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# LCUnews

## 2012 Tertiary Scholarships *Banking you can trust.*

Since 1991 LCU has been awarding Tertiary Scholarships and once again we invite applications for the 2012 awards.

To be eligible you must be an active member of LCU prior to 1st July 2011 or be the child or grandchild of an active member.

For 2012 we will be offering eight \$850 scholarships to students who have completed their 2011 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 A.T.A.R. (Australian Tertiary Admission Rank) or its equivalent.

As well, LCU offers two \$850 scholarships to students who have fully completed an Associate Diploma course in 2011. These scholarships will be awarded on the basis of the average result of all subjects taken during the course.

Another two \$850 scholarships are available to those who have fully completed their trade certificate course in 2011. 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 2012 Tertiary Scholarships will be 4pm on;  
**27th January 2012**



**Stay  
Smart  
Online**

Before taking advantage of any post-Christmas sales, read the following tips for **shopping online** safely and securely. Be wary if:

- the website looks suspicious or unprofessional
- the website is offering bargains which look too good to be true
- you are not confident about the use of your information or that you will get what you pay for.

When making the **payment online**:

- only pay via a secure web page (one that has a valid digital certificate) – look for the https at the beginning of the address bar and a locked padlock in the browser
- use a secure payment method such as PayPal, BPay or your credit card (avoid money transfers and direct debit, as these can be open to abuse)
- never send your bank or credit card details via email – only via a secure web page
- always print and keep a copy of the transaction.

For more information on how to “stay smart online” visit [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au)



## Increased NetTeller Limits and How To Avoid Unnecessary SMS Fees.

The latest version of NetTeller Internet Banking with enhanced security features, has been operational for a few months so LCU would now like to advise members that the limits for External Payments and BPAYs were increased from \$2,000 to \$3,000 on **7 November 2011**. If you do not wish to take advantage of the increased limits, please advise LCU.

The enhanced security features (two factor authentication) are required when adding a **new** BPAY biller or External Transfer payee. This means that you must be registered for SMS Security **or** have a Transaction Authentication Password (TApwd).

With SMS Security, you load your mobile phone number in NetTeller in the Security Setting Option and when a new BPAY or External Transfer is required, an SMS will be sent containing a one-time only use password. You enter the password and the transaction will be processed. Members are entitled to five free SMS messages per month. SMS messages in excess of five per month will be charged at \$0.29 each. LCU will begin charging for excess SMS messages from **1 November 2011**.

If you have registered under SMS Alerts and are receiving unwanted SMS confirmations instead of emails you will need to change your settings to avoid unnecessary fees. If you are unsure about these settings please contact one of LCU's friendly staff to assist.



The alternative is to have LCU staff load a Transaction Authentication password. This means you will have one password to use for logging in to NetTeller, and another password for performing new BPAYs and new External Transfers.

### LCU Board Members for 2011

**Dr Robert (Bob) Steele**  
Chairman

**Ms Janine Clark**  
Deputy Chairman

**Dr Anita Andrew**  
**Mr Frank Benito de Valle**  
**Mr Kieran Green**  
**Mr Ian McDonald**  
**Dr Anthony (Tony) Murphy**  
**Mr Peter Steele**

### Associate Directors

**Dr Fiona Cameron**  
**Dr Scott Martin**  
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**Mention this ad when calling up to receive a FREE Initial Assessment!**



## Update on Personal Cheque and Deposit Book changes

As mentioned in previous Newsletters our Personal Cheque and Deposits Books would be changing to a new system and the old books can no longer be used.

We commenced issuing the new books with the new encoding in August 2011 and the transition period will cease at the end of March 2012.

You will not be able to use the old system books after this date.

### Deposit Books

Please contact us to order your new Deposit book.

### Cheque Books

Before ordering your new Cheque book please consider whether you really need one, it will cost you \$30 for 50 cheques or \$60 for a business account book of 100 cheques. There are many alternate payment options available that are free, quick, safe and do not require a postage stamp.

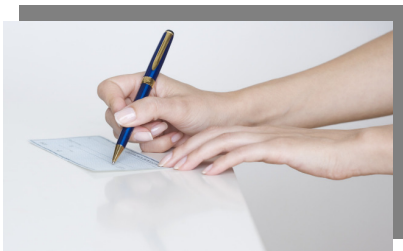
We ask you to investigate the alternatives:

BPay - it's free, quick and safe.

Direct Debit - once set up on your account they ensure timely payments. They're free and reliable. LCU will give you a free counter cheque for those rare times when a cheque is needed.

We are happy to discuss the alternate payment methods with you and assist you with any questions you may have.

If you decide that you still require a chequing facility, please let us know and we will order you a new cheque book. You will need to stop using the old cheque books by the end of March 2012.



## 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](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 expiry date. Until you notify the merchant, your bank is required to process transactions from the merchant. Use this link, [www.lcu.com.au](http://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.





## SERVICES AVAILABLE

INTERNET BANKING

E\*SAVINGS ACCOUNT

PHONE BANKING

BPAY

HOME LOANS

PERSONAL LOANS

MORTGAGE LOANS

HOME EQUITY LOAN

LOAN RE-DRAW FACILITIES

## 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 use your **redraw** or apply for a **Car, Personal or Renovation loan**... we can help!

Simply give us a call on **9859 0585** or visit our website **www.lcu.com.au** and apply online...

its that easy.



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



## Credit Union Crossword

### ACROSS

4. Environmentally-friendly \_\_\_\_\_ loan offered at LCU (5).
6. What you pay a financial institution to borrow money (8).
7. LCU offers the financial planning services of this company (7).
9. The ATM network LCU members can use to withdraw money (7).
12. What the "L" stands for in LCU (12).
13. New technology embedded in ATM cards (4).
15. Document used to settle an estate (4).

### DOWN

1. What you purchase to become a member of The Credit Union (5).
2. LCU - Banking you can \_\_\_\_\_ (5).
3. The type of loan used to combine debt (13).
5. High interest savings account offered at LCU (6).
8. The name of LCU's internet banking service (9).
10. The type of loan to buy a house (8).
11. Total monthly income minus total monthly expenses (8).
14. Your debit card password is called a \_\_\_\_ (3).

Crossword solutions will appear in the next edition of LCU News.

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Laboratories Credit Union Ltd  
ABN 77 087 650 217 AFSL 240807

OVERDRAFTS

CHEQUE BOOKS

ON CALL SAVINGS ACCOUNTS

CHRISTMAS CLUB

CASH MANAGEMENT ACCOUNTS

TERM DEPOSIT ACCOUNTS

DIRECT ENTRY

VISA DEBIT CARD

MY CARD

PERIODICAL PAYMENTS

PAYROLL DEDUCTIONS

TRAVELLERS CHEQUES

CASH PASSPORTS