

LCU NEWS AUTUMN 2015

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LCU has a new blog! You can check out the latest LCU news and other interesting articles on our blog. To view our blog please visit our website at www.lcu.com.au

If you have a topic you want us to discuss on our blog please drop your ideas to marketing@lcu.com.au

LCU Celebrates Academic Achievement

LCU would like to congratulate the winners of the 2015 LCU Tertiary Scholarships. On Friday the 13th of February, LCU hosted the annual luncheon to celebrate the achievements of the students. It was lovely to meet the awarded students as well as their proud parents and grandparents.

This year LCU awarded \$1000 to 12 successful applicants. This year we had a range of students apply such as High School Students, Diploma Students and Trade Students.

The winners of the High School Tertiary Scholarships were awarded to Thomas Ross, Marlon Randeniya, Tanith King, Tony Sebastian, Hannah Guihot, Anna Richards, Mackenzie Brown and Emily Godden.

LCU also recognised the efforts of Diploma students and Trade students. The winners of the Diploma Scholarships were awarded to Bethany Ferguson and Alice Wong Riley. The winners of the Trade Scholarships went out to Timothy Forsythe and Jack Carney.

On behalf of the LCU community, chairman of the Board Anita Andrew presented the winners with their awards and congratulated them on their achievements at the Luncheon.

We thank all the students who put through an application for an LCU Tertiary Scholarship. Both the successful and unsuccessful applicants were of an extremely high standard and we wish them all every success in their chosen field of study and employment.



LCU Home Loan Sale! 4.23% pa HURRY! ENDS 31st May 2015

Fixed for 12 Months

^Comparison Rate

4.74% pa

^Comparison rate based on a \$150,000 secured loan 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. Minimum loan amount \$150,000. This offer does not apply for refinancing on an existing LCU loan. Offer only available for new money and all loans must be funded no later than 4 months after approval. *LCU reserves the right to withdraw or amend this offer at any time. Terms & Conditions available on application. Fees and Charges may apply.

9 Helpful Tips For Using My ViewPoint



LCU's new internet banking system My ViewPoint is now live and following are some things to remember:

1. Always use the Internet Banking Login button on www.lcu.com.au to login. You may need to "refresh" the LCU home page or clear your browser's cache the first time you go in after we change-over.
2. If you don't want the people you have given an authority to operate on your LCU account, to be able to access your account through their own LCU Internet Banking Login, please email info@lcu.com.au and we can disable their access.
3. You will no longer receive a confirmation email for transactions that you perform. After you perform a transaction a confirmation receipt page will be displayed. In addition, when you look at a transaction in My ViewPoint, you will be able to see the full details of the transaction as well as a receipt number.
4. LCU recommends that you register for SMS One Time Password security. This means that for any new EFT payees or BPAY billers, you will get an SMS OTP to authenticate the payment. With the enhanced monitoring of payments that LCU will be undertaking, this will ensure that you don't experience any delays in payments being processed.
5. To ensure that your new EFT payees and new BPAY billers are saved for future use, you must give them a unique Nickname and this will save them to your Address Book.
6. If you are registered for SMS One Time Password, please make sure you advise us if you lose your mobile phone or change your mobile phone number.
7. You can decide which of your accounts you display in My ViewPoint - you do this in the "Account Options" Section - Organise Accounts.
8. Loan redraws through My ViewPoint are slightly different. If you have less than \$500 available to redraw, the option will not appear. If the option is there, the amount field is pre-populated with the available redraw amount. So make sure you enter the amount that you want to redraw.
9. Your account statements will be available to view through My ViewPoint, but if you don't require a paper statement and want to download them, you have to register for Online Statements.

For more information please call us on 02 9859 0537

Retirement measuring up?

Enter the Bridges Retirement Lab and take the test



With the cost of living going up each year, it's hard to imagine how much you'll need to fund your retirement.

But, the latest figures suggest that if you're aiming for a comfortable lifestyle in retirement you'll need to save in the region of \$510,000 for a couple or \$430,000 for a single person¹. And it would be even more if you want to enjoy some of the finer things in life.

So What will this amount actually afford you in the retirement?

To find out, enter the Bridges Retirement Lab, see how you measure up and whether you're on track to live the retirement you want.

Talk to a Bridges Financial Adviser

A Bridges financial planner can develop a plan specifically for you. If you want to make an appointment with a Bridges financial planner please call **John Addario** on **02 9906 8005**.

The initial consultation is complimentary and obligation free.

¹ Source: ASFA retirement standard December quarter 2014. Assumes receipt of part age pension. Bridges Financial Services Pty Limited (Bridges). ABN 60 003 474 977. ASX Participant. AFSL 240837. Bridges is part of the IOOF group. This is general advice only and has been prepared without taking into account your particular objectives, financial situation and needs. Before making a decision based on this information, you should assess your own circumstances or consult a financial planner or seek taxation advice from a registered tax agent. In referring customers to Bridges, Laboratories Credit Union does not accept responsibility for any acts, omissions or advice of Bridges and its authorised representatives.



Congratulations to Alejandra for winning LCU's Ultimate Health, Wealth and Fitness starter pack from the Health and Wealth Expo Competition! We thank Bridges for organising the prize pack which included a \$100 Rebel Sport voucher and initial consultation with Bridges financial planner John Addario.



LCU Contributes to the CSIRO Alumni Scholarship



LCU would like to Congratulate Claire-Elise Green of the University of New South Wales on winning the inaugural CSIRO Alumni Scholarship in Physics.

The scholarship will help Claire travel to Bonn, Germany to expand her knowledge and research in radio astronomy, specifically star formation, molecular clouds, black holes/active galactic nucleus (AGN) and magnetic fields in space. In Bonn, Claire will be working in the millimetre and sub-millimetre astronomy group of the Max-Planck Institute for radio astronomy under the supervision of Prof. Dr. Karl Menten.

Claire-Elise is a PhD candidate researching "Milky Way dynamics and structure", under the supervision of Dr. Maria Cunningham (UNSW) and Dr. Joanne Dawson (CASS). This project investigates gaseous filaments within molecular clouds, important structures which precede the dense cores in which star formation begins. The research aims to identify the role that filaments play in accreting matter from the interstellar and circumstellar molecules, and in re-distributing it to individual star forming cores. The early stages of the project examines methods of identifying filaments and star forming cores from molecular line data and the role of magnetic fields in filament formation and dynamics. You can view Claire-Elise's full profile at:

www.physics.unsw.edu.au/staff/claire-elise-green

Claire-Elise believes the experience and opportunity to travel to Bonn will benefit not only her research, but will

also build strong collaboration relationships with experts in her field. The team in Bonn has direct access to the Atacama Pathfinder Experiment (APEX) telescope. Observing with APEX allows the study of cold dust and gas in the Milky Way and in distant galaxies. The APEX data will be invaluable to her research as will the expertise Prof. Dr. Menten and his team has in reducing and analysing the data.

The CSIRO Alumni Scholarship in Physics was established to commemorate the scientific contribution of Drs. John Dunlop, Tony Farmer, Gerry Haddad and Don Price who died in a helicopter crash in March 2013. The \$3000 travel scholarship is aimed to help post-graduate students visit and/or conduct research in an overseas or interstate institution such as a University or research establishment of international standing in the field of proposed research. Funding for the scholarship comes from the generosity of their friends and colleagues, CSIRO Alumni and a generous contribution from the **Laboratories Credit Union**. CSIRO Alumni are keen to keep awarding this scholarship each year. Please help them achieve this goal by donating at:

www.givenow.com.au/csiroalumni



Update- Regular Payments Using Visa

A number of our Members make Regular Payments of some type and this can be either a recurring payment or an instalment payment. A Regular Payment represents an agreement between you and the merchant you have preauthorised to bill your Visa card account at predetermined intervals. The amount may differ or be the same for each transaction. For example: You may ask your gymnasium to charge your monthly membership fee to your Visa card each month. Or, you may have an insurance policy where you pay the annual premium in 12 monthly instalments.

If you have entered into a Regular Payments arrangement with a merchant you should keep a record of all regular payment arrangements and store the details in a safe place. A brochure explaining the 'Ins and Outs of Direct Debits' is available from the Australian Payments Clearing Association website, www.apca.com.au.

Customer Responsibilities

You are responsible for notifying the merchant when your account details change, including card number or change of expiry date. Until you notify the merchant, your bank is required to process transactions from the merchant. Use this link, www.lcu.com.au, to generate a change in account details letter for your merchant. We recommend you keep a copy of any change in account details letter sent, with your earlier regular payment agreement. This correspondence will be required if your merchant does not comply to your request in a timely manner and you decide to dispute any incorrectly charged regular repayments.

Customer Rights

Any issues with your regular payments, including the failure of the merchant to act on a change in account details advice, should be taken up with the merchant first. Should further assistance be required to resolve an issue between yourself and a merchant, contact LCU for more information.

LCU's suggestion

We suggest that you link any Direct Debits you may have, directly to your LCU account, not through your Visa card. This avoids having to update your Direct Debit details each time a new card is issued.



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