

Autumn Newsletter 2020



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Tell a Friend

Refer a friend to an eligible LCU Home Loan and you could earn \$250, subject to the referred loan being approved and funded.

For full terms and conditions head to lcu.com.au/refer

Osko Limit Increase

From the 18th of May the payment limit for Osko will be increased from \$200 to \$500. For more information head to lcu.com.au/osko-ib

The LCU Direct Phone Banking Service (02 9859 0500) will be discontinued from the 30th of May 2020

Due to the unavailability of ongoing support for the legacy software running the phone banking service, we have no choice but to discontinue it from May 30th 2020.

We strongly encourage any members who still use this service to take advantage of the increased security and much wider functionality of Internet Banking and the LCU - Banking App services to manage your account going forward.

Benefits include:

- » **Convenience:** secure access to your funds anytime, anywhere
- » **Simplicity:** a simple PIN, pattern or (for applicable devices only) biometric login to the LCU - Banking App.
- » **Customisation:** set up custom SMS or email alerts via internet banking so that you're aware of all of the activity on your account the moment it happens.
- » **Security:** take advantage of new features in the App including the ability to lock and unlock your Visa card with the tap of a button.

Contact our office and we will gladly assist you with setting up access to these services.

Worried about security?

For our members who are concerned about the security of our app or internet banking, firstly, we can assure you that these services are provided by trusted online service providers who supply quite a number of large institutions in the Australian financial services industry. To date we have never experienced a breach.

Secondly, if you only need access to internet banking to check your balances and move funds between your LCU accounts, we can limit your login to only be able to do that.

Whatever your needs, we'll be able to work out a solution that will suit you. Don't wait until the phone banking is disconnected, get in touch today and one of our friendly staff will be more than happy to introduce you to Internet Banking and the LCU - Banking App.



A Fixed Home Loan That's Still Flexible?

visit lcu.com.au to find out more

Features

- » Unlimited Extra Repayments
- » Free Redraws
- » 100% Offset Account (s)
- » No Annual Loan Fee

LCU Tertiary Scholarships

The LCU Scholarships were presented alongside the CSIRO Alumni Scholarship in Physics on the 19th of February 2020 at Lindfield.

The recipients of the 2020 scholarships were:

- » Meaghan Collins
- » Danya Balakrishnan
- » Joshua Poole
- » Jessica Gonzalez
- » Luella Rodin
- » Joshua Cooley
- » William Russell
- » Jackson Beasley
- » Sylvie Panaretto
- » James Smith
- » Dusana Barker
- » Brooklyn Egan

Congratulations to our recipients on their excellent ATAR results. We wish them all the best of luck with their tertiary studies.



COVID-19 Update

As an institution that cares deeply for our members and staff, we wish to keep you informed of the latest measures we've taken in response to COVID-19. LCU will continue to run business as usual and there are no expected disruptions to any of our services.

Our pandemic plan, which allows our staff to operate from alternative locations if needed and provides support to our ongoing service delivery, has been enacted.

Currently (and for the foreseeable future), our North Ryde office will remain open with reduced on-site staff as some of the team elect to work from home.

Before coming into our North Ryde office, please consider calling us to see if we can assist you over the phone and save you the trip.

Stay on top of the latest information concerning COVID-19

Visit [health.gov.au](https://www.health.gov.au) rather than relying on unverified sources.

Hardship Measures

If you are experiencing financial hardship due to COVID-19 please contact us to see how we can help.

Remote Access

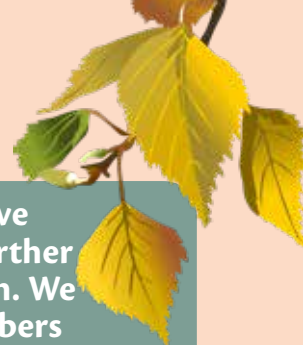
If you need any assistance with setting up internet banking, the app, or ATM access with a Visa card please contact us. With these services you'll be able to manage all of your finances without needing to visit our office.

We ask that if you do attend the branch, that you please do the following:

- » Upon entry to our office, please sanitise your hands
- » If you have returned from overseas within the last 14 days, please do not attend our office
- » If you become unwell within 14 days of visiting our office, please let us know

We will keep you updated, but feel free to contact us if you have any questions.

Interest Rates



In light of the Reserve Bank's change to the cash rate on 3rd March 2020, we have reviewed our interest rates effective from 1st April 2020. We are considering further changes following the additional reduction made by the RBA on the 19th March. We will inform you of any changes. Our aim is always to provide value for our members – both borrowers and depositors – whilst maintaining prudent operational management of the Credit Union.

Savings Accounts ¹			
Account	Interest rate from 1/4/2020	Account	Interest rate from 1/4/2020
On Call S1/S20 up to \$9,999	0.01%pa	Intelligent Saver S8/S10 up to \$49,999	0.01%pa
On Call S1/S20 \$10,000+	0.01%pa	Intelligent Saver S8/S10 \$50,000 - \$99,999	0.03%pa
Young and Free S33	3.50%pa	Intelligent Saver S8/S10 \$100,000+	0.05%pa
Savvy Saver S34	Base 0.05%pa Bonus 1.00%pa Total 1.05%pa	E*Saver S50	0.70%pa
		E*Saver S51	0.50%pa
Fixed Term Deposits ¹			
3-5 months	1.20%pa	12 months	1.15%pa
6-11 months	1.15%pa	13 - 36 months	1.05%pa
Cheque a Month	0.85%pa		

Fixed Rate Loans					
Owner Occupied	Interest rate from 1/4/2020	Comparison Rate	Investment	Interest rate from 1/4/2020	Comparison Rate
Introductory Home Loan L15 (2 years fixed)	2.65%pa	3.27%pa ²	Fixed 1 Year L40	3.69%pa	4.00%pa ²
Intelligent Mortgage L15 (1 year fixed)	3.29%pa	3.60%pa ²	Fixed 2 Years L40	3.60%pa	3.96%pa ²
Intelligent Mortgage L15 (2 year fixed)	3.20%pa	3.56%pa ²	Fixed 3 Years L40	3.50%pa	3.90%pa ²
Intelligent Mortgage L15 (3 year fixed)	3.10%pa	3.51%pa ²	Interest Only L42 (1 year)	3.99%pa	4.01%pa ²
Interest Only L9 (1 year)	3.99%pa	3.63%pa ²	Interest Only L42 (2 year)	3.99%pa	4.01%pa ²
Interest Only L9 (2 years)	3.99%pa	3.66%pa ²			
Variable Rate Loans					
Intelligent Mortgage Plus L16	3.72%pa	3.78%pa ²	Intelligent Mortgage L26	3.57%pa	3.63%pa ²
First Home Buyers L25	3.07%pa	3.50%pa ²	Interest Only Variable L29	3.57%pa	3.63%pa ²
Intelligent Mortgage 300 L30	3.33%pa	3.39%pa ²	Investment Mortgage L41	3.97%pa	4.03%pa ²

¹Rates are subject to change. For full product features and terms and conditions please refer to our Conditions of Use - Account & Availability of Access Facilities available at lcu.com.au/disclosure

Credit eligibility criteria, terms & conditions, fees & charges apply

²Comparison rate based on a loan of \$150,000 over 25 years.

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.

Please find enclosed with your statement our updated Fees and Charges Schedule effective from 1st July 2020. Keep an eye out for further communications from us regarding these changes in the coming months.

PIN and Access Code Security



Fraud is increasing in Australia and methods for conducting fraud are changing all the time. To protect yourself against unauthorised electronic transactions we suggest that you follow these security guidelines:

- » Never let anyone borrow your Access cards
- » Never tell or show your PIN or Access Codes to another person. If you would like someone else to have access to your account, contact us and arrange a card for them in their name.
- » If you suspect someone else knows your access details, contact us immediately so we can order you a new card.
- » If you change your PIN or access code you must NOT select a PIN or code which represents your birth date or a recognisable part of your name, or an obvious combination of letters and numbers which can be easily guessed by someone else.
- » Never write or record your PIN on the card, and never keep your PIN or Access Code in obvious places such as your wallet or handbag, near your phone, or on your computer terminal.
- » Use your hand or purse to cover the keypad when entering your PIN or Access Code.
- » Be aware of attempts to distract you, such as standing too close as you enter your PIN or Access Code.
- » Never leave your computer unattended while logged into your internet banking facility.
- » Always ensure you are accessing Internet Banking via the latest browser. This ensures security measures are up to date protecting you better.

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