

# LCU NEWS SUMMER 2016



## IN THIS ISSUE

2016 Tertiary Scholarships	1
Take advantage of the Post-Christmas sales	1
Cash Passport Cards for Overseas Travel	1
Michael & Ian's Retirement	2
Keep your Operating System and Internet Browser Updated	3
Update Regular Payments using Visa	3
Bridges Financial Advice	3
Overseas Travel Check-list	4



### Planning an Overseas Trip?

Take advantage of our Cash Passport Travel Money Card! Also if you have a Visa debit card please advise LCU your itinerary.



## 2016 Tertiary Scholarships

Since 1991 LCU has been awarding Tertiary Scholarships and once again we invite applications for the 2016 awards. To be eligible you must be an active member of LCU prior to 1st July 2015 or be the child or grandchild of an active member. For 2016 we will be offering eight \$1050 scholarships to students who have completed their 2015 Higher School Certificate and have been accepted into an Australian University or any other acceptable tertiary institution. These scholarships are awarded on the basis of their ATAR (Australian Tertiary Admission Rank) or its equivalent.

As well, LCU offers two \$1050 scholarships to students who have fully completed an Associate Diploma course in 2015. These scholarships will be awarded on the basis of the average result of all subjects taken during the course. Another two \$1050 scholarships are available to those who have fully completed their trade certificate course in 2015. These scholarships are awarded on the basis of the final year's results.

If you wish to apply or would like an information brochure and application form sent to you, please call us on 9859 0585 or visit the LCU website [www.lcu.com.au](http://www.lcu.com.au).

Please note that HSC candidates must attach their ATAR and their university acceptance notification to the application form.

**The closing date for the 2016 Tertiary Scholarships will be 4pm, 29th January 2016**



## Take Advantage of the Post-Christmas Sales!

With the post Christmas sales now in full swing it could be an ideal time for you to buy that new TV, upgrade your Car, dabble in some DIY renovations or take a well deserved holiday.

LCU has a loan to suit you, whether you want to apply for a Home, Car, Personal or Renovation loan... we can help!

Also don't forget we offer redraw on home loans.

Simply give us a call on 9859 0585 or visit our website [www.lcu.com.au](http://www.lcu.com.au) and apply online... its that easy.



**All I wanted for Christmas was..."**

## Wishing Michael & Ian all the Best for Retirement

This year we are sad to announce the retirement of Michael Sinclair and Ian McDonald who have been with us for many years at LCU. They will be missed by the LCU Staff, members and friends of the credit Union.

### Michael

Michael was LCU's General Manager since 1986. He was the heart of our credit union and with his integrity and hard work the credit union has come a long way. He was instrumental in introducing services to members such as cash withdrawals, cheque books, visa cards, home loans and eventually internet banking. In his time of service, he doubled LCU's memberships and increased our assets from \$3.2 million to \$166 million.

Michael was also a great boss and mentor to all the staff. Michael encouraged every staff member to make the most of every opportunity that was presented to them. Michael was always available to talk to and willing to give advice if asked. He provided a flexible working environment that was conducive to a happy and well-performing team. Michael was also known for his humour and creative jokes which made most of the staff laugh, and some confused.

Everyone will agree that Michael has always been approachable, knowledgeable and helpful. He always had an open door policy in relation to members and staff. Other credit union General Managers and CEOs have even commented that Michael was always willing to help and give advice (particularly in the finance and regulation areas) and held true to the credit union ethos.

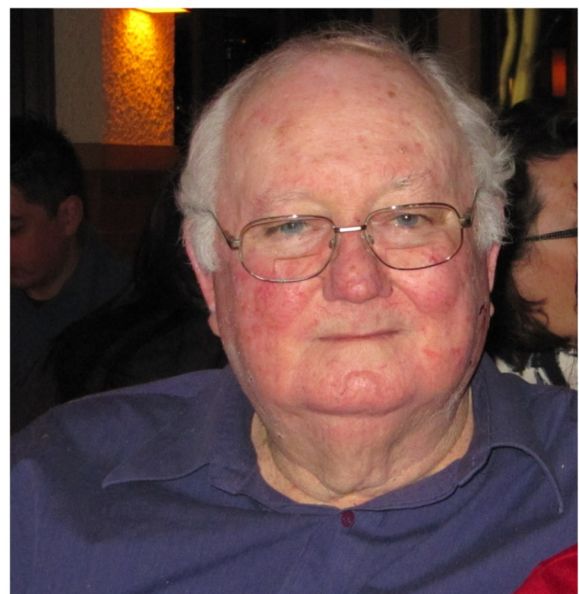
### Ian

We also farewelled one of our directors Ian McDonald this year. Ian became a director of Laboratories Credit Union in 1982. He then became chairman from November 1986 until October 1990 and he continued to be a director again after that. Under his chairmanship, there was a period of great change and significant growth for LCU as the credit union introduced many new products and services.

It was also during Ian's chairmanship that LCU introduced the Tertiary Scholarship program. This initiative was suggested by director Don Pendergast, and Ian wholeheartedly agreed to it and ran with it. Ian has attended every scholarship presentation that we have held over the last 25 years.

Ian has been a great support and mentor to many of the LCU staff and new directors as they came onto the board.

It's very sad for us to see them both go but luckily we get to see them fairly often when they come to visit us at the office. We cannot thank them enough for all their hard work and dedication to the credit union and we wish them a happy, healthy and enjoyable retirement.



## Keep your Operating System and Internet Browser Updated

Due to security reasons members will not be able to access LCU internet banking services on older operating systems or internet browsers from the **15th January 2016**. This is because new security vulnerabilities are not protected by older operating systems and internet browsers.

The following versions will be supported:

### Operating Systems

- Windows 7 with minimum Service Pack 1
- Windows 8
- Windows 8.1
- Windows 10
- Mac OS X 10.9 and above
- Apple IOS version 8 and above
- Android version 4.4 and above

### Internet Browsers

- Internet Explorer version 10 and above
- Google Chrome version 43 and above
- Mozilla Firefox version 38 and above
- Opera Browser version 30 and above
- Apple Safari version 7 and above

If you don't have the above operating system or internet browser we advise you to upgrade to be able to access LCU's Internet banking MVP.

## Update Regular Payments using Visa

Regular Payments 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 card account at predetermined intervals. The amount may differ or be the same for each transaction. For example: You may have an insurance policy where you pay the annual premium in 12 regular monthly instalments. Or, you may have a agreed for your utility company, ie power, gas and water to debit your card for the outstanding amount. If you have entered into a Regular Payment arrangement with a merchant, you should keep a record of all direct debit arrangements and store the details in 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](http://www.apca.com.au).

### Customer Responsibilities

You are responsible for notifying the merchant when your account details change, including, card number/or change of card expiry date. Until you notify the merchant, your bank is required to process transactions from the 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 payments.

### 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 any Direct Debits you may have are linked directly to your LCU account, not through your Visa Debit card. This will avoid having to update your Direct Debit details each time a new card is issued.



## Do you need financial advice?

If you need advice about financial planning such as Self Managed Superfunds or retirement planning, we recommend you talk to John Addario, our Financial Planner. He has been helping clients achieve their financial goals since 1996. John has a wide range of experience when helping clients sort out finances in life changing situations.

As a member of LCU the initial consultation is complimentary and obligation-free.

Make an appointment with John by calling **02 9906 8005**





## LCU Overseas Holiday Check List

If you are planning a trip overseas here are some things to think about before you go:

1. Check the expiry date on your LCU Visa debit card. If the card is due to expire while you are overseas contact LCU to arrange an early renewal.
2. Advise LCU of the dates that you will be overseas and the countries you are planning on visiting.
3. Check account for large balances. Members may be responsible for any transactions that are made before they advise Visa that the card is lost or stolen.
4. Did you know that overseas ATM Withdrawal and Cash Advance fees is \$3.30. 2% exchange rate loading applies to *all overseas transactions*.
5. Please also note that the cost for an emergency replacement Visa card is USD 175.00. The replacement card cannot be used in ATMs. The cost of cancelling a request for a replacement card is USD 50.00. If you require funds urgently, please contact LCU directly to discuss options.

### Lost or Stolen Card Information:

- Visa Global Customer Assistance is available 24/7 for lost or stolen cards. Visit [www.visa.com.au](http://www.visa.com.au) (under Personal -Cardholder Assistance) you can find the Toll Free emergency number for the country you are in. You can find an ATM locator guide on this site as well.
- The MasterCard Multicurrency Cash Passport Cards are strongly recommended by LCU. Using these prepaid cards, protects your LCU Visa debit card from possible compromise or theft while travelling. Contact LCU for an application form and how to apply. For further information visit [www.cashpassport.com/multi](http://www.cashpassport.com/multi)



### LCU can help you with your travel needs:

- Travel Insurance
- Foreign Cash
- Multicurrency Cash Passport Travel Cards
- Visa Debt Cards



## Laboratories Credit Union

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Email [info@lcu.com.au](mailto:info@lcu.com.au) [www.lcu.com.au](http://www.lcu.com.au)

LCUDirect (02) 9859 0500



## Join Our Online Community!

Want to interact with other members and be the first to know about news and special offers?  
LCU is active on Facebook, Twitter & LinkedIn so please drop by and say hello:



### Important Notices

Products are issued by Laboratories Credit Union Limited (LCU) ACN 087 650 217 AFSL/Australian credit licence 240807 unless otherwise noted. All deposits held with LCU are backed by the Australian Federal Government Deposit Guarantee up to \$250,000 per depositor. This information has been prepared without taking into account your objectives, financial situation or needs. You should consider the Conditions of Use in deciding whether to take up a product or service. All information contained in this newsletter is correct at the time of printing and subject to change without notice. Fees and charges may apply. Standard credit assessment criteria apply and all loans are subject to approval. Terms and conditions available on request.