

MOVE Life

#20 OCT
2020



Welcome to MOVE Life

MOVE Bank named top lender

For first home buyers
in Queensland!

What's new at MOVE Bank?

Changes to
Internet Banking and
MOVE Bank App

2020 Annual General Meeting

Important information for
shareholding members



from your CEO

Therese Turner

Over the past few months, we've continued to help members navigate these challenging times while working on key initiatives to provide you with an enhanced banking experience.

Relief package

As always, your financial wellbeing remains our top priority. With the unfortunate rise in coronavirus cases in parts of the country, many Australians are facing challenging and uncertain circumstances. Our team has been actively working with members who have applied for relief, providing the opportunity to defer loan repayments.

"Your financial wellbeing remains our top priority."

If you've been impacted and are experiencing financial hardship, support is available. For more information about our relief package and to apply online, please visit movebank.com.au/relief.

Technology and security enhancements

› MOVE Bank App

Earlier this year we made the decision to delay the release of the new MOVE Bank App while we prioritised the impact of current events on members. The good news is that our team has continued app development behind the scenes to bring you even more features that will help you bank on the go including a spending tracker, and the ability to share receipts and manage your Visa card. Stay tuned for a release date which will be announced on our website in the coming months.

› One Time Passwords

In September we began rolling out security enhancements that require all members to use One Time Passwords when performing certain actions in Internet Banking or MOVE Bank App. This second verification provides an additional layer of security that helps protect you and your banking information.

New-look home loan range

Our commitment to providing you with great value banking means we are always looking for ways to improve our products. After a review of our home loan range in June, we recognised an opportunity to simplify our offering to make it easier for members to find the right loan for them. The result is a new streamlined home and investment loan range which is already proving extremely popular with members.

National recognition

I'm pleased to report that we've been named the top lender for first home buyers in Queensland! Canstar's annual awards saw MOVE Bank compete against some strong contenders, however, it was our new-look home loan range paired with the helpful tools and resources available on our website which ultimately saw us take out the coveted Customer-Owned Institution of the Year- First Home Buyer Award for Queensland.

This recognition from Canstar comes in addition to the 21 awards we received across our entire product range last financial year, showing the great value banking we provide members every day.

Farewell Noeline

After over 40 years of service to MOVE Bank, Noeline Stewart retired from her role as Project Manager in August. Noeline's contributions have played an integral role in shaping our systems and processes since 1976 and on behalf of the entire team, I would like to thank Noeline for her dedication and service and wish her well for retirement.

Therese Turner, CEO



MOVE Bank named top lender for first home buyers in Queensland



We are proud to announce that we've been named the top lender for first home buyers in Queensland!

Canstar's annual First Home Buyer Awards saw us compete against some strong contenders this year, with MOVE Bank emerging as the clear winner of the coveted Customer-Owned Institution of the Year - First Home Buyer Award for Queensland.

About the awards

Every 12 months Canstar uses its unique rating methodology* to analyse the price and features of over 88 providers and 661 products to determine which financial institutions offer outstanding value for first home buyers.

MOVE Bank scored strongly this year across our range of low rate home loans, as well as gaining serious points for the helpful tools and support available on our website for first home buyers.

"This recognition from Canstar confirms that our offering is delivering great value to home buyers making their first step into the property market." said MOVE Bank CEO Therese Turner.

"Getting the keys to your first home is a momentous occasion, and we feel privileged to be part of that journey."



Step into your first
home with our
Complete Package

- › Borrow up to 95%
- › Save with 100% offset
- › Family pledge option available

Get Started: movebank.com.au/firsthome

What's NEW at MOVE Bank?

Changes to Internet Banking: One Time Passwords required from September

As part of our commitment to protecting your accounts online, we are implementing increased security controls that will require all members to use One Time Passwords when performing certain actions in Internet Banking or MOVE Bank App.

These changes will be rolled out to members in stages from early September, and we will contact members directly via email and SMS to let you know when you can expect this change to take effect.

How do One Time Passwords protect me?

One Time Passwords add an extra level of security to your online banking by using a two-step verification process.

This means once you've successfully logged into your account, you'll also be asked to enter a unique code when you perform any of the following actions:

- › Adding a new payee or updating an existing one
- › Making payments to non-saved payees
- › Term deposit maintenance
- › Changing your password
- › Updating your address or contact details

This second verification provides an additional layer of security that reduces the risk of fraudsters being able to access or transfer funds out of your account.

How do they work?

When you complete any of the listed actions, you'll need to select the 'Get SMS' button to generate your One Time Password.

An SMS with the unique code will then automatically be sent to your nominated mobile.

Simply enter the code in the space provided and click 'OK' to proceed.

Daily Transfer Limits

The extra layer of security provided by One Time Passwords means that once the change is effective, you'll have access to increased daily transfer limits:

- › External transfers - \$5,000
- › BPay - \$10,000
- › Osko - \$5,000

Questions

If you have any questions or concerns about this change, please contact us on **1300 362 216** during business hours or email us at info@movebank.com.au



In March we announced a **temporary waiver** on several fees and charges as part of our wider **COVID-19 relief package**. As of **1 October**, we recommenced charging the following:

- › Staff assisted transfer fees
- › Dishonour and exception fees
- › Card and cheque book replacement fees
- › Term deposit redemption fees

If you are experiencing financial hardship as a result of COVID-19, support is still available. For more information about our relief package and to apply online, please visit movebank.com.au/relief or call us on **1300 362 216** for assistance.

FAREWELL AND THANK YOU,

Noeline Stewart

After over 40 years of serving our great member-owned organisation, Noeline Stewart has made the decision to retire from MOVE Bank.

Noeline began working with MOVE Bank in 1976 and has worn many hats during her time, however taking on the role of Project Manager in 2002 saw her come into her own.

As a key player in developing new products and processes, Noeline was instrumental in getting our banking platform up and running and converting her wealth of knowledge into written procedures, systems steps and policies.

We would like to extend our sincere gratitude to Noeline for her service and contribution to MOVE Bank and wish her all the best for retirement.





Guide to Construction Loans:

Make Your Dream Home a Reality

Building a home should be one of the most exciting times in your life but it can also be one of the most stressful.

From deciding how many bedrooms you'll have to determining where you'll install power points, the last thing you want to worry about is getting the finance sorted.

That's why it pays to work with a lender who will simplify the process, so you can focus on what matters most - your new home.

To help you get started, here's our short guide to construction loans and what you can expect.

What is a construction loan?

A construction loan is a type of loan that is used to pay for the cost of building a new home.

What makes it different from a standard home loan is the payment scheme. Construction loans allow you to draw down the loan in stages as the construction progresses.

These progress payments are paid directly to the builder after each stage of construction. The usual stages of construction are:

1. Finance approved
2. Slab
3. Frame
4. Lock-up
5. Fit out
6. Completion

This helps you monitor the build and ensures that you're only paying for work that's been completed.

As construction loans are progressively drawn down, you only pay interest on the money that you use. For example, if \$150,000 has been drawn down on a \$300,000 loan at the frame stage, you'd only be charged interest on \$150,000.



What does the process look like?

The complexities of building a new home can be overwhelming. To simplify the process, here's an overview of the most common stages of the construction loan journey.

Stage 1: Finance approved

- › Our Lending Specialists will help you determine your borrowing capacity and assist you with getting pre-approval for your loan
- › You'll need to supply documents as part of this process, such as building plans and permits, a copy of your fixed-price building contract and builders' insurance
- › If you're eligible for any government grants, you should apply for these now
- › An initial valuation is completed to determine the value of your property

Stage 2: Slab

- › Construction begins and foundations are poured
- › This is when the first progress payment is made and will be drawn from your initial deposit

Stage 3: Frame

- › The exterior frame and walls are under construction
- › This is usually when the second progress payment is made and will be paid on invoice

Stage 4: Lock-up

- › The windows, doors, external walls and roof are installed to allow you to lockup your house
- › A progress valuation is completed to confirm construction is progressing as expected
- › This is usually when the third progress payment is made

Stage 5: Fit out

- › Internal fixtures such as power points, lights, flooring and other fittings are installed
- › This is usually when the fourth progress payment is made

Stage 6: Completion

- › Congratulations – you're ready to move in!
- › A final valuation is completed, and an inspection and insurance certificate is provided before the final payment is made

Our Tip

It may be tempting to change your mind on your house plans or materials during construction but remember that any changes you make can affect the overall cost of your build and should be approved by us.

We're here to help

Download our complete construction guide at movebank.com.au/constructionguide

Ready to build your own home?

Access our lowest rates, 100% offset & extra benefits with our Complete Package Home Loan. Contact us on **1300 362 216** or visit movebank.com.au/constructionloan to get started.

2020 Annual General Meeting

This year shareholding members will be asked to vote on special resolutions that will help MOVE Bank continue to grow as a strong and sustainable member-focused organisation.

We are seeking members' support of these resolutions. Learn more about each resolution, including the opportunity for MOVE Bank and our members, in the summary below or by visiting movebank.com.au/AGM-2020

Summary of Special Resolutions

1. Removing Common Bond

MOVE Bank has a common bond which limits who is eligible to become a member. Our common bond reflects our history as a mutual bank for Queensland Rail employees and related persons and entities.

Mutual banks and credit unions are no longer required to have common bonds, and the reality is that, in order to survive, prosper and grow, nearly all have had to expand their customer base to include individuals outside their historic common bond.

Our common bond remains restrictive and significantly limits our ability to grow and remain sustainable. This special resolution will remove this limitation and allow us to offer membership to the general public, or as otherwise determined by the Board as a matter of policy. Elected directors will still be required, however, to be or have been an employee of Queensland Rail or Aurizon.

2. Voting on Demutualisation Proposals

This special resolution will require:

- › any new member who joins after the 2020 AGM to be and remain a member continuously for at least 2 years before they are eligible to vote on, or in relation to, a demutualisation proposal;
- › at least 15% of eligible members to vote on a resolution on, or relating to, a demutualisation proposal for the resolution to have effect.

The purpose of this new eligibility condition is to ensure that only members with an existing relationship with MOVE Bank are eligible to vote on proposals that would have the significant and permanent effect of demutualising MOVE Bank.

The purpose for requiring at least 15% of eligible members to vote on a demutualisation proposal is to ensure that a demutualisation cannot occur without the participation of a significant proportion of members in the vote.

3. \$nil Subscription Price for Member Shares

Currently we issue member shares worth \$10 and the Board can call for payment of the \$10, which, if paid, is repaid to a member when a membership ends. There is little benefit in receiving the \$10 member share, and it creates a barrier to becoming a new member. This special resolution will change the subscription price for a new member share to \$nil.

The amendments will also allow existing members to apply for their member share to be redeemed, the paid-up amount of the member share repaid to the member, and a new member share with a \$nil subscription price issued in substitution.

4. New Memberships, Termination of Memberships, Membership Requirement for Directors, Term for External Directors and Deletion of a Policy Number

This special resolution will:

- › remove the requirement for a written application for membership – this allows new members to join by other methods, including by telephone;
- › expand the Board's power to delegate the new membership admission process, to allow delegation to employees not just officers and to remove existing prohibitions on allowing delegates to reject applications or to sub-delegate;

- › allow the Board to delegate its power to terminate a membership for cause, removes the right of the member to attend a board meeting at which the termination resolution is to be considered, and clarifies that the grounds for termination must be as reasonably assessed by the board or its delegate;
- › expand the existing right to terminate a membership due to dormant (unused) accounts to also allow for
 - termination if a member has not held any deposit or loan account with MOVE Bank for at least 12 months – this will be subject to giving the member 28 days' notice to address the lack of accounts;
 - delegation of the power to determine a member's accounts are dormant and to redeem the member share;
- › clarify that MOVE Bank can pay back the paid-up subscription price on a redeemed member share by such means as agreed by the member, in addition to other options;
- › require all directors of MOVE Bank to be members, including external directors and executive directors – currently only elected directors and casual directors must be members.
- › Enables the initial or a subsequent term of an External Director to be up to a maximum of twelve months.
- › Delete a redundant policy number referred to in the Constitution

These changes will provide MOVE Bank with greater flexibility in accepting and dealing with new member applications, remove the need for Board involvement in procedural matters that are more appropriately dealt with at an employee or executive level and address some technical limits on existing termination and dormancy provisions.

5. Methods of Attending Meetings and Direct Voting

Although the Constitution already allows MOVE Bank to hold a members' meeting at 2 or more venues connected by technology, there remains uncertainty if this allows for members to attend via online or other virtual means. This special resolution will clarify that the Board can allow for members to attend meetings via any technology that gives the members as a whole a reasonable opportunity to participate.

The amendments will also provide us with the option of allowing members to cast votes on resolutions without attending the meeting by using alternative methods if and when approved by the Board, which could include electronic or postal voting for example.

Collectively these amendments provide the Board with the flexibility to consider different means of allowing members to vote or participate in meetings given the technology available at the time, and the costs and risks associated with them.



The COVID-19 situation may impact members from being able to attend this year's AGM, so we've made the decision to:

1. Mail proxy voting forms with the notice of meeting and other AGM information to ensure that all shareholding members can take part in the governance of MOVE Bank. This will be a separate mail out from the statements. Online proxy voting will also be available again this year.
2. Hold our first hybrid AGM i.e. in addition to the physical meeting, members will be able to participate in the meeting online. Further information about this is in the notice of meeting and explanatory statement.

Current Interest Rates

All rates are per annum



HOME LOANS - From 17 June 2020		
	Annual Rate	Comparison Rate ¹
Straightforward Home Loan L51 ²		
\$150,000 - \$499,999	2.69%	2.73%
\$500,000 +	2.59%	2.63%
Standard Variable Home Loan L20		
	3.65%	3.69%
Complete Package Variable Home Loan L21		
\$50,000 - \$249,999	2.90%	3.33%
\$250,000 - \$499,999	2.80%	3.23%
\$500,000 - \$749,999	2.70%	3.13%
\$750,000 +	2.60%	3.04%
Complete Package Fixed Rate Home Loan L45 ³		
1 Year	2.19%	3.26%
2 Year	2.19%	3.21%
3 Year	2.19%	3.15%
5 Year	2.59%	3.21%

INVESTMENT LOANS - From 17 June 2020		
	Annual Rate	Comparison Rate ¹
Straightforward Investment Loan L17 ²		
\$150,000 - \$499,999	2.84%	2.88%
\$500,000 +	2.74%	2.78%
Standard Variable Investment Loan L15		
	4.09%	4.13%
Complete Package Variable Investment Loan L16 ⁴		
\$100,000 - \$249,999	3.34%	3.76%
\$250,000 - \$499,999	3.24%	3.66%
\$500,000 - \$749,999	3.14%	3.56%
\$750,000 +	3.04%	3.46%
Complete Package Fixed Rate Investment Loan L46 ³		
1 Year	2.39%	3.67%
2 Year	2.39%	3.59%
3 Year	2.39%	3.52%
5 Year	2.89%	3.58%

Interest only is available upon request with a premium of 0.20% added to the applicable rate noted above and has a maximum LVR of 75%

CREDIT CARD - From 10 April 2019			
	Interest free days ⁵	Retail Purchase Rate	Cash advance rate
Low Rate Credit Card * S7	Up to 45	8.99%	12.99%

Warning ¹ 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 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 Maximum LVR for P&I loans 80%. ³ Loan is available for new lending only. Excludes internal refinance. Reverts to Complete Package Variable Home or Investment Loan at the applicable tier, based on the loan funded amount. Maximum LVR is 90% and minimum loan amount is \$100,000 for investment loans. ⁴ Maximum LVR is 90% ⁵ 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. * 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 17 June 2020

	Annual Rate	Comparison Rate ⁶
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 - Special Offer L10 ^ <i>Comparison rate based on an unsecured \$10,000 loan for 3 years.</i>	8.97%	9.99%
Personal Loan L11 <i>Comparison rate based on an unsecured \$10,000 loan for 3 years.</i>	13.74%	14.79%
Flexi Personal Credit #	12.29%	



SAVINGS + - From 1 October 2020

	Maximum Rate
Express Saver ~ S50 <i>Interest calculated on daily balance and paid monthly.</i>	1.00%
First Home Saver Club S60 <i>Interest calculated on daily balance and paid monthly.</i>	1.00%
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 1 October 2020

Term	Min. \$5,000 and above	Interest Paid
3 Months i3	0.85%	At maturity
4 Months i4	0.80%	At maturity
5 Months i5	0.80%	At maturity
6 Months i6	0.95%	At maturity
7 Months i7	0.90%	At maturity
8 Months i8	0.90%	At maturity
9 Months i9	0.90%	At maturity
10 Months i10	0.90%	At maturity
11 Months i11	0.90%	At maturity
12 Months i12	1.05%	At maturity
13 to 14 Months i13	1.05%	Annually ⁸
15 to 24 Months i30	1.10%	Annually ⁸
12 to 14 Months i40	0.95%	Monthly
15 to 24 Months i50	1.00%	Monthly

⁶ 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 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.

^{*} Loan is not available for internal refinance. ^{*} Loan excludes internal refinance and debt consolidation. Minimum loan amount \$10,000. This is a limited time offer available from 17/06/2020 and can be withdrawn at anytime without notice. ^{*}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.

[~] 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.

⁸ For terms longer than 12 months, interest is paid at 12 months and then at maturity.



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 234536
Railways Credit Union Limited trading as MOVE Bank

Railways Credit Union Limited trading as MOVE Bank ABN 91 087 651 090 AFSL/Australian credit licence 234536. The information presented in this newsletter is for general purposes only and is not intended as financial or professional advice. MOVE Bank is the issuer of all products mentioned in this newsletter unless otherwise stated. When making decisions about our products you should consider the Conditions of Use and Financial Services Guide available at movebank.com.au. A Product Disclosure Statement (PDS) for CGU Insurance products can be obtained by contacting MOVE Bank on 1300 362 216. You should read the PDS before making any decision to acquire any of these products. Rates quoted are current at the time of print however subject to change without notice. Fees and charges apply. All applications are subject to MOVE Bank's credit assessment and eligibility criteria. Loan terms and conditions are available on request.