



JANUARY 2018

hello 2018, goodbye
transaction fees!



this edition:



Goodbye to transaction fees



New Year budgeting resolutions



Income protection



catch-up with

Scott

2017 was an extremely busy year. We had to balance the competing priorities of growing a new brand, absorbing increasing regulator influence in lending activities and building a new banking system, all the while maintaining our normal business operations.

A key focus for us during the year was improving the key channels you use to bank with us, including Online Banking and our mobile banking app.

In addition to improving our technology and banking channels, we have been developing new home loan products to provide you with more choice.

In December we launched our lowest rate, basic home loan, the No Frills Home Loan. Ideal for borrowers who don't require all the bells and whistles. Visit our website for more details.

A highlight of 2017 was being recognised for the consistently great value that we offer within the home lending space. Mozo crowned Qudos Bank the Home Loan Bank of the Year and Money Magazine awarded us the runner up in the Home Lender of the Year Award.

As we launch into 2018 we continue to focus on your needs and are pleased to announce that effective 1 March 2018 we will simplify your transaction account and fee structure by removing the

transaction allowance in full. For more details see the article on page 2.

Lastly, we would like to congratulate the winners of the Paul McCartney competition who enjoyed a fantastic night out at the Qudos Bank Arena on the 12th December. It truly was a legendary experience.



A handwritten signature in black ink that reads 'Scott'.

Scott
CEO, Qudos Bank

goodbye to transaction fees



Since we removed the \$2 ATM transaction fee (excluding CashCard and Travelex ATMS) in November, we have further reviewed our transaction fees overall and we're making additional changes to simplify the way you bank with us.

We're pleased to announce that from 1st March 2018 we are removing transaction fees from your everyday banking.

These changes will provide you with **unlimited free** electronic withdrawals including direct debits, BPay, external transfers and EFTPOS, as well as increased access to ATM fee free transactions, at over 13,000 vendors nationally.

Effective the 1st March 2018, the following changes will be made to our fees and charges:

- > Qudos Bank will not charge transaction fees for withdrawals and, as a result the transaction allowance will no longer apply;
- > If an ATM owner charges a fee to use their ATM this charge will be passed on to you and will be debited to your account; and
- > The following other changes will also apply;

Item	When payable	Amount
Member cheque book	When you order or renew a book of Member cheques	\$10.00 for a book of 25 cheques
Card replacement	Order a replacement card	First 2 free, then \$10.00 per card
Corporate cheque	Order a Qudos Bank Corporate cheque	\$5.00 per cheque

Other fees and charges have not changed.

For further information and FAQs visit the news section of our website.

Back to Basics


with a great rate


3.69%[#] p.a.

No Frills Home Loan[^]

#Comparison Rate



 Talk to us in branch today

 quodosbank.com.au

Loans are subject to approval. Normal lending criteria and fees and charges apply. Mortgage insurance is required for home loans over 80% and is subject to approval. [^]Minimum deposit 20%. Available for new home loans over \$150,000 for applications received from 11 December 2017. Excludes existing loans, switching and variations. This offer can be withdrawn by Qudos Bank at any time. #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. Our comparison rate assumes a loan of \$150,000, monthly repayment frequency and a term of 25 years. Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305. | BSB 704 865

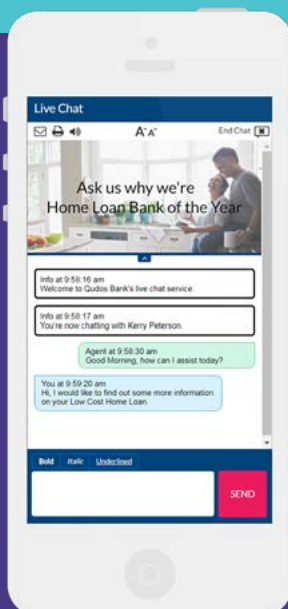
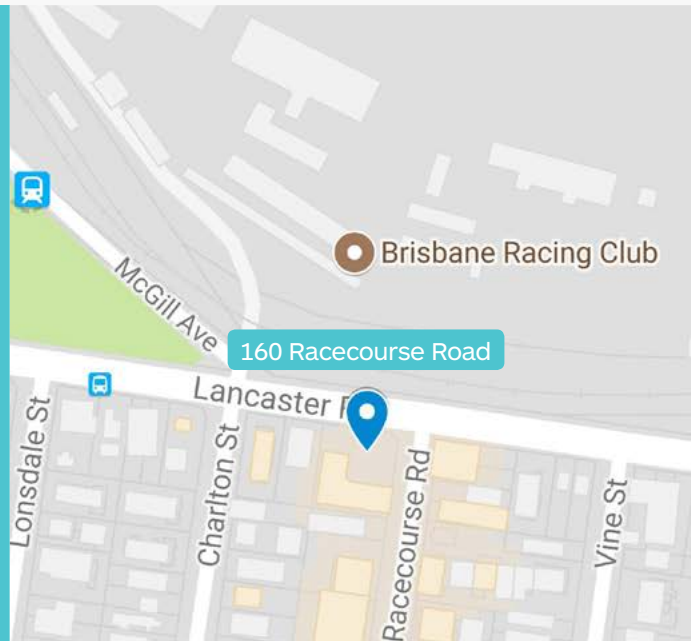
attention Brisbane we're moving!

In March our Chermerside Branch will relocate to a brand new home in Ascot.

The Ascot branch will offer you a more convenient location with onsite parking and is located a short walk from the train station. The branch will be cashless, focusing on lending appointments, financial planning and general banking transactions.

Australia Post is also in close proximity, providing additional options for your deposits and cash transactions.

We look forward to welcoming you to our new branch.



introducing live chat

Choosing a home loan is one of the biggest investments you'll make in your life, and you're likely to have many questions around which one is right for you.

To help make the process easier for you, we have introduced a Live Chat service on our home loan website pages so you can find out more about a particular home loan product or feature. Our Live Chat specialists are available Monday to Friday 8.30am – 6.00pm (AEST) and can assist you with general enquiries such as applications, borrowing power, repayment options and calculator tools.

new year

budgeting resolutions

New Year's Resolutions... we all make them but how many people see them through? Whilst many people consider joining a gym, becoming more organised or giving up sugar as their promise to themselves, many don't consider making a financial goal.

Sticking to a budget or promising to save a certain amount of money is not easy, however with the right tips and some determination and will power, you'll be well on your way to achieving whatever (realistic) financial goal you set your mind to.

Here are our top tips to help you reach your New Year's Resolution financial goals:

- **Set realistic goals**

Set an achievable goal for your budget that you think is actually possible and then stick to it. Regularly review your goals and adjust if necessary. Think of a budget as a powerful ally and not as a chore.

- **Make some changes to your spending**

Look at your expenses and work out how much you actually need to spend. Small savings can add up to much larger amounts over a period of time so consider bringing your lunch to work each day instead of buying it, or if you haven't been to the gym for months consider canceling your membership.

- **Prepare for 'surprise' expenses**

We can all be taken by surprise by unexpected expenses. The best way to prepare for this is to have a solid contingency fund in place. This will provide security while you recover from any surprises or emergencies.

- **Consider using a budgeting app**

There are now many apps available which enable you to budget easily using your smartphone. You can set spending limits and the app will track what you spend and alert you when you approach your limit. Budgeting apps can also be useful for setting yourself financial goals and monitoring your progress. There are a wide variety of budgeting apps on the market so it's worth doing some research to find one that's right for you.

- **Do your research and make sure you're getting the best deals**

Retailers are continually offering discounts and special deals on a variety of their products and services. If you're in the market for a new car, vacuum cleaner or even have your eyes on a new pair of shoes or item of clothing, make sure you shop around or visit price comparison sites to ensure you're getting the best deals on offer. Also, remember, if you do find a better deal, you're perfectly within your rights to ask the retailer if they are prepared to match or better it.

So, with the new year in full swing get your budget planning underway, if you're looking for some tools to get started check out our range of calculators at qudosbank.com.au





fraud update be scam aware

Qudos Bank takes the protection and security of your information, transaction data and privacy seriously. Recently, Australia has seen an increase in phone scams and identity fraud so it's important to keep you informed.

The Scam Phone Call

Scam calls otherwise known as "Phishing" can take various forms, however, whatever introduction or line they use, if they're asking you to provide your personal and private information then take caution.

Scammer's may claim to represent a large company or government body (e.g. ATO, Telstra or Microsoft). They may insist that you owe them money or declare they will fix an outstanding issue on your personal device. Generally, they place you in a state of panic by claiming your personal and banking details are under threat by hackers from overseas and ask you to transfer money to them or purchase iTunes cards or prepaid Visa gift cards as a form of payment. Scammer's characteristics tend to be persistent, threatening legal action and fines if you don't provide them with access to your information.

Never provide anyone with your passwords or remote access to your personal devices (computers, tablets or mobile phones) regardless of what they say over the phone. If you're unsure about a call, hang up and call your bank or the organisation directly to confirm the legitimacy of the call. Do not feel you have to divulge information. Scammer's tactics are to confuse you into making rash decisions.

Protect Yourself

- X **Never give anyone access to your computer or laptop, especially from a call request**
- X **Never share your logins, passwords or secret questions with anyone**
- X **Qudos Bank will never request your personal information via email**

- ✓ **Stay informed and keep up to date with the latest scams by visiting scamwatch.gov.au**
- ✓ **Be responsive and proactive if you have identified a hoax or unwittingly engaged in an unsolicited call or email by letting us know as soon as possible**
- ✓ **Make sure your computer is protected with up to date anti-virus and anti-spyware software**
- ✓ **If you receive a phone call out of the blue about your computer and remote access is requested - HANG UP - even if they mention they are from a reputable company**
- ✓ **Update passwords on a regular basis, ensuring they're unique**

Reporting scams is important as it allows us to investigate and minimise the chance of others being affected.

If you believe your security has been compromised or notice a transaction you did not authorise, contact us immediately on **1300 747 747** (Mon-Fri 7am-7pm and Sat 9am-5pm).

For more information on our security practices visit qudosbank.com.au/security

Antar Chahine,
Executive Manager
Risk and Compliance





in the community

Qantas Pathfinders Crew Revue and Australian and International Pilots Association (AIPA) Dinner

Qudos Bank was delighted to once again support the Qantas Pathfinders Crew Revue through a donation, prizes for the raffles and delicious giveaways for the audience.

It was another fantastic performance with amazing costumes and hilarious scripts all created by Qantas Flight Attendants, Pilots and Pathfinders' friends who generously volunteered their time and extraordinary talents. This year, Crew Revue the "Captains Choice" raised over \$150k with all proceeds going to the Royal Institute for Deaf and Blind Children.

Congratulations to all the crew involved in this year's performance - We are looking forward to seeing what you have installed for 2018!

We were also honoured to once again have been invited to support the 2017 Annual AIPA Dinner.

The event was attended by current and retired Qantas Group pilots and staff as well as representatives from Government, the media and the aviation industry, all to celebrate the careers and congratulate 16 retiring Qantas Pilots.

In addition to farewelling this year's retirees, we heard from special guest speaker former RAAF Aviator Matt Hall. He shared his inspirational story of his career in the air force, through to life in the Red Bull Air Race.



National Breast Cancer Foundation

Thank you to all the members who made a difference this Christmas by helping us donate \$3,852 to the NBCF. If you would like to make your own personal donation to this worthy cause please visit my.nbcf.org.au/donate



PROUDLY SUPPORTING
NATIONAL
BREAST CANCER
FOUNDATION

results of our 2017 AGM

Our 58th Annual General Meeting was held on 29 November 2017, at the Pullman Hotel, Mascot.

Congratulations to our re-elected Directors Sarah Collins, Teresa McAdam, and Capt Col Adams. We'd like to welcome our new Director Andrew Leithhead.

We would also like to acknowledge and thank Nicola Warwick-Mayo for standing in the 2017 Director Election.



income protection

what is Income Protection Insurance and why should I have it?

Have you thought about what would happen to you and your family if suddenly you found yourself unable to work due to a sickness or injury?

Would you be able to support your family if you were injured or sick and needed to take several months off work? Income protection insurance, sometimes known as salary continuance, can help provide you with an income to manage your expenses if you are unable to work for a certain amount of time.

Unlike other life insurances that are paid as a lump sum, Income Protection is a monthly benefit that pays you up to 75% of your pre-disability earnings and covers you for accidents, illnesses or major traumas. It pays you up until you return to work (after your waiting period has expired) or, if you can't return to work, up until the benefit period. This can be up to age 70 depending on the policy and your occupation.

Income protection is generally tax deductible and is designed to ensure that you can continue to pay the mortgage, general household expenses and carry on financially until you are able to return to work.

It is an important part of an insurance portfolio for anyone who is the main income earner for their family or for anyone who relies on their ability to work for income, especially self-employed people or professionals.

Each income protection policy has its own definition of total or partial disability as well as a range of benefits. Some important options you need to consider when choosing an income protection policy include:

- › Waiting period – this is the minimum amount of time between when a claim is made and when income payments may be made. It can be anywhere from 14 days to 2 years.
- › Benefit period – this is the maximum length of time the income payments may be made once the waiting period has been satisfied. Generally the benefit period ranges from 2 years to age 70.

Your financial adviser can assist with personal life insurance to protect your income in the event of sickness or injury. To find out whether you have appropriate and sufficient cover, why not schedule a meeting with your financial adviser now?

Call us on 1300 787 787 to book an appointment or book online at quodosbank.com.au/Products/WealthManagement/FinancialPlanning



we've kept the best news 'til last!



Home Loans

No Frills Home Loan[^] - from 11 December 2017

Loan \$150,000 and above	20% deposit or more		At least 10% but less than 20% deposit		Less than 10% deposit	
	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}
Owner Occupier	3.69%	3.69%	N/A	N/A	N/A	N/A

Low Cost Home Loan Welcome Rate[^] - from 21 November 2017

Loan \$150,000 and above	20% deposit or more		At least 10% but less than 20% deposit		Less than 10% deposit	
	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}
Owner Occupier	3.89%	3.89%	3.99%	3.99%	N/A	N/A
Investment	4.54%	4.54%	4.64%	4.64%	N/A	N/A

Fixed Rate Home Loans - from 11 December 2017

Owner Occupier	20% deposit or more		At least 10% but less than 20% deposit		Less than 10% deposit	
	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}
1 Year Fixed Rate	3.89%	4.21%	3.89%	4.21%	N/A	N/A
2 Year Fixed Rate	3.89%	4.18%	3.89%	4.18%	N/A	N/A
3 Year Fixed Rate	3.99%	4.17%	3.99%	4.17%	N/A	N/A
4 Year Fixed Rate	4.19%	4.22%	4.19%	4.22%	N/A	N/A
5 Year Fixed Rate	4.19%	4.22%	4.19%	4.22%	N/A	N/A

Investment	20% deposit or more		At least 10% but less than 20% deposit		Less than 10% deposit	
	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}
1 Year Fixed Rate	4.39%	4.84%	4.39%	4.84%	N/A	N/A
2 Year Fixed Rate	4.39%	4.80%	4.39%	4.80%	N/A	N/A
3 Year Fixed Rate	4.39%	4.76%	4.39%	4.76%	N/A	N/A
4 Year Fixed Rate	4.59%	4.79%	4.59%	4.79%	N/A	N/A
5 Year Fixed Rate	4.79%	4.85%	4.79%	4.85%	N/A	N/A

On expiration of the fixed rate period, the interest rate reverts to the relevant owner occupier or investment variable rate, currently 4.24% p.a. and 4.64% p.a. respectively.

Qantas Points Welcome Rate Home Loan⁺ - from 21 November 2017

Loan \$150,000 and above	20% deposit or more		At least 10% but less than 20% deposit		Less than 10% deposit	
	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}
Owner Occupier	4.04	4.04	4.14%	4.14%	N/A	N/A
Investment	4.69	4.69	4.79%	4.79%	N/A	N/A

Applicable for new applications received from 21 November 2017 with a minimum loan balance of \$150,000.

we've kept the best news 'til last!

Personal Loans

Personal Loans - from 1 March 2017

Loan Type	Rate p.a.	Comp. rate ^{1,3}
Car Loan – Secured	7.09%	7.30%
Personal Loan – Unsecured	11.64%	12.69%
Overdrafts – Unsecured	11.84%	N/A

Qantas Points Car Loan - from 1 March 2017

Loan Type	Rate p.a.	Comp. rate ^{1,3}
Fixed Rate Loan – Secured	8.59%	8.80%

Deposits

Bonus Saver - from 22 August 2016

Balance	Base Rate p.a.	Bonus Rate* p.a.	Maximum Base Rate p.a.
All balances	0.05%	2.35%*	2.40%

*Bonus Rate applied if no withdrawals are made during the month.

Term Deposits - from 19 October 2017

Term Deposits*	3 months	6 months	9 months	12 months	24 months	36 months
\$2,000 to \$4,999.99	1.05%	N/A	N/A	N/A	N/A	N/A
\$5,000 to \$9,999.99	1.75%	1.75%	1.75%	1.75%	2.00%	2.00%
Over \$10,000	2.50%	2.60%	2.70%	2.70%	2.85%	3.00%

*All rates are per annum. More information on Qwealth and Retirement Savings Account interest rates can be found in the relevant Supplementary Product Disclosure Statement or Interest Rates booklet.

DIY Super Saver - from 22 August 2016

Tier	Base Rate p.a.	Bonus Rate* p.a.	Maximum Base Rate p.a.
\$10,000 & over	1.75%	0.65%*	2.40%
Below \$10,000	1.75%	0.00%	1.75%

*Bonus Rate applied if no withdrawals are made during the month.

Important information:

All interest rates current as at time of printing, subject to change. 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. 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. Our comparison rate assumes a monthly repayment frequency and an unsecured loan of \$10,000 with a term of 3 years, or a secured loan of \$30,000 with a term of 5 years (as applicable) on our personal loans. Financial products referred to in myQ are offered, issued and administered by Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305, unless noted otherwise. ^ Available for new owner occupier home loans over \$150,000. Excludes existing loans, switching and variations. The offer can be withdrawn by Qudos Bank at any time. + Available for new owner occupier home loans over \$150,000. Excludes existing loans, switching and variations. The offer can be withdrawn by Qudos Bank at any time. Qudos Bank 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. This newsletter contains general information only and has been prepared without taking into account your objectives, financial situation, or needs. You should consider your circumstances, seek your own advice and read the relevant Terms and Conditions before opening an account.

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