

QNEWS

APRIL 2014

**The only place
to go for great rate
home loans.**



Step Ahead
Home Loan



Fixed Rate
Home Loan



Variable Rate
Home Loan



Qantas Points
Home Loan Package

The only place to go for
great rate home loans

Privacy update

Socialise with
Qantas Credit Union

Evolving the way
you bank

Catch-up with our CEO, Scott King.

In this edition we shine the spotlight on our home loans and home loan packages. I'm proud to say that with the introduction of our Qantas Points Banking range we now have a full suite of home loans, catering for those keen on travelling and maximising their Qantas Points right through to those after an everyday, no frills option.

Everyone is different and your needs will change from year to year, so if you have your home loan elsewhere now is a good time to look at the deal you're on – and when I say deal I'm not just talking about interest rates, I'm talking about fees and charges and access to included options, such as redraw and loan offset.

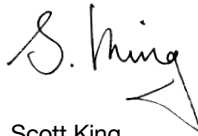
Whenever I talk to anyone about their home loan I'm always so surprised to hear that the majority of people don't know the rate they're paying on such a big investment and more importantly, that they don't know what a comparison rate is!

Knowing your comparison rate is key to understanding the deal you're getting, as it provides you with a good insight into the true cost of the loan, rate + fees. If the comparison rate is higher than the advertised rate, it indicates there are fees involved. What you want to aim for is a comparison rate the same as, or close, to the advertised rate. It will mean either low or no fees and that's what you're after.

You should also ask your bank if there are any additional fees for a redraw facility, offset account, extra repayments and your day to day transactions - as these fees won't necessarily

be included in the comparison rate. For example, our hugely popular Step Ahead loan (for a balance of \$250,000) has an interest rate and comparison rate of 5.03%p.a., has no account keeping fees, establishment fee, redraw fees, or early repayment fees – and comes with a free 100% offset account. It's a deal that's very hard to beat.

So if you're looking to refinance to a better deal or after your first home or investment property, talk to us... and yes we beat the big banks!



Scott King
CEO
Qantas Credit Union



“Take-off with Qantas Points on your Home Loan.”



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



FREQUENT
FLYER



*Qantas Points accrue in accordance with and subject to the Qantas Points Banking Rewards Terms and Conditions available on the Qantas Credit Union website qantascu.com.au. 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/joinfqscu. 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. Normal lending criteria and fees and charges apply. Terms and conditions are available upon request. Our rates and fees are available on our website or by calling 1300 380 380. 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.



[EVOLVING] THE WAY YOU BANK.

We have created this space to help keep you informed about our project to review our systems and the way we deliver banking. In this space we will share with you the latest news, Member feedback, new releases and 'sneak peaks' of what's to come.

WHY IS THIS PROJECT SO IMPORTANT?

Technology and banking services are continually changing, so it's important we make an investment in our technology, to ensure we remain relevant to your changing needs and provide you the best in highly personalised service.

We are pleased to report that we are now in the final stages of the vendor selection for this project, from some of the leading and most cutting edge banking and system providers in the world. We are confident that our chosen partner will deliver products to service our members' needs and exceed their expectations for years to come, as well as provide even better service in branch, with access to the best online, mobile and tablet technology.

This transformation will see QCU compete with the big banks, matching, if not bettering their digital offering to members. It's an exciting project, one which will deliver both short term benefits and staggered releases of new enhancements over a 2 to 3 year period.

YOU'RE HELPING SHAPE THE SOLUTION

Our Members play an integral part in the direction of this project, so it's important that we capture feedback and ideas to help steer our digital banking solution.

Among the feedback you have already provided:

- > You want the ability to do more Online without the need to go into a branch.
- > Every time you walk into a branch, call us or log on to Online Banking you want us to know more about you and your individual needs to help you be smarter with your money.
- > You've said our Mobile Banking App is easy to use, but it's too basic. You want more functionality and the ability to do all your banking with your phone or tablet – across all devices.
- > Many who use a Samsung smartphone have told us that they would like our mobile banking app to work on an Android platform.
- > You want technology that makes banking simple and easy, not complicated and time consuming.
- > You want a banking experience that your teenager or your grandmother can easily use and benefit from.

It's a big project and we're looking forward to having you on board, so over the coming months we'll be setting up channels for you to provide your ideas and feedback to help shape this project.

You can also check our Facebook page and website for the latest up-dates.

CONNECT WITH US



THE BUSINESS OF
BETTER BANKING



The only place to go for great rate home loans.

Are you on a good deal?

If you've had your loan for more than 5 years chances are your circumstances and lifestyle may have changed. Take time to look at your current and future circumstances, such as a baby on the way, kids moving out, redundancy or retirement. These life changes will help you create a 'wish list' for your home loan like 'more flexibility' or 'more certainty' and will help determine the features and benefits you're looking for.

Locate your current home loan contract or ask the bank for another copy. You'll also need to grab your most current bank statement. Look at things such as:

- > Interest rate you're currently paying
- > Type of loan – fixed or variable, interest only, split rate loan.
- > Fees such as annual fees, redraw fees, early repayment fees, etc.
- > Do you have features such as an offset account; redraw facility, or any restrictions?

From here, record the details of your loan and then list any changes you'd like for your new home loan.



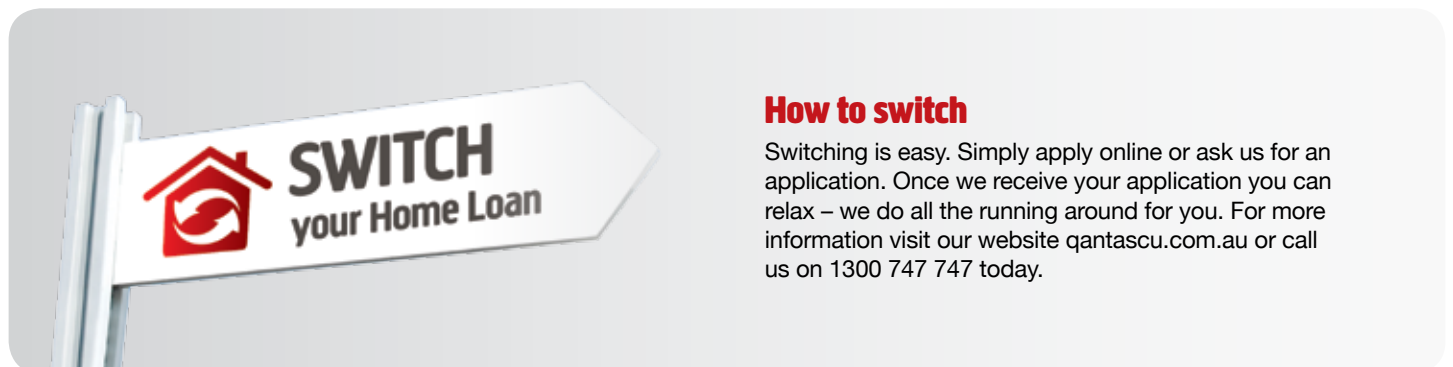
What's a comparison rate?

The comparison rate is a tool that you can use to help identify the true cost of the loan. It takes into account the interest rate, as well as upfront and ongoing fees and charges relating to the loan. Low fees can really make the difference for your home loan - take a look opposite at our low comparison rate and compare it to your current home loan. Plus, it's good to know that recently Mozo, a consumer comparison website for financial services, compared our Step Ahead Home Loan with the 'big 4 banks' packaged home loans. They found on average, over 3 years,

our Step Ahead Home Loan had better rates and lower fees than the banks¹. Plus, Qantas Credit Union's Step Ahead Home Loan has been awarded a 5 star rating by CANNEX for Outstanding Value. So you know you're getting a great deal.

Choosing the right home loan

With so many loan types to choose from it's no wonder people get confused. Qantas Credit Union has a variety of Home Loan products to suit different needs.



How to switch

Switching is easy. Simply apply online or ask us for an application. Once we receive your application you can relax – we do all the running around for you. For more information visit our website qantasqu.com.au or call us on 1300 747 747 today.

Normal lending criteria and fees and charges apply. Terms and conditions available upon request. Qantas Credit Union 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. #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 loan of \$150,000 a term of 25 years and a monthly repayment frequency have been used to calculate our comparison rate. The comparison rate schedule is available on our website.

1. Statistical data current as at 1 June 2013.

2. All Financial Planners are Authorised Representatives and provide advice under the authority of ClearView Financial Advice Pty Ltd, ABN 89 133 593 012, AFSL 331 367.

3. Establishment fee of \$600 applies to this loan.

4. Qantas Points accrue in accordance with and subject to the Qantas Points Banking Rewards Terms and Conditions issued by Qantas Credit Union available qantasqu.com.au. Qantas Points Credited Monthly based on your average monthly balance.

Step Ahead Home Loan

- > \$0 annual package fee
- > \$0 account keeping fee
- > \$0 establishment fee
- > \$0 early repayment fee
- > Free 100% offset account available (Principal & interest loans only)
- > Free redraw available
- > A complimentary meeting with one of our Financial Planners²
- > Unlimited extra repayments
- > Available for home loan applications of \$150,000 or greater

Interest Rate: **5.03%_{op.a.}** **Comparison Rate:** **5.03%_{op.a.*}**

Variable Rate Home Loan

- > \$0 annual fee
- > \$0 account keeping fee
- > \$0 redraw fee
- > Free 100% offset account available (Principal and interest loans only)
- > Borrow up to 95% of the property value (with mortgage insurance)
- > \$0 early or extra repayment fee

Interest Rate: **5.33%_{op.a.}** **Comparison Rate:** **5.37%_{op.a.*}**

Fixed Rate Home Loan

- > \$0 account keeping fee
- > Low establishment fee³
- > Extra repayments up to \$10,000 a year
- > Borrow up to 95% of the property value (with mortgage insurance)
- > Choose from 1, 2 and 3 year fixed rate terms

Interest Rate: **5.19%_{op.a.}** **Comparison Rate:** **5.33%_{op.a.*}**

Qantas Points Home Loan Package

- > Earn 150 Qantas Points⁴ for every \$1000 on your loan balance per annum
- > Available for home loan applications of \$150,000 or greater
- > Complimentary Visa Platinum Credit Card (Earn Qantas Points for everyday purchases)⁵
- > Complimentary Qantas Frequent Flyer membership⁶
- > Bonus 0.10%_{p.a.} interest on select term deposits accounts⁷
- > Annual Package fee waived for the first year⁸

Interest Rate: **5.18%_{op.a.}** **Comparison Rate:** **5.45%_{op.a.*}**

“I have the best home loan deal at Qantas Credit Union.”

Amie Lindsell
Member since 1999



You must be a member of the Qantas Frequent Flyer program to earn and redeem Qantas Points. 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.

5. Complimentary means you will not be charged the Visa Platinum Credit Card annual fee while you have a Qantas Points Home Loan Package.

6. This joining fee waiver is offered by Qantas Credit Union and is available to new applicants who are not already Qantas Frequent Flyer members and who apply for membership online at qantas.com/joinqfscu. This offer is offered by Qantas Credit Union and is non transferable and not available in conjunction with any other offer. Qantas Frequent Flyer membership and each application is subject to approval by Qantas.

7. Bonus rate applies to term deposits account opened during the term of your Qantas Points Home Loan Package.

8. Waived for the first year means that you will not be charged an annual fee until 12 months from the date of funding. Annual Package fee of \$299 payable on the anniversary of funding and annually thereafter.

Are you ready?

Reminder - Australia is moving from signature to PIN

From the 1st August 2014 signatures will no longer be accepted for purchases at EFTPOS terminals across Australia. From this date you will need to enter your PIN to confirm your identity. These changes are applicable to all credit and debit cards across Australia including VISA, AMEX, Diners 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. If you aren't already using a PIN on your credit cards please talk to us now.

Memorise your PIN, or you can change it at a Qantas Credit Union branch or at selected CashCard ATMs.

(Please make sure you do not change your PIN to resemble your date of birth, postcode, address or any similar association)

Protect your PIN:

- **DO NOT** record your PIN on / with your card/ device/diary
- **DO NOT** disclose your PIN to anyone
- **DO NOT** allow anyone else to use your PIN or card
- Keep an eye on your card at all times
- Keep your PIN and card secure at all times
- Report your card immediately if lost or stolen

For help with your pin please call us on 1300 747 747 or email us at enquiries@qantascu.com.au or via secure email from Online Banking.

Privacy update.



We are bound by the Privacy Act and will protect your personal information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, hold and disclose your personal information.

Why do we obtain information? During or

after the provision of our products and services to you, we may obtain your personal information for the purpose of providing products and services to you and managing our business. When providing credit to you, this may include assessing your application for consumer or commercial credit or to be a guarantor for the applicant, assessing your credit worthiness, managing your loan or the arrangements under which your loan is funded or collecting overdue payments. If you do not provide us with the personal information that we request, we may not be able to consider your application for credit or provide other services.

For more information please see our Privacy Policy and Privacy Notice available on our website qantascu.com.au or by contacting our Privacy Officer at Locked Bag 6747 Hurstville NSW 1481 Australia or on privacy@qantascu.com.au.

“The \$0 fee Car Loan that's hard to beat!”

- > No establishment or early repayment fees
- > No monthly or account keeping fees
- > Borrow from \$10,000 up to \$100,000
- > Choose a loan period of up to 7 years

**Call us on 1300 747 747
or visit qantascu.com.au**



Normal lending criteria apply. Terms and Conditions apply and are available on request. Rate current as at 18 March 2014. *Dishonour fees may apply to your Qantas Credit Union savings account if a loan repayment is unable to be processed due to insufficient funds. #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. A secured loan of \$30,000, a term of 5 years and a monthly repayment frequency have been used to calculate the comparison rate. See our comparison rate schedule on our website.

Get a great deal more on Facebook!

Connect with Qantas Credit Union on Facebook! We hope you will use this channel to stay in touch and provide us with your feedback, questions and experiences.

What type of content can you expect to see?

- > Qantas Credit Union Arena – ticket offers, prizes and giveaways
- > Other promotions and competitions
- > Ask us! – Answering Member feedback and questions
- > Free seminars – find out when our free wealth, redundancy and retirement seminars are on
- > ...Plus much more!

'LIKE' us! Simply search for 'Qantas Credit Union' within your Facebook account or visit facebook.com/qantascreditunion. We are also on LinkedIn and Youtube if you wish to follow us further.



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 29th April, SAC Branch
Ground Floor, 15 Bourke Road, Mascot

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



“Our 6 month Term Deposit pays interest monthly!”

A Qantas Credit Union 6 month Term Deposit pays interest monthly at a great rate. A solid investment with guaranteed monthly returns.

- > \$0 account keeping fees
- > Competitive interest rates
- > Minimum \$10,000
- > Interest is paid monthly or at maturity

For more information or to apply for a Term Deposit, visit qantascreditunion.com.au, drop into a branch or call us on 1300 747 747.



“Let your money work harder with Qantas Credit Union.”

Tanya Lazarou
Member since 2005



Great rates!

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

Home Loans & Personal Loans

Qantas Points Home Loan Package		
Loan Amount	Rate	Comparison Rate ^{1,2}
\$150,000 & over	5.18%p.a.	5.45%p.a.

Step Ahead Home Loans		
Loan Amount	Rate	Comparison Rate ^{1,2}
\$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
2.65%p.a.	1.25%p.a.	3.90%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 17 March 2014. 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 qantascu.com.au
or call us on 1300 747 747

