

QNEWS

JANUARY 2014



“Our new banking range is here!”



See what Qantas Points you could earn at qantas.com.au/rewards

F R E Q U E N T
F L Y E R



Get rewarded with our
NEW Qantas Points
Banking products

Investing
for the future

QSCU Super
Now launched!

Moving from
signature to PIN

Catch-up with our CEO, Scott King.

This month it gives me great pleasure to announce our new and unique product offering where you can be rewarded for all your banking. If you love travelling or aspire to travel more, these products will help you get there sooner.

By switching a home loan, car loan, savings or credit card to our new Qantas Points Banking products you can maximise your Qantas Points balance each month and reap the rewards.

The clear benefit of this offering is that no matter what stage of life, you have an opportunity to earn Qantas Points. Traditionally Qantas Points have been attached to a loan product rendering under 18's ineligible. With a Qantas Points Saver account however age is not an impediment and under 18's can deposit their pocket money, wages and birthday money to earn Qantas Points.

This offering is all part of our ongoing commitment to provide you with a great deal more for your banking. Compare our new product range to the banks everyday offering and you'll find we're not only competitive on rates and fairer on fees – but you'll receive the added reward of earning Qantas Points.

Read on in this issue to find out more on our new range and if you're interested to see what your Qantas Points potential is, use our online calculator available at qantascu.com.au/rewards.



Scott King
CEO
Qantas Credit Union



Our new Cash Management Account.

The Qantas Credit Union Cash Management Account is an at-call cash management savings account, where you can deposit as much or as little as you like without requiring a minimum balance.

Ideal for members who are interested in a savings product that offers a competitive interest rate for lower balances, but who still want the convenience of over-the-counter branch support and a cheque facility.

- > \$0 application fee
- > \$0 account keeping fee
- > \$0 annual fee

Access your Cash Management Account with:

- > Online Banking
- > Telephone Banking
- > Bank at branch

Apply today within Online Banking at qantascu.com.au

Investing for the future!



We've been listening to your feedback, and we are committed to improving your banking experience with us. It's an investment we're making for the long term; providing a new banking experience that places the most advanced

technologies at your finger tips – whether it's in a branch, online, on smartphones or tablet.

We will continue to listen to your ideas and are committed to keeping you informed about our plans for the future. We are currently working on our road map for the future, so watch this space and our website for future updates on the progress of this journey, and how this will make banking easier for you.

Be your own Super Hero!

Introducing our low fee super product.

Amie Lindsell
Member since 1999



QSCU Super.

UP, UP and AWAY! With QSCU Super you can see your superannuation grow with low fees, your choice of investment and easy online access within your Online Banking.

Managing superannuation investment options has never been easier with QSCU Super, helping you be in control of your financial future.

QSCU Super gives you the power to:

- Maximise your investment with low fees
- View and manage your super within Online Banking alongside your everyday banking accounts
- Choose and switch your investments up to 3 times per year for free (\$25 per switch thereafter)
- Cater for your changing needs with solutions for all ages – from teens to retirees
- Protect your family with various life insurance options¹

Your choice.

QSCU Super provides four standard investment options for you to choose from:

- ✓ Cash Plus
- ✓ Conservative
- ✓ Balanced
- ✓ Growth

Term Deposit investment option.

Once you have a balance of over \$50,000 in your other investment options, you can take up one or more 1, 2 and 3 year Term Deposits² for your Superannuation and/or Pension account (minimum deposit is \$10,000).

With QSCU Super's Term Deposit option, your interest is calculated daily and credited monthly – so if you have a pension account, interest earned could provide you money to live on while your principal investment in the Term Deposit is maintained. Or it can be re-invested into your other investment options.

Super low fees.

Enjoy quality financial services without losing your profits to high fees. Using the latest financial services technology to

receive straightforward investment choices you will enjoy the latest financial services technology, straightforward investment choices and other exclusive benefits – all within a highly competitive fee structure.

Real-time performance information.

Whenever you log-in, you can check your superannuation and Pension balance, review your fund's performance in real time, use the online forms to switch investment options whenever you choose.

Cost-effective insurance options¹.

Through your superannuation, you can access competitive prices on a comprehensive range of insurance to protect your wealth, including Death, Death and Total/Permanent Disability and Income Protection.

Please note: Insurance benefits are not available on Pension accounts.

How do I rollover my other super?

Transferring your superannuation benefits from another fund into your QSCU Super fund account can all be done once your QSCU Super account is set up. Simply log-in to your online banking, fill in the Superannuation Transfer Request online and follow the instructions.

How do I apply?

You can set up your QSCU Super account by logging in to your Online Banking, you just need your tax file number handy.

For more information about QSCU Super visit qantascu.com.au. Alternatively call 1300 721 720.

This information does not take into account your personal objective, financial situation or needs. You should read the Product Disclosure Statement (PDS) available above before making a decision to acquire this product. Fees and charges apply. QSCU Super is issued by The Trust Company (Superannuation) Limited (ABN 49 006 421 638 AFSL 235153) as trustee of the CUBS Superannuation Fund (ABN 90 120 177 925). Qantas Staff Credit Union Limited trading as Qantas Credit Union (ABN 53 087 650 557 ACL 238 305) is the sub-promoter of the CUBS Superannuation Fund. 1. Insurance cover is provided to eligible Fund members by TAL Life Limited (ABN 70 050 109 450, AFSL 237848). You should consider the QSCU Super Product Disclosure Statement (including incorporated information) issued by the Trust Company (Superannuation) Limited before deciding whether to acquire insurance cover, available at qantascu.com.au. Insurance cover is subject to eligibility criteria and acceptance by TAL, and may cease in certain circumstances including if there are insufficient funds held in your QSCU Super account to pay insurance premiums, refer to the Insurance Factsheet for further information. 2. Fees and charges apply; refer to Fees and Costs Factsheet available at qantascu.com.au for more information. Minimum deposit of \$10,000.00.

FREE Seminar!

Redundancy and Retirement planning.

Sydney

Qantas Credit Union in conjunction with ClearView will be holding a complimentary Redundancy & Retirement Planning seminar. Places are limited!

On Tuesday 18th February, SAC Branch
Ground Floor, 15 Bourke Road, Mascot

To reserve your seat register online at qantascu.com.au
or call us on **1300 787 787**





“Bank with us and watch your Qantas Points take-off.”

Introducing Qantas Points Banking.

The great thing about our new Qantas Points Banking range is that you're rewarded for what you're already doing.

By simply switching your loan, savings or credit card to a Qantas Points Banking product you could be rewarded with Qantas Points¹ each month.

For more information or to apply visit
qantas.com.au/rewards

How many Qantas Points could you earn?
qantas.com.au/rewards

Calculate your Qantas Points earn potential.

To find out what your Qantas Points earn potential is for your loans and savings, try out our easy points calculator at qantas.com.au/rewards





Get rewarded with Qantas Points Banking products.

Earning Qantas Points¹ with our new range is easy.

Qantas Points Home Loan

- ✓ Earn 150 Qantas Points for every \$1000 on your loan balance p.a.
- ✓ No application or establishment fees
- ✓ \$299 Annual Package fee (charged upon funding and annually thereafter)
- ✓ Complimentary Visa Platinum Credit Card²

Our rate: **5.18%pa** Comparison rate: **5.47%pa[#]**

Qantas Points Saver

- ✓ Earn 400 Qantas Points for every \$1000 on your average monthly balance p.a.
- ✓ \$0 application fee
- ✓ \$0 account keeping fee

Our rate:
2.50%pa

Qantas Points Car Loan

- ✓ Earn 1,000 Qantas Points for every \$1000 on your loan balance p.a.
- ✓ Competitive fixed interest rate (See our current rates on our website)
- ✓ Loan amount from \$15,000. Available on cars, caravans, boats and motorcycles up to 5 years old
- ✓ \$0 upfront fees (See our fees and charges brochure at qantas.com.au, early repayment and dishonour fees may apply)

Our rate: **9.49%pa** Comparison rate: **9.49%pa[#]**

Visa Platinum Credit Card

- ✓ Earn 1 Qantas Point for every \$1 spent on eligible purchases³
- ✓ Earn 2 Qantas Points for every \$1 spent on selected Qantas Products and services in Australia⁴
- ✓ Annual fee of \$195 (charged upon account opening and annually thereafter)

Intro rate: **4.99%pa** Purchase rate: **18.99%pa**

For more information or to apply visit qantas.com.au/rewards

F R E Q U E N T
F L Y E R  

Important information:

#WARNING: This comparison rate applies to the example or the examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees, and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan. A home loan of \$150,000, a term of 25 years and a monthly repayment frequency have been used to calculate our comparison rate. A car loan of \$30,000 a term of 5 years and a monthly repayment frequency have been used to calculate our comparison rate. Our comparison rate schedule is available on our website qantas.com.au. Normal lending criteria apply. Terms and conditions apply and are available upon request. Rates and fees are current as at 4 November 2013. You should read and consider the relevant Product Disclosure Statement (PDS) before making any decision to purchase a financial product. Our PDS, rates and fees are available on our website or by calling 1300 380 380. 1. Qantas Points accrue in accordance with and subject to the Qantas Points Banking Rewards Terms and Conditions issued by Qantas Credit Union available on our website. You must be a member of the Qantas Frequent Flyer program to earn and redeem Qantas Points. A joining fee may apply, however, Qantas Credit Union has arranged to provide Qantas Frequent Flyer membership with the joining fee waived to Qantas Credit Union members who are not already a Qantas Frequent Flyer member and who apply at qantas.com/joinffqscu. Membership and the earning and redemption of Qantas Points are subject to the terms and conditions of the Qantas Frequent Flyer program available online at qantas.com/terms. Qantas Credit Union recommends that you seek independent tax advice in respect of the tax consequences (including fringe benefits tax, and goods and services tax and income tax) arising from the use of this product or from participating in the Qantas Frequent Flyer program or from using any of the rewards or other available program facilities. 2. Complimentary means you will not be charged the Visa Platinum Credit Card annual fee while you have a Qantas Points Home Loan. 3. Eligible purchases exclude cash and cash equivalent transactions. You are also not entitled to earn points in certain other circumstances, see our Visa Platinum Credit Card Terms and Conditions for further information. 4. Selected Qantas products and services are Qantas passenger flights (with a QF flight number) purchased on the Qantas merchant account, i.e. directly with Qantas or some travel agents, and Qantas Frequent Flyer and Qantas Club membership joining and annual fees. Excludes Jetstar, Qantas Holidays, and Qantas branded non-airfare products. Qantas Staff Credit Union Ltd trading as Qantas Credit Union ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305 is the issuer, offeror and administrator of the Qantas Points Banking products and is a credit provider and credit licensee under National Consumer Credit laws.

Meet our Board!

Results of the 2013 AGM.

Our 54th Annual General Meeting was held on 27 November 2013. Congratulations to our elected Directors:

- > David Hailes*
- > Barry Phair*
- > Katherine Grace

* retiring Director re-elected for a further term.

This month we farewell a long term Director and welcome a new Director to our Board.

Retirement of Henry Goodman.



Henry Goodman, a Director since 1989 and former Deputy Chairman of the Board, retired from Qantas Credit Union's Board at the AGM. On behalf of the Board, Management, Employees and Members of Qantas Credit Union, we would like to thank Henry for his valuable contribution to our credit union over 24 years and wish him all the best in his retirement.

Appointment of Katherine Grace.



Katherine Grace was elected a Director of Qantas Credit Union at the AGM. Katherine has been a member of the Qantas Family her whole life and a Member of Qantas Credit Union for over 20 years. Katherine is currently the General Counsel and Company Secretary of an ASX-listed top 30 company. She has previously acted as legal counsel, with a particular focus on debt and

equity financing, corporate mergers and acquisitions, corporate governance and company secretary to a range of companies; advising Boards and setting and implementing corporate and financing strategies. Katherine holds a Bachelor of Arts (Hons), Bachelor of Laws (Hons 1st class) and Masters of Public Policy from the University of Sydney and is a Member of the Law Society of NSW, the Australian Institute of Company Directors and the Australian Corporate Lawyers Association. On behalf of the Board, Management, Employees and Members of Qantas Credit Union, we welcome Katherine to the Board.

Privacy update.

Changes to our Privacy Notice.

Effective from 12 March 2014 Qantas Credit Union will comply with the Australian Privacy Principles which replace the current National Privacy Principles and regulate privacy of personal information we may collect from you. We will update our Privacy Policy prior to 12 March 2014, which will be published on our website at qantascreditunion.com.au. It will also be available at our branches or by calling 1300 747 747.

We briefly explain below the main changes effective from 12 March 2014 to the ways we protect your privacy and how we comply with the Australian Privacy Principles.

Important information about credit reporting bodies.

When you apply for any kind of credit, we may disclose information to a credit reporting body. Specifically, we may disclose information to or collect information from Veda Advantage, whose privacy policy is at www.veda.com.au.

Credit information we may disclose to or collect from a credit reporting body includes information about your current or terminated consumer credit accounts and your repayment history.

"Credit pre-screening" is a service for credit providers wishing to send direct marketing material about credit services. A credit reporting body uses information it holds to screen out individuals who do not meet criteria set by the credit provider. Credit reporting bodies must maintain a confidential list of individuals who have opted out of their information being used in pre-screening. To opt out of credit pre-screening, contact Veda, using the contact details on their websites, www.veda.com.au

You can also ask a credit reporting body not to use or disclose your personal information for a period if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud.

Overseas disclosures.

We may disclose your personal information to the United Kingdom if you make online purchases using a Visa debit or credit card as part of the Verified by Visa service.

We may also disclose your personal information overseas if you request us to arrange an international funds transfer (more information will be provided when you make such a request). However, if we do disclose any personal information outside Australia, we will do so on the basis that the information will be used only for the purposes set out in our Privacy Policy.

Electronic verification.

Under the AML/CTF Act, we can disclose your name, residential address and date of birth to a credit reporting body. The purpose of this disclosure is to ask the credit reporting body to assess whether the personal information disclosed matches (in whole or part) personal information about you held in their records (if any). This electronic verification process helps us to verify your identity. The credit reporting body may prepare and provide us with an assessment by using the personal information about you and the names, residential address and dates of birth contained in its records about other individuals. If you do not consent to us verifying your identity by electronic verification, we will provide you with an alternate verification process to identify you. If this is the case, please contact us on 1300 747 747 for further information.



Australia is moving from signature to PIN.

Coming in 2014, new changes are being introduced which will only accept purchases made by entering your PIN or by PayWave.

These changes are applicable to all credit and debit cards across Australia including VISA, AMEX, Diners Club and MasterCard.

The move to PIN is an added security measure which is expected to help minimise fraud in the event of a lost or stolen credit or debit card, making it harder for fraudsters to gain access to your accounts.

Do you know your PIN?

If you know your PIN on your VISA credit card or debit card – great! To get you in the habit, start using your PIN now in preparation for the changes coming in 2014.

If you don't know your PIN there are a number of ways we can assist you:

- > Visit your nearest Qantas Credit Union branch and use our PIN change machine to change your PIN to a combination that suits you.
- > If you're travelling in the next few months we have branches close to most major airports, so schedule some time to drop in and see us.

To locate your nearest branch use our locator tool on our website available via mobile banking or at qantascu.com.au.

If you aren't able to visit a branch before mid 2014, please contact us on 1300 747 747. We may need to order you a new card with a new PIN to ensure you're ready for the changeover.

Don't like your current PIN?

If you know your PIN but aren't happy with the number combination you can use a CashCard ATM to change your PIN. (Please make sure you do not change your PIN to resemble your date of birth, postcode, address or any similar association).

CashCard ATMs are now part of our preferred network and with over 5,500 ATMs located around Australia you're sure to find one close by. To locate your nearest ATM use our locator tool via mobile banking or at qantascu.com.au.

\$ 0 Fees*

WHEN YOU SEND AND RECEIVE
MONEY OVERSEAS
THIS DECEMBER AND JANUARY ONLY

Visit qantascu.com.au for more information or enquire at our branches.



*Western Union & Western Union Business Solutions also make money from currency exchange. Offer exclusive to Qantas Credit Union (QCU) and available for a limited time only. Subject to applicable taxes, if any. QCU receives commission when you utilise this service. Western Union Business Solutions (Australia) Pty Ltd (WUBS) ABN 24 150 129 749 AFSL 40409 is the issuer of the financial products referred to in this communication, under its agreement(s) with your Financial Institution. Terms & Conditions apply. It's important for you to consider the relevant Product Disclosure Statement, Financial Services Guide and any other relevant WUBS documents before you decide whether or not a financial product is right for you.

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“Hassle-free, helpful,
with superior products!”

Nicholas Menzies Member since 2007



Great rates!

We've selected a range of our great products and rates - for more please see our website at qantascreditunion.com.au

Home Loans & Personal Loans

Qantas Points Home Loan		
Loan Amount	Rate	Comparison Rate ^{1,2}
\$150,000 & over	5.18%p.a.	5.47%p.a.

Step Ahead Home Loans		
Loan Amount	Rate	Comparison Rate ¹
\$150,000 to \$249,999.99	5.13%p.a.	5.13%p.a.
\$250,000 to \$499,999.99	5.03%p.a.	5.03%p.a.
\$500,000 to \$749,999.99	5.03%p.a.	5.03%p.a.
\$750,000 to \$999,999.99	4.98%p.a.	4.98%p.a.
\$1 million & over	4.93%p.a.	4.93%p.a.

Qantas Points Car Loan		
Loan Amount	Rate	Comparison Rate ^{1,3}
Fixed Rate Loan - Secured	9.49%p.a.	9.49%p.a.

Personal Loans		
	Variable	Comparison ^{1,3}
Special Secured Personal Loan	7.59%p.a.	7.59%p.a.
Unsecured Personal Loan	12.14%p.a.	12.14%p.a.

Savings & Investments

Qantas Points Saver	
On Call Savings	Rate
All balances	2.50%p.a.

Retirement Savings Accounts (for Super & Pensions)		
Balance	Gross p.a. (before tax)	Net p.a. (after tax)
Below \$50,000	1.50%	1.2750%
\$50,000 to \$499,999.99	2.50%	2.1250%
\$500,000 to \$1 million & over	2.75%	2.3375%
Allocated pensions		
Below \$500,000	2.50%	2.50%
\$500,000 to \$999,999.99	2.75%	2.75%
\$1 million & over	3.00%	3.00%

Term Deposit Rates		
Term	Rate	Minimum amount
5 months	3.75%p.a.	\$10,000
7 months	3.75%p.a.	\$10,000
11 months	3.75%p.a.	\$10,000

DIY Super Saver ⁴		
Base Interest Rate	Bonus Rate	Maximum Rate
2.75%p.a.	1.25%p.a.	4.00%p.a.

Qwealth Term Deposits ⁵		
Term	Rate	Minimum amount
3 months	3.90%p.a.	\$10,000
6 months	3.90%p.a.	\$10,000
12 months	3.90%p.a.	\$10,000



Important information:

All interest rates current as at 9 December 2013. Normal lending criteria and fees and charges apply. Terms and conditions apply and are available upon request.

1. Warning: Comparison rates apply only to the example or examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees and cost savings such as fee waivers are not included in the comparison rate but may influence the cost of the loan. A monthly repayment frequency has been used to calculate the comparison rates. See our comparison rate schedule on our website.

2. A loan amount of \$150,000, a monthly repayment frequency and a term of 25 years have been used to calculate the comparison rate on our home/investment loans.

3. A loan amount of \$30,000, a monthly repayment frequency and a term of 5 years have been used to calculate the comparison rate on our personal loans.

4. Bonus rate applied when investment is \$10,000 or more and no withdrawals are made in a month. For Self-managed Superannuation Funds only.

5. Only available in Qwealth Superannuation Master Trust. Interest at maturity only.

Financial products referred to in QNews are offered, issued and administered by Qantas Staff Credit Union Limited trading as Qantas Credit Union ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305, unless noted otherwise. Qantas Credit Union Limited is a credit provider and credit licensee under national consumer credit laws. This newsletter contains general advice and has been prepared without taking into account your objectives, financial situation, or needs. Before acting on any advice you should consider its appropriateness to your circumstances. You should read and consider the Product Disclosure Statement (PDS) before opening an account.

Apply online at qantascreditunion.com.au
or call us on 1300 747 747

