



OCTOBER 2019



of rewarding  
banking

1959-2019

# this edition:



Tech talk with Dave



Meet the branch



Summer, santa  
and...savings?!



## catch up with Michael

Michael Anastasi, Acting CEO

After two decades of service including 15 years as CEO, Scott King has made the decision to leave Qudos Bank. During this time Scott has successfully led the Bank through significant transformation, growing it from Qantas Staff Credit Union to the award winning Qudos Bank it is today. Scott has made a significant contribution to the growth and success of Qudos Bank and leaves the business well positioned to deal with the current demanding environment.

We respect his decision to pursue new challenges and wish him the very best for the future.

In a statement from Scott, he said:

Qudos Bank is an incredible mutual with a true commitment to delivering value. I will always be grateful for the opportunity to work together with so many talented people with an unequalled passion for serving our Members. There have been so many highlights over my years and I would like to thank my team and look forward to watching the Bank continue to do great things in the future. I wish the Board and our people the very best.

During this transitional period, I will be working with the Board and Executive team to continue building upon our vision for the future.

### Reflecting on the last 60 years

As Qudos Bank officially turns 60 next month, we reflect on our history and the journey of becoming one of Australia's best small banks. Much has changed from 1959 when we first launched as Qantas Staff Co-operative Credit Union Limited, but our values and customer focus remain the same.

### Making Banking Easier, More Convenient, and More Secure

As technology continues to evolve, we've always remained committed to introducing banking solutions to meet our customers' needs now and in the future. In September we delivered Apple Pay, a service many of you have been patiently waiting for. We have also recently launched Google Pay, the equivalent mobile payment solution for our Android users. In addition to the digital wallet functionality we've also brought real-time payment processing into our day to day service offering.

You can now make and receive real-time payments with the New Payments Platform (NPP), an industry initiative in Australia to provide faster and easier payments across participating institutions. Any payments you make will be sent in real-time provided the recipient account is reachable by Osko, meaning funds will be available in as little as 60 seconds to the recipient. Real-time payments will be available 24/7 so you no longer have to wait 2-3 days for your funds to appear. You can learn more about real-time payments on our website.

### Providing award winning value

We continue to offer the best value products to our customers, and we are extremely proud with the launch of our Low-Cost Home Loan Value Package, which had successfully taken home a Mozo "Experts Choice Award for 2019". Our loan products continue to provide significant savings when compared to the Big Four, and our deposit products consistently offer a high return with Term Deposit rates topping the market for most of 2019.

### Tune in to our AGM

We are excited to announce, that for the first time in Qudos Bank history we will be live streaming our Annual General Meeting, so you can tune in wherever you are across the country. For more information on how you can join the live stream please visit our website.

I want to thank all our members for their ongoing support and loyalty, I wish everyone a Merry Christmas and a wonderful new year.

# tech talk with dave

David Bridges,  
Chief Information Officer.



Over the last few months, we've continued to deliver new payment services to make life easier for you. The launch of Apple Pay and Google Pay over the past month emphasised our commitment to expand our digital services and adopt the new payment methods you've been asking for. With Australia becoming an increasingly cashless society, these services offer you ease and convenience in making payments. Equally important, and thanks to significant investments made by Qudos Bank and its strategic partners, mobile payments may offer even greater security than carrying and paying with cash.

PayID also went live earlier this month, enabling payments between friends and family within seconds, without the need to remember BSB and account numbers. At some point, I'm sure we've all gone to dinner with friends and family, only to find out the restaurant doesn't split bills, so we're confident services such as this will enable you to go about life without worrying about the smaller details.

The next phase of our technological upgrades will be all about giving you more detailed information on your transactions. Have you ever looked at your online banking transaction history and found questionable payments, only to then remember where that money was spent later? Very soon, we'll be upgrading our digital channels to provide clearer descriptions of past transactions, taking the guesswork out of deciphering your online banking history. The first phase of this will enable you to see information such as location of the payment; time, date, category, and of course the name of the vendor. Stay tuned for more information on these services.

## New app enhancements now live!

In addition to various navigation and accessibility improvements our app now includes two new features:



### Sharing your details

PayID has made receiving and making payments easier than ever, but you might still need to share your BSB and Account details to friends who don't have PayID, which can be hard to remember. That's why we have implemented the 'Share' button on both Android and iOS devices, making sending your BSB and account number easier. You no longer have to screenshot your account details, simply click the share icon and select which app you wish to send it through.



### "Hey Siri"

With the recent release of real-time payments and PayID we have also implemented Siri balance check for iOS users, it's the new way to check your account balance hands free using your voice! How does it work? Just ask Siri "Show me my Qudos Bank balance" for a quick balance update or you can set up a Siri shortcut using your own phrase, but make sure it's something you are comfortable saying out loud.

To set up your Siri shortcut make sure quick balances is set up in your Qudos Bank App.

1. Log into the Qudos Bank mobile app
2. Head to settings and select quick balance
3. Click the setting icon in the top right corner
4. Select "Create Siri shortcut" and record your phrase



# keeping you in the loop

## Changes to the Terms and Conditions for Savings Accounts and Payment Services

As we continue to introduce banking solutions to meet customer's needs, we want to make sure you are well informed of any changes or updates to product or service conditions along the way. Recent updates to our Terms and Conditions for Savings Accounts and Payment Services include information on real-time payments through the New Payments Platform (NPP), PayID and changes to further protect our customers' accounts and information.

These amendments describe which accounts can send and receive NPP Payments and have a PayID created. They also explain how the NPP operates, including making payments, transaction limits, privacy and conditionality and other

incidental issues. There are separate Terms and Conditions for PayID, which are available on our website.

To protect our customers from potential scammers and fraud, we have also amended clause 8.5(9) to provide that we may, without notice, decrease a customer's electronic withdrawal limit to the Daily Maximum set out in the table in clause 8.5(8) (below) where the customer has not used the increased limit for six months or more.

The updated Terms and Conditions for Savings Accounts and Payment Services are available on our website at [www.qudosbank.com.au/Support/TheFinePrint](http://www.qudosbank.com.au/Support/TheFinePrint).

Our daily cash withdrawal and transaction limits are below.

Transaction	By	Minimum	Daily Maximum
Cash withdrawal	Over the counter at Member Service Centre	\$5	\$2,000
Cash withdrawal	ATM - CueCard/Visa Card	\$20	\$1,000
Cash withdrawal	EFTPOS - CueCard/Visa Card	\$20	\$1,000
Transaction	EFTPOS - CueCard/Visa Card	None	\$15,000
External transfer	Mobile and Online Banking	None	\$5,000
Internal transfer to another Qudos Bank account (outside your membership)	Telephone, Mobile and Online Banking	None	\$25,000
BPAY Transfer	Telephone, Mobile and Online Banking	None	\$25,000
Each transaction	Visa payWave	None	\$100
Transactions in a day	Visa payWave	None	\$200

If you require a larger cash withdrawal amount, we can make arrangements with our bank (Westpac) to cash a Qudos Bank corporate cheque.

The Internal, External and BPAY transfer amounts set out in the Daily Maximum column represent your default limit upon becoming a Member ("Default Limit").

You may increase your Default Limit for Internal and BPAY transfers with our approval, by calling 1300 747 747 or sending a secure email asking us to increase your limit.

You may increase your Default Limit for External transfers to \$20,000 through Online Banking and for increases above this

amount, with our approval, by calling 1300 747 747 or sending a secure email asking us to increase your limit.

Please note, for your security, we may not allow a limit increase unless we have proof of the identity of the Member or signatory requesting the limit increase.

You may decrease your internal, external and BPAY transfer limits through Online Banking. If you decrease any of these limits below \$25,000, any further increases through Online Banking will be limited to \$20,000. You may increase your limit with our approval, by calling 1300 747 747 or sending a secure email asking us to increase your limit.

# meet Redcliffe Branch

The friendly faces of our Perth Branch

Our Redcliffe Branch has been serving the Perth area for 9 years and continues to offer outstanding service to our members. Our friendly staff will help you every step of the way, giving you professional advice to ensure you achieve your financial goals.

Looking to buy your dream home in Perth? Speak to Lucie, our lending specialist, who provides her members with service that leaves a positive and lasting impression.

If you have a financial goal in mind, get ahead with the help from our Branch Manager, Diane.

Diane treats her members as if they were family, *"It is most important to me to treat every member with the same level of respect and service I would expect my family members to receive."*

Or if you need some help with your everyday accounts, Michelle our personal banker is more than happy to help with her service goal being, *"to deliver my customers the best experience whether they're visiting our branch, over the phone or on email."*

Visit our Redcliffe Branch and meet our friendly team between 8.30am to 4.30pm Monday to Friday.



(Left to right) Lucie Skelton – Lending Specialist, Michelle Baum – Personal Banker, Diane Sanders – Branch Manager



## live a little extra

with our bonus saver account.

Earn up to

# 1.65% p.a

 [qudosbank.com.au](http://qudosbank.com.au)

Earn a 0.05% pa base rate on all balances, plus if you make no withdrawals in any month you'll receive an additional 1.60% pa on your savings. Before opening an account with us, you should read our Terms and Conditions for Savings Accounts and Payment Services and Financial Services Guide. Rates current as at 15 October 2019. Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305. | BSB 704 865



# more back» to you

In August, lucky winners of our Greatest Showman competition had their dreams come true when they got to meet the one and only Hugh Jackman.

Jan H. (VIC), Rosemary M. (VIC), Liane S. (NSW) and Ben D. (VIC) and their guests, enjoyed an exclusive cocktail reception including a rare meet and greet opportunity and front row seats to see Hugh perform live.



Our winners at the  
Hugh Jackman World Tour 2019

## congratulations

to our latest competition winners

Laura C. VIC  
Joel P. VIC  
Geoff S. VIC  
Cassandra H. NSW

Michelina B. NSW  
Nicole T. NSW  
David B. NSW  
Lynne C. NSW

We look forward to hosting you in our VIP Suite to watch the legendary Elton John perform his last ever Yellow Brick Road tour.

Congratulations to all our winners, thank you for your entries and we look forward to rewarding more of our valued customers with our next competition.

60 YEARS

of rewarding banking

1959-2019

# then and now

As we reflect on our 60 year history, while plenty has changed we're proud to say that our values remain the same. We were built by our customers, for our customers, to provide personal service and a better deal for their banking. We spoke to our long-standing employees, to share their stories about what banking was like over the years and how we've evolved, some of which may surprise you!

Our first branch was located at the heart of our establishment, JetBase in Mascot on the Qantas base. Making banking easy and convenient for our customers has always been important to us, so in 1977 the JetBase branch trading hours were made to accommodate the shift times of Qantas employees, to ensure we were there for our customers when they needed us.

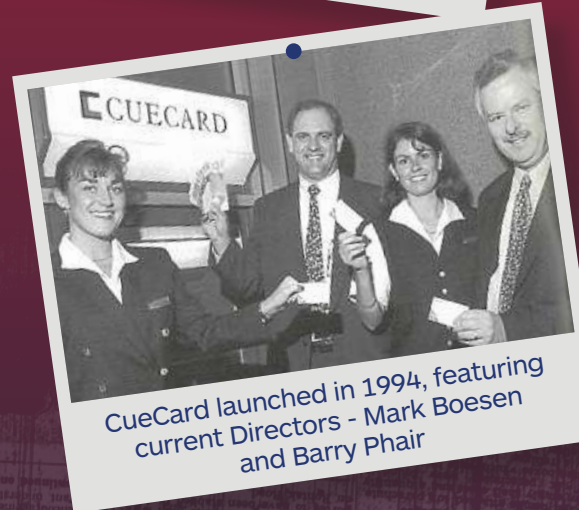
**“The branch was very busy, customers would physically need to visit the branch for all their banking needs including withdrawals, cheques, deposits, everything!”** – Terrie A., pictured in group photo.

**“At one point there would be at least 50 people lining up at the bank to get money out from the teller, even just for \$20 to be able to go down the road to buy lunch for the day”** – Helen J., pictured in group photo.

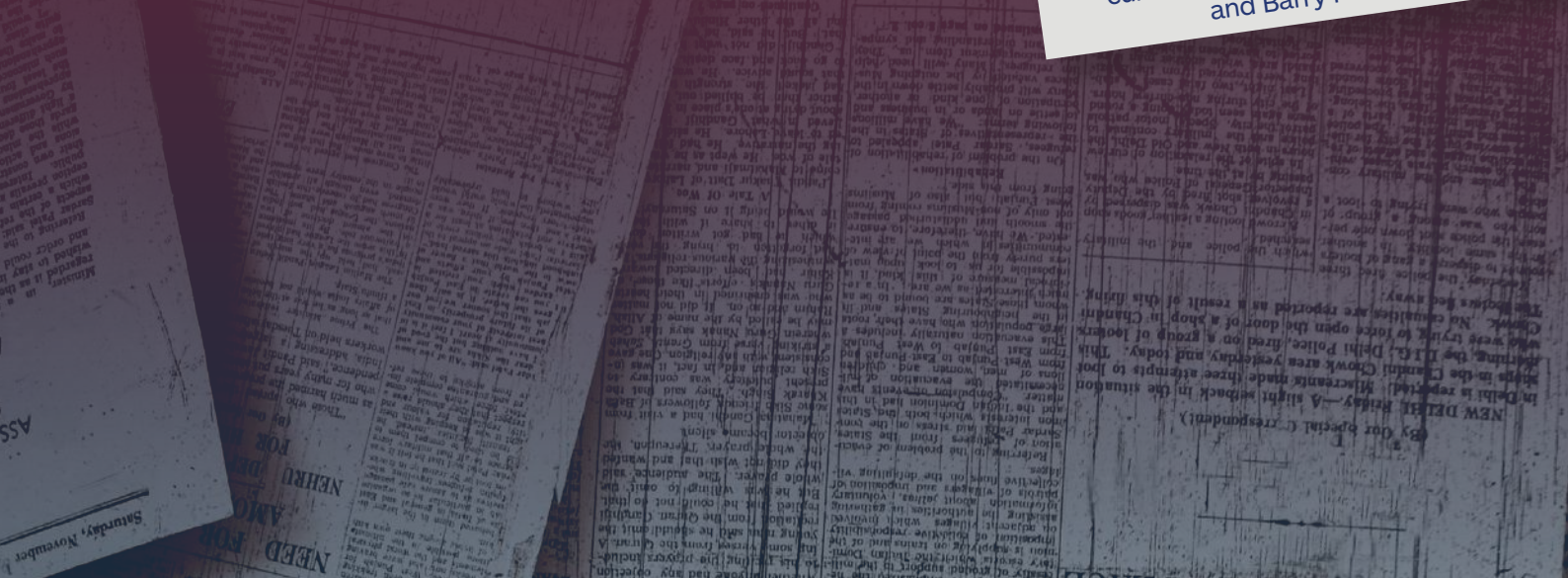
With only one person in the branch allowed to handle cash and no ATMs or bank cards invented yet. The introduction of the CueCard in 1994 and the first ATM at the Qantas corporate centre and Airport Central Building came as huge milestones not only for the company but for the customers as well, as they were now able to make easier and faster withdrawals.



JetBase Branch, Mascot, circa 1977



CueCard launched in 1994, featuring current Directors - Mark Boesen and Barry Phair





CUTIE launched in 1985, featuring current Director Gary Halliday

## continued

We've always been focused on continuously delivering new technologies, systems and implementing new ways of banking for the benefit of our customers.

In November 1985, Qantas Staff Credit Union launched an Australian first – a telephone banking service called CUTIE. This revolutionary system changed the way customers could bank and gave them the freedom to order cheques, check their account balance and order a personal loan without having to come into a branch.

**“We were ahead of our time back then, especially with phone banking. Not many people had that. We were one of the first institutions to introduce phone banking”** – Helen J.

Another way of banking that has changed significantly is the home lending experience. Taking it back to 1989, members had to book in for an interview with the lending team in our head office to apply for a loan.

**“The interview was seen as a big deal and customers would dress in their best suits and dresses to impress the lending officer, even if it was just for \$1,000, it was important to make a good first impression”** – Amanda A.



Amanda - 1998 Reception

Everything was processed either face to face, over the phone or via fax services, this made for lengthy approval times. There's a lot more efficiency today, with most services of which you can easily apply online and from the comfort of your own home!

Today, with thanks to developments and improvements in technology, our members can access banking services whenever and wherever they need to, through Online Banking and the Qudos Bank mobile app. Much has changed since 1959, and in 2019 we are thrilled with how far come we've come and where we stand today.

**“Helping customers has always been important to us, we're like a family”** – Margaret C., pictured in group photo.



Group photo of staff at the head office in 1988

### The term was three months...



but the interest rate was worth it! Lock up your spare funds in a term deposit account, fixed for the length of time that suits you, and maximise your return. Ask us for details.

**QANTAS** STAFF CREDIT UNION

## historic advertisements

Does anyone remember these gems?  
How much advertising guidelines have changed over the years!

Visit [qudosbank.com.au/OurHistory](http://qudosbank.com.au/OurHistory) to read more about our history.





# payments in a flash

Real-time payments are now live.

 [qudosbank.com.au](http://qudosbank.com.au)

Terms and conditions apply. Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/ Australian Credit Licence 238 305.



# Win a trip to see the Denver Nuggets live!

Send or receive an international payment in foreign currency for your chance to win!

[qudosbank.com.au/SeeTheDenverNuggetsLive](http://qudosbank.com.au/SeeTheDenverNuggetsLive)



Jamal Murray



Starts 9:00 AM 21/10/2019 AEST. Ends 11:55 PM 13/12/2019 AEST. Open to Australian residents who fulfil the entry/eligibility requirements. Prize is a travel package for 2 which includes tickets to a Denver Nuggets Home Game in Denver Colorado, USA valued at up to \$18,000 (inc GST). Travel must occur between 30/12/2019 and 13/4/2020. Prize draw 3:00 PM 17/12/2019 at Level 2, 11 York Street Sydney NSW 2000. Winners notified via email by 19/12/2019 and published at qudosbank.com.au by 24/12/2019. Promoter is Western Union Business Solutions (Australia) Pty Limited (CAN 150 129 749, AFSL 404032) ("WUBS") at Level 12, 1 Margaret Street, Sydney NSW 2000. Authorised under NSW Permit No. LTFS 19/38781, ACT Permit No. TP19/04354 and SA Permit No. T19/1698. For full terms and conditions refer to qudosbank.com.au. Qudos Bank has contractual arrangements with WUBS whereby WUBS assists it in fulfilling certain foreign exchange and payment services (including telegraphic transfers). You remain a customer of Qudos Bank at all times. Qudos Bank has a revenue share arrangement with WUBS. See the Qudos Bank Financial Services Guide for more details. WUBS is a business unit of the Western Union Company. Any advice does not take into account your personal needs and financial circumstances and you should consider whether it is appropriate for you. WUBS does not give you any advice (general, personal or otherwise). Any advice provided, is provided by Qudos Bank or your adviser.



# around the traps

with Antar Chahine, Chief Risk Officer (CRO)

## Staying safe using mobile and online banking

With recent enhancements to our banking services including the introduction of Apple Pay, Google Pay and real-time payments, we want to take this opportunity to provide you with a few tips on how to stay safe when using your mobile and Online Banking services.

The safety of our customer accounts and information has always been a top priority for Qudos Bank. We're committed to protecting our customers from falling victim to scammers and fraud. Combined with your diligence, Qudos Bank continues to combat fraud through a range of strategies including;

- › Ensuring all payments (including those using the New Payments Platform) are monitored and subject to Qudos Bank's real-time fraud screening and detection capabilities.
- › Utilising Third-Party 24-Hour Monitoring to help protect your information and transactions.
- › Authenticating your transactions and ensuring when you pay someone new (first-time payees), that there are additional safeguards enabled including a one-time password authentication.

With mobile devices fast becoming the preferred option to conduct financial transactions, it may be easy to overlook the security controls of your own device or Online Banking. As always, you should remain vigilant against the possibility of scammers attempting to compromise banking passwords and account details. Never allow third-party access (including remote access) to your devices and especially not to your online banking. It doesn't matter how convincing or genuine they may appear, especially on telephone calls. You should always hang up immediately, and independently contact the company on their registered telephone number or call us directly for assistance.

## Tips to assist in protecting you and combatting fraud:

- › Use strong password protection and enable additional security features on your devices, such as facial recognition or fingerprint reader for added authentication. This is especially useful if your device is lost, stolen or compromised.
  - › Ensure you have the latest software update for your mobile device as well as the latest app updates for your banking and security apps as these could contain critical security updates.
  - › Install up to date anti-virus software.
  - › Only use safe, trusted payment platforms such as Apple Pay and Google Pay. Fraudsters disguise and impersonate payment platforms with the intention of exposing your personal and financial details.
  - › Only download trustworthy apps. There are apps available that can be used to expose your information, so be cautious of the apps that are stored on your device.
  - › Don't send sensitive information through public Wi-Fi as fraudsters could attempt to find any weak points on publicly used Wi-Fi. To minimise the risk of compromise it is recommended not to access Online Banking from non-secure and public connections.
  - › Where possible switch off the Auto-Save password features in your web browsers as these could be accessed should your computer or devices be compromised. This could give hackers direct access to your online and mobile banking sessions.
  - › Activate your push notifications and email alerts wherever possible on all your banking sessions and activities and strictly review and monitor these alerts to ensure they are your own activities.
  - › Regularly monitor your mobile phone network service to ensure your mobile number has not been used or ported by scammers. Scammers may try porting your mobile number and directly receive your calls or second-factor sms authentication messages that can allow them to transfer funds out of accounts they may have gained access to via online and mobile banking.
  - › Regularly monitor your account transaction history and ensure all transactions are genuine and authorised.
- If you believe your account or personal details have fraudulently compromised, please contact the Qudos Bank Contact Centre immediately to inform us on 1300 747 747.

For additional information, refer to our website at [qudosbank.com.au/Security](https://qudosbank.com.au/Security) and our terms and conditions for mobile and online banking, Apple Pay, Google Pay and PayID.



# summer, santa and...savings?!

Christmas is a magical time to spend with friends and family, but too much merry-making can unfortunately put a not-so-festive strain on our finances. A recent survey from [Finder.com.au](https://www.finder.com.au) found that Australian's spend a staggering \$25 billion each year on Christmas cheer, which equates to around \$1,325 per person. Ouch.

**Here are our top five tips to ensure you keep rocking around the Christmas tree without racking up the Christmas debt.**

## Make a plan...and stick to it!

Key to making Christmas budgeting work is to actually start with a budget. This goes for both socialising and presents. Consider writing down all upcoming events over the holiday period - silly season drinks, family events, New Year's Eve and everything else - then estimate the costs for each of these. Next, think about writing a list of the people you need to get presents for and allocate a budget for each person.

Doing this may help you find some items that can be crossed off the list entirely.

## Fewer, more thoughtful gifts

When you're young, much of the excitement of Christmas comes from seeing what Santa has brought you. By the time you reach adulthood though, it's possible that this novelty may have worn off a little. So why not consider reducing the number of gifts you both receive and give, saving everyone money and reducing wastage too?

A good way to cut down on gifts is organising a Secret Santa between the adults in your family, rather than giving a present to everyone. Each person then only needs to buy one gift, meaning they have more time to think about it and make it meaningful, as well as saving money.

## Set a spending limit

If you're planning on exchanging gifts with someone, it's a good idea to agree a spending limit with them. This way you won't end up getting carried away and spending more than you can afford and it can also help avoid any awkwardness if one person spends more than the other.

While this may seem like an awkward conversation to have, you may find that most people are in a similar situation and are happy to agree a limit that works for you both.

## Get organised with your gifting

Last minute gift shopping is a recipe for impulse buys and over-spending. Organising your gifting and shopping online can reduce both stress and the temptation to veer away from your plan. Plus, shopping online allows you to compare retailer's prices and use discount codes to make sure that you're getting the best value possible.

## Take the pressure off by saving regularly

A good way to avoid the financial headache that Christmas can bring is by putting a little aside throughout the year so that you have the money you need, when you need it. A savings account like the Bonus Saver or Qantas Points Saver account can even help you by earning interest or points on your balance, so you can concentrate on finding the perfect presents, rather than worrying about how you are going to pay for them.

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# in the community

Connecting with our community and participating in various initiatives has always been a priority to us here at Qudos Bank.

## Qantas Base Operations Family Day

The Qantas Base Operations Family day was a hit, providing Qantas employees with the opportunity to show their loved ones what it's like to work for the airline. Hundreds of families took advantage of a rare opportunity to walk through a Qantas 747, inspecting the ins and outs of the aircraft, including the cockpit. We were honoured to be part of this wonderful day, and provide a smile to a few of our customers with some tasty treats and activities.



## Walk for a cause

The QCCT Brisbane walk was a great family day out as Qantas Cabin Crew friends and family joined together to walk the 5km to raise money for less fortunate children in rural Queensland. The team raised \$6,000 towards this worthy cause. We are proud to sponsor this important event, giving more back to communities around Australia and the world.

To find out more about QCCT visit [qcct.org.au](http://qcct.org.au)



## Winners are gridders!

The Perth Qantas Soccer team competed in the Qantas Domestic Soccer Tournament in September. The team demonstrated great skill as they took away first place trophy in the tournament. We are proud of the team and their win.



# the search is over

Meet our Low Cost Home Loan<sup>^</sup>

 [qudosbank.com.au](http://qudosbank.com.au)

Loans are subject to approval. Normal lending criteria, terms and conditions and fees and charges apply. Mortgage insurance is required for home loans over 80% and is subject to approval. <sup>^</sup># T&C's apply. Applications from 15/10/19 for established owner-occupied homes over \$150,000. P&I repayment, deposit of 20% or more. Excludes existing loans, switching and variations. These offers can be withdrawn by Qudos Bank at any time. #WARNING: This comparison rate applies 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. Our comparison rates assume a loan for an established owner occupied home, for an amount of \$150,000 with monthly repayments, principal and interest repayments, with a deposit of 20% or more and a loan term of 25 years. You should read and consider the relevant Terms and Conditions and our Financial Services Guide available on our website [qudosbank.com.au](http://qudosbank.com.au), before deciding whether to obtain any of our financial products or services. Rates current as at 15 October 2019. Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305. | BSB 704 865





join our first

# live stream event!

To enable greater participation from our Members around Australia, we'll be Live Streaming our AGM event for the very first time. You'll be able to watch the Live Stream broadcast from the comfort of your living room or wherever you may be on your preferred device. Customers will be sent a link to access the broadcast closer to the event, so stay tuned.

Please note that Live Streaming does not enable members to ask questions and vote at the meeting. If you have a question you would like to put to our Board before the AGM event, please submit your question via [www.qudosbank.com.au/AGM](http://www.qudosbank.com.au/AGM)



**This year's Annual General Meeting will be held on:**

**Date:** Wednesday 27 November

**Time:** 5pm

**Venue:** Pullman Hotel Mascot  
191 O'Riordan Street,  
Mascot NSW 2020

**RSVP:** Monday 25th November  
[HJames@qudosbank.com.au](mailto:HJames@qudosbank.com.au)