancing our offering to provide you with truly exceptional banking experiences.

Industry recognition

I am very proud to announce that MOVE Bank has won three awards at *Money* magazine's Best of the Best 2020 awards! We've been recognised as a multiple gold winner, taking home 'Cheapest Basic Home Loan – Bank' for our Straightforward Home Loan, 'Cheapest Flexible Home Loan – Bank' for our First Home Loan – Special 1Y Introductory Rate and 'Cheapest Car Loan – Bank' for our New Car Loan.

This is the second year that we've been recognised by *Money* magazine as a market-leader for home loans and car loans, demonstrating the consistent value our products provide members year on year.

Technology developments

Our commitment to continuous improvement has been the driving factor behind recent technology developments.

MOVE Bank members now have access to Apple Pay, which is transforming payments with an easy, secure and private way to pay. With Apple Pay on iPhone, Apple Watch, iPad and Mac, you can now make fast and convenient purchases in stores, in apps and on websites.

We will also be launching a new MOVE Bank App in January which has been designed to improve user experience and includes great new features such as Face ID login and Visa card management.

The integration of Apple Pay last month and release of our new App in January is part of our ongoing commitment to make banking with us even easier. We look forward to sharing even more technology developments with you in the coming months.

51st Annual General Meeting

In November we held our AGM at the Pullman Hotel in Brisbane where we provided members with an update on our 2019 results. I would like to extend my thanks to the 135 members who attended the evening and the 406 members who took part in MOVE Bank's governance through their voting proxies.

I would also like to thank Andrew Haynes for his 10 years of service to MOVE Bank as Director since 2009 and strong stewardship as Chair since 2016 and congratulate Bron Davies for being elected by the Board as the new Chair of MOVE Bank.

Finally, and most importantly, I would like to thank all members for your ongoing support of MOVE Bank. You are at the centre of everything we do, and we look forward to delivering continued exceptional service and great-value, easy-to-use banking solutions to you in the year ahead.

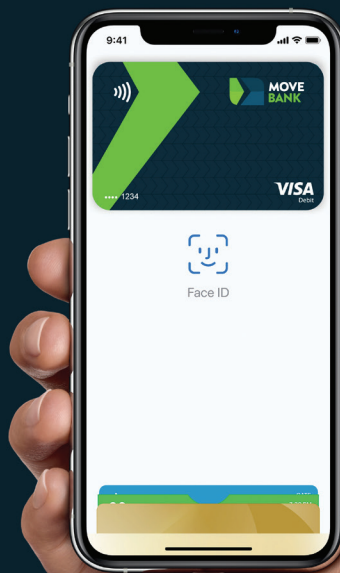
Therese Turner, CEO

"This is the second year that we've been recognised by Money magazine as a market-leader for home loans and car loans"



Apple Pay now available with MOVE Bank

Welcome to easy, fast and secure payments with Apple Pay



What's **NEW** at MOVE Bank?

Apple Pay now available with MOVE Bank


We're pleased to announce that MOVE Bank members now have access to Apple Pay, which is transforming payments with an easy, secure and private way to pay.

With Apple Pay on iPhone, Apple Watch, iPad and Mac, members can make fast and convenient purchases in stores, in apps and on websites using their MOVE Bank debit or credit card.

Get your cards connected with your Apple device using the instructions below.

Adding your card to Apple Pay is simple, here's how:

iPhone

1. Open the wallet app, tap the "+" sign and follow the prompts. 

Apple Watch

1. Open the Watch App on your iPhone and tap "Wallet & Apple Pay".
2. Then tap "Add Credit or Debit Card" and follow the prompts.

iPad or MacBook

1. You can also set up Apple Pay on a MacBook or iPad. For more information on how to register, go to movebank.com.au/applepay

How to use Apple Pay

Paying in stores

Quickly pay in stores using your iPhone or Apple Watch.

Face ID

Double click on the side button, glance at your screen, then hold your iPhone near the reader.


Touch ID

Hold your iPhone near the reader with your finger on Touch ID.

Apple Watch

Double click the side button and hold your Apple Watch up to the reader.

Where to use Apple Pay

Apple Pay can be used anywhere you can tap and pay or anywhere you see this symbol. 

Your mobile wallet solution using Apple Pay has been provided by MOVE Bank via mobilepayments.com.au. Please refer to our full Terms & Conditions at movebank.com.au/digitalwallet. Railways Credit Union Limited trading as MOVE Bank | ABN 91 087 651 090 | AFSL/Australian credit licence 234 536. Apple, the Apple logo and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. Apple Pay and Touch ID are trademarks of Apple Inc. Copyright © 2018 Indue Ltd ABN 97 087 822 464. All rights reserved.

What's **NEW** at MOVE Bank?

New MOVE Bank App - **coming soon!**

We're excited to announce that the new MOVE Bank App will be available this January!

Designed with added features to improve user experience and increase functionality, the new MOVE Bank App for Android and iPhone 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:



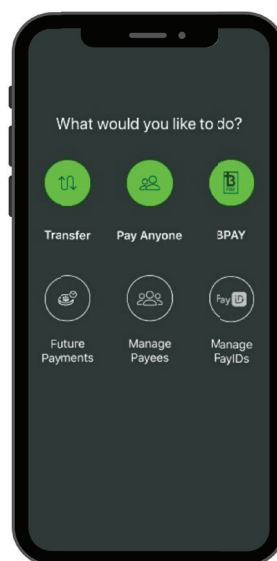
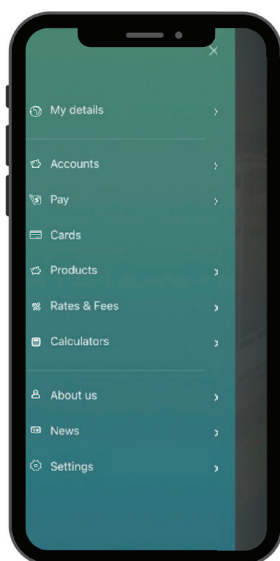
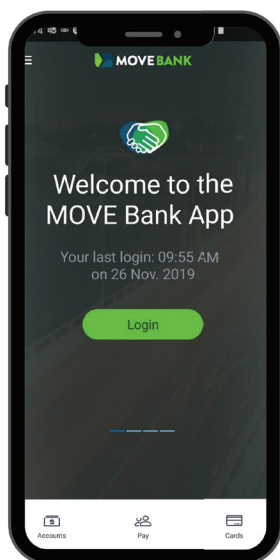
Face ID and
fingerprint login



Visa card
controls



Easy to use
interface



Changes to our Conditions of Use

We've updated the Conditions of Use which apply to MOVE Bank's savings accounts, term deposits and access facilities. Changes include:

- › Addition of digital wallet information for Apple Pay and other providers
- › Update to conditions for closing accounts and cancelling access facilities
- › Reduction of withdrawal notice period for term deposits

The updated Conditions of Use apply from 10 December 2019 and are available at movebank.com.au/importantdocuments



MOVE Bank **wins** Money magazine's Best of the Best 2020 Awards!

Money magazine has announced its Best of the Best 2020 awards for Australia's best financial products, and we're proud to reveal that our Straightforward Home Loan, First Home Loan- Special 1Y Introductory Rate and New Car Loan have made the list!

MOVE Bank is a multiple gold winner taking out 'Cheapest Basic Home Loan – Bank' for our **Straightforward Home Loan**, 'Cheapest Flexible Home Loan – Bank' for our **First Home Loan- Special 1Y Introductory Rate** and 'Cheapest Car Loan – Bank' for our **New Car Loan**.

This is the second consecutive year that our Straightforward Home Loan and New Car Loan have been recognised by Money magazine as a market-leader, showing the consistent and outstanding value our products have to offer.

How do Money magazine's Best of the Best awards work?

Throughout the year, Australia's leading research houses identify the best financial products and services from around Australia and Money magazine selects the winners which perform exceptionally. Money magazine's Best of the Best awards are one of the most recognised and respected awards in the financial services industry. More importantly, these awards are an indicator of high-quality products.

A bank worth moving for

Make the move to our award-winning Straightforward Home Loan, First Home Loan- Special 1Y Introductory Rate or New Car Loan today!



Apply online or call us on **1300 362 216** to get started



2019 Member Survey Insights

Thank you to all members who took the time to complete our member survey in October last year – your insights are invaluable.

We had a fantastic response to the 2019 Member Survey. We've received an impressive amount of information about what we're doing well and opportunities where we can improve our offerings to you.

What You Said

Mobile payments

You told us that you'd love MOVE Bank to introduce mobile payments.

The good news – we're pleased to announce that MOVE Bank members now have access to Apple Pay, which is transforming payments with an easy, secure and private way to pay. With Apple Pay on iPhone, Apple Watch, iPad and Mac, members can make fast and convenient purchases in stores, in apps and on websites. For more information on Apple Pay, visit movebank.com.au/ApplePay.

MOVE Bank App

We also received a lot of member feedback asking for more features to be added to the MOVE Bank App.

The good news – we will be launching a new MOVE Bank App in January which has been designed to improve user experience and includes added functionality including Visa card management, fingerprint and face ID, and much more.

We will keep improving our digital banking experience over the next 12 months and look forward to sharing exciting new developments with you early in 2020 which will make banking with us even easier.

Competitive rates

We also received an overwhelming amount of positive feedback from members about our competitive rates and products. Over the last year, we have expanded our offering and adjusted our rates to ensure they offer members maximum value. It is great to see that this approach is not only being well received by members but is playing a vital role in attracting new members to MOVE Bank.

*“MOVE Bank is constantly keeping up with the industry's progressions and efficiencies”
– MOVE Bank Member*



*"Your service is ALWAYS friendly,
informative, helpful and timely.
Your loan rates are very competitive."*

– MOVE Bank Member

How does MOVE Bank measure up?

As a member-owned bank, our number one priority is to ensure we are meeting our members' needs. One of the key ways we gauge how well we are doing is by measuring our Net Promoter Score (NPS),

which asks members to let us know how likely they are to recommend us to their friends and family.

Our members rated us with a positive score of +42.25 which confirms that members are very satisfied with MOVE Bank and compares exceptionally well to the major

banks whose average score was +2.1¹. This result also shows that members not only trust us to look after their financial needs – they trust MOVE Bank to look after the people they value most.

*"I'm proud to be
a member of the
MOVE community"*
– MOVE Bank
Member



+42.25

**NET PROMOTER SCORE
FOR SATISFACTION & LOYALTY**

v.s. major banks average score of **+2.1**

¹Source: Roy Morgan Single Source (Australia) February-July 2019,
n=25,046



**Congratulations
to our lucky
winners!**

They've each won a \$100 gift
card for completing the survey.

- › **Brett M**
- › **James W**
- › **Bruce V**
- › **Kirsty W**
- › **Errol G**



Left - Longstanding members Margaret and Colin, with their daughter Shane
Top right - MOVE Bank CEO Therese Turner presenting her report to members
Bottom right - The MOVE Bank team welcoming members to MOVE Bank's 51st AGM



51st Annual General Meeting Wrap Up

Our 2019 AGM was held on 21 November 2019 and it was great to have over 130 members attend the meeting and take part in MOVE Bank's governance.

Members re-appointed directors Scott Riedel and Mick Skinner to the Board for a further term of 3 years and voted in favour of the proposed increase to directors' remuneration.

CEO Therese Turner presented her report which focused on:

- › MOVE Bank's financial performance over the 2018/19 financial year
- › Progress on strategic initiatives including ongoing community support
- › Industry recognition for our multiple award-winning products

Chairman Andrew Haynes presented the Chair's report highlighting our strong asset growth and improved financial performance, and commended Bron Davies for being elected by the Board as the new Chair of MOVE Bank.

On behalf of the entire MOVE Bank team, we'd like to thank Andrew Haynes for his hard work and dedication as Director of MOVE Bank since 2009 and Chairman since 2016. We also wish to congratulate Bron Davies on her appointment as Chair.

We're looking forward to seeing the results of our strategic initiatives and the continuing support of our members in the year ahead.

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

Protect yourself from online scams

Fraudsters are becoming increasingly sophisticated, finding new ways to trick people into sharing their personal information.

With new scams emerging every day and over \$118 million lost to scams in Australia in 2019¹, it is important to take steps to protect your personal information and accounts. Here we explain our top tips to avoid being scammed online and what to do if you've been targeted.

Keep your details personal

Don't give away your personal information lightly. Unless you're establishing a new membership or account with us, remember that we will never ask you to provide:

- › Your internet banking login details
- › Your date of birth
- › Your marital status or family details
- › Your address

Use strong passwords

Choose a strong password that would be difficult for others to guess and ensure that you update it regularly. Strong passwords should incorporate letters (uppercase and lowercase), numbers and symbols. You should also avoid using the same password across multiple accounts, so you can be confident that even if one account is compromised your other accounts are secure.

Stay suspicious

Sadly, scammers do a good job at impersonating legitimate businesses and can replicate websites, emails and other online content. Always look for a familiar URL or email address before clicking links or submitting forms.

Keep your documents safe

A lot of identity fraud still starts with the theft of documents, from the mailbox or bin. Limit the amount of mail you receive that contains private information and dispose of these documents carefully. Swap to online statements with MOVE Bank at any time by selecting 'Online Statements' from the 'Accounts' menu in Internet Banking.

Register for One Time Passwords

One Time Passwords is a two-step authentication process which adds an extra level of security to Internet Banking. This means that in addition to using your Internet Banking password to log in, you'll also enter a unique code which is sent by SMS to your mobile.

What do I do if I think I've been scammed?

If you've sent money or shared your bank details with a scammer, please contact us immediately on **1300 362 216**. For more information about scams, visit scamwatch.gov.au.



Changed your details recently?

Keep your details up-to-date in 3 simple steps:

1. Log in to Internet Banking
2. Select 'My Preferences'
3. Click 'Update Contact Details'

¹Source: Scamwatch: Scam Statistics 2019

Current Interest Rates

All rates are per annum



HOME LOANS - From 21 October 2019		
	Annual Rate	Comparison Rate ¹
Straightforward Home Loan L51 *	2.94%	2.97%
First Home Loan L60	3.54%	3.57%
Economy Home Loan L50	3.54%	3.63%
Standard Variable Rate Home Loan L20	4.15%	4.18%
myHome Package L21	Total Mortgage Borrowing	Discount ²
	Up to \$249,999	0.75%
	\$250,000 to \$499,999	0.85%
	\$500,000 to \$749,999	0.95%
	\$750,000+	1.05%

FIXED RATE HOME LOANS - From 21 October 2019		
Owner Occupied	Annual Rate	Comparison Rate ¹
First Home Loan- Special 1 Year Introductory Rate ^ L60	2.94%	3.52%
Flexi Fixed Rate Home Loan 1 Year L43	3.19%	4.09%
Flexi Fixed Rate Home Loan 2 Year L43	3.29%	4.03%
Flexi Fixed Rate Home Loan 3 Year L43	3.39%	3.98%
Ultra Low Lockit Home Loan 3 Year ~ L44	2.98%	3.88%
Lockit Fixed Rate Home Loan 5 Year L40	3.79%	4.04%
Investment		
Lockit Investment Home Loan 1 Year L41	3.19%	4.81%
Lockit Investment Home Loan 3 Year L41	3.39%	4.57%

INVESTMENT LOANS - From 21 October 2019		
	Annual Rate	Comparison Rate ¹
Straightforward Investment Loan L17 **	3.39%	3.42%
Wealth Builder Loan L14	4.09%	4.12%
Standard Variable Rate Investment Loan L15	4.95%	4.98%
myWealth Package L16	Total Mortgage Borrowing	Discount ³
	Up to \$249,999	0.75%
	\$250,000 to \$499,999	0.85%
	\$500,000 to \$749,999	0.95%
	\$750,000+	1.05%

CREDIT CARD - From 10 April 2019			
	Interest free days ⁴	Retail Purchase Rate	Cash advance rate
Low Rate Credit Card # S7	Up to 45	8.99%	12.99%

Warning ¹Comparison 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.

² Discount is off Standard Variable Rate Home Loan. ³ Discount is off Standard Variable Rate Investment Loan. * Loan is available for new loans over \$150,000. Maximum LVR 80%. Excludes internal refinance. ^ First Home Loan- Special Introductory Offer discounted rate is fixed for 12 months from settlement date, after which it reverts to the First Home Loan variable rate. This offer is open to first home buyers from 11 May 2018. Available for new lending only. Limited time offer and may be withdrawn at anytime. ~ Ultra Low Lockit Loan minimum loan amount \$150,000. Available for new owner occupied lending only. This is a limited time offer and may be withdrawn at any time. ** Available for new lending only and excludes interest only loans. ⁴ 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.

⁵ 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 09/04/2019 and subject to change. All credit card applications are subject to credit assessment and approval. Fees and charges apply.

Current Interest Rates

All rates are per annum



PERSONAL AND CAR LOANS - From 24 September 2019

	Annual Rate	Comparison Rate ⁵
New Fixed Rate Car Loan L23 * <i>Comparison rate based on a secured \$30,000 loan for 5 years.</i>	4.89%	5.16%
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 an unsecured \$10,000 loan for 3 years.</i>	13.74%	14.79%
Personal Loan Special Offer ** L10 <i>Comparison rate based on an unsecured \$10,000 loan for 3 years.</i>	8.97%	9.99%
Flexi Personal Credit #	12.29%	



SAVINGS ⁺ - From 1 November 2019

	Base Rate	Bonus Rate ⁶	Maximum Rate
Bonus Saver S10 <i>Interest calculated on daily balance and paid monthly. Available to shareholding members only.</i>	0.80%	1.20%	2.00%
Express Saver ~ S50 <i>Interest calculated on daily balance and paid monthly.</i>			1.50%
First Home Saver Club S60 <i>Interest calculated on daily balance and paid monthly.</i>			1.50%
Everyday Saver ~ S1, S22 and S33 <i>Interest calculated on daily balance and paid monthly.</i>			0.01%
Christmas Saver S8 <i>Interest calculated on minimum monthly balance and paid on 31st October.</i>			0.25%



FIXED TERM DEPOSITS - From 21 October 2019

Term	Min. \$5,000 and above	Interest Paid
3 Months i3	1.50%	At maturity
4 Months i4	1.50%	At maturity
5 Months i5	1.50%	At maturity
6 Months i6	1.50%	At maturity
7 Months i7	1.50%	At maturity
8 Months i8	1.50%	At maturity
9 Months i9	1.50%	At maturity
10 Months i10	1.50%	At maturity
11 Months i11	1.50%	At maturity
12 Months i12	1.50%	At maturity
13 to 14 Months i13	1.50%	Annually ⁷
15 to 24 Months i30	1.50%	Annually ⁷
12 to 14 Months i40	1.40%	Monthly
15 to 24 Months i50	1.40%	Monthly

Warning ⁵ 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.

*Available for new lending only and excludes internal refinance. ** Minimum loan amount \$10,000. Loan is not available for internal refinance. Limited time offer and can be withdrawn at anytime. #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. ⁶ 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. ⁷ 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.

⁷ For terms longer than 12 months, interest is paid at 12 months and then at maturity.



Member Contact Centre

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