



Credit Union SA Ltd
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It's our calling to do more for members.

From the beginning, Credit Union SA has been motivated to do more for our members. Now, with over 60 successful years of history and experience to guide us, we are embracing the future to do even more in 2019.

Our financial standing is stronger than ever, and visible in our base of 50,000 plus members, 150 employees, and more than \$1 billion worth of assets. All of which is backed by products and services that continue to evolve and enhance our members' lives.

There's more to come in 2019.

Emerging digital finance and banking technologies are advancing like never before. So too is Credit Union SA. Fewer of our members are using branches and ATMs to manage their finances and these new trends are giving us insights into the wider shift towards more convenient, cashless banking services.

In 2018 we sought feedback from our members to better understand what their banking needs are. Members told us they are looking for low fees, good rates, extended hours of support and more digital banking services.

To better reflect the contemporary needs of our members and the broader community, we are increasing the focus on our digital transformation and a realignment of our services so we can continue to be a relevant and vibrant mutual organisation for years to come.

Credit Union SA will continue to be defined by progress that is both forward-looking and enduring. The investments we are now making into digital technologies are designed to meet new and emerging member demands. Our new and modern digital banking service is proof that we are a progressive mutual organisation that does its best to respect and protect its members, staff, community and other stakeholders.

This year will see the closure of our metropolitan branches at Edwardstown, Golden Grove and Morphett Vale on 31 May 2019 and the withdrawal from the rediATM scheme from 30 June 2019.

However, bricks and mortar will continue to have a place for Credit Union SA. Our soon-to-be refurbished and centrally located King William Street branch and member contact centre will be the heart of our organisation. This city-based service facility and contact centre is open from 8am to 8pm weekdays, plus Saturdays from 8am to 2pm.

Our investment in the future is not limited to our digital capabilities. Investment in our people will continue to be a focus. Most of our 150 highly capable and experienced staff will be located at King William Street to help create deeper and more meaningful member relationships. They will have received additional training and guidance to ensure that we continue to improve every experience you have with us. As the fabric of our organisation, it is our staff who will maintain our personal touch and preserve a service culture that is engaging, responsive and supportive.

Although we recognise we will inconvenience some members as we adapt and adjust to our new structure, these closures more accurately reflect the contemporary needs of most of our members and the broader community.



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2019 will also see Credit Union SA's withdrawal from the rediATM scheme from 30 June. In late 2017 the major banks removed direct fees from their ATMs. Since that time, Credit Union SA members have been able to withdraw from over 10,000 fee-free ATMs including Commonwealth Bank, ANZ, Westpac, NAB and BankSA. The removal of direct ATM fees means that the original purpose of the rediATM network is obsolete as members now have access to more fee-free ATMs through Australia. Exiting the rapidly shrinking rediATM scheme will save the organisation money which we will channel back into better products, rates and support.

Access to cash is also available at our King William Street branch, Bank@Post at participating Australia Post outlets, and thousands of EFTPOS terminals in South Australia.

Accessibility. Reliability. Security.

We're fiercely proud of our place in South Australia because it has been earned through a genuine passion for doing more and making people's lives better. One of the most rewarding ways to make lives better is by making things more affordable, starting with fees.

From 1 April 2019 we will be removing all transaction fees and removing all withdrawal fees from savings accounts. This is a direct benefit for all members.

Whatever the touch-point, Credit Union SA seeks to provide an accessible, reliable and secure financial service that goes above and beyond to deliver more than ever. Our mobile banking app, PayID and using digital wallets via smart phones are fast becoming the norm. But even as digital technologies continue to grow, our members will continue to have choices when it comes to accessing Credit Union SA. In addition to the King William Street branch and contact centre, members have access to our Phone, App, and Internet Banking services that will continue to be enhanced to ensure there are convenient services close to hand.

Our members matter most.

Strong values create strong organisations, and even stronger connections. As a values-driven organisation, Credit Union SA's drive to do more is a natural instinct that ensures we're constantly searching for innovative ways to connect and enhance the lives of each member at every stage of their life. We value and strive to demonstrate our integrity, determination, vitality and create a strong sense of belonging in all that we do for our members. Above all else, we value the health and wellbeing of our members by helping them solve problems and achieve their personal goals.

Through continuous development, we are increasing our ability to do more for South Australians today, as well as South Australia's future generations. The changing needs of our members will continue to evolve in the years ahead. Our ability to adapt, be pro-active and forward-thinking is helping South Australians do more with their money, and creating a brighter future.

If you have any questions or would like to know more about Credit Union SA's plans for 2019 and beyond, please feel free to contact us on (08) 8202 7777.

Yours sincerely

Grant Strawbridge
Chief Executive Officer