



JULY 2017

changing your banking

for the better



qudosbank.com.au

this edition:



Project IQ update



Keeping you
in the loop



Protecting yourself
against scams



catch-up with

Scott

As we move closer to the launch of our digital transformation project later this year, I am pleased to share more details on how we are working towards making banking easier and enabling our customers to do more online.

As well as a new mobile banking app and online banking platform, we are also implementing a new core banking system which will provide our employees with more tools and information to help serve you better. We'll be launching a mobile branch application and a tablet app enabling our personal bankers and lending specialists to assist you with your banking needs, both inside and outside a branch location.

We value our customers feedback and would like to invite you to register your interest in customer testing opportunities for our new app and online banking, taking place in our head office in Mascot, Sydney. For more information please visit our minisite, qudosbank.com.au/BuildingABetterFuture.

Housing Affordability continues to be the topic of conversation across Australia for many people, especially first home buyers. To help more people realise their goals of home ownership, Treasurer Scott Morrison announced in the May 2017 Budget that first-home buyers will be allowed to use up to

\$30,000 of voluntary superannuation contributions to place a deposit on a house or apartment.

Those in NSW also welcomed the news from Premier Gladys Berejiklian that stamp duty will be scrapped for new home owners on existing homes up to \$650,000, with stamp duty discounts available for homes up to \$800,000. Both reforms took effect from July 1 this year.

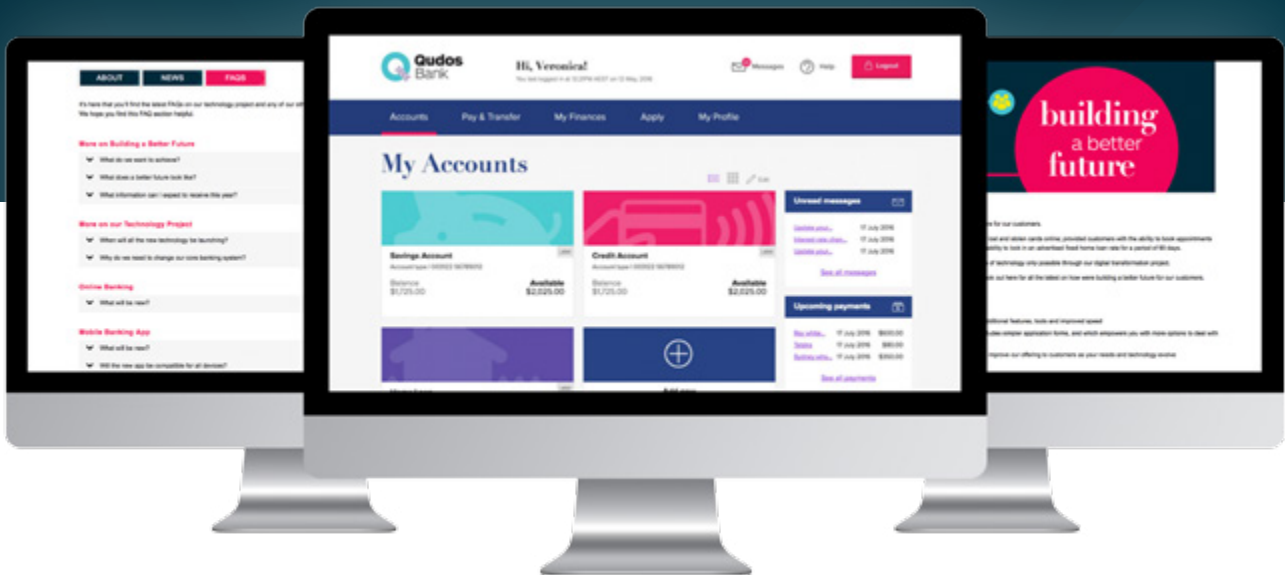
When it comes to home loan interest rates and fees, every dollar counts. Following our award from Canstar for 'Outstanding Value' in our Low Cost Home Loan, we have also been awarded Mozo's Experts Choice Award for Home Loan Bank of the Year. With two great awards under our belt, it's worthwhile taking a look at our range of home loans and getting in touch with one of our lending specialists to see how we can help you.

Scott
CEO, Qudos Bank

the big update!

Project iQ

Update from our Executive Manager Technology, David Bridges



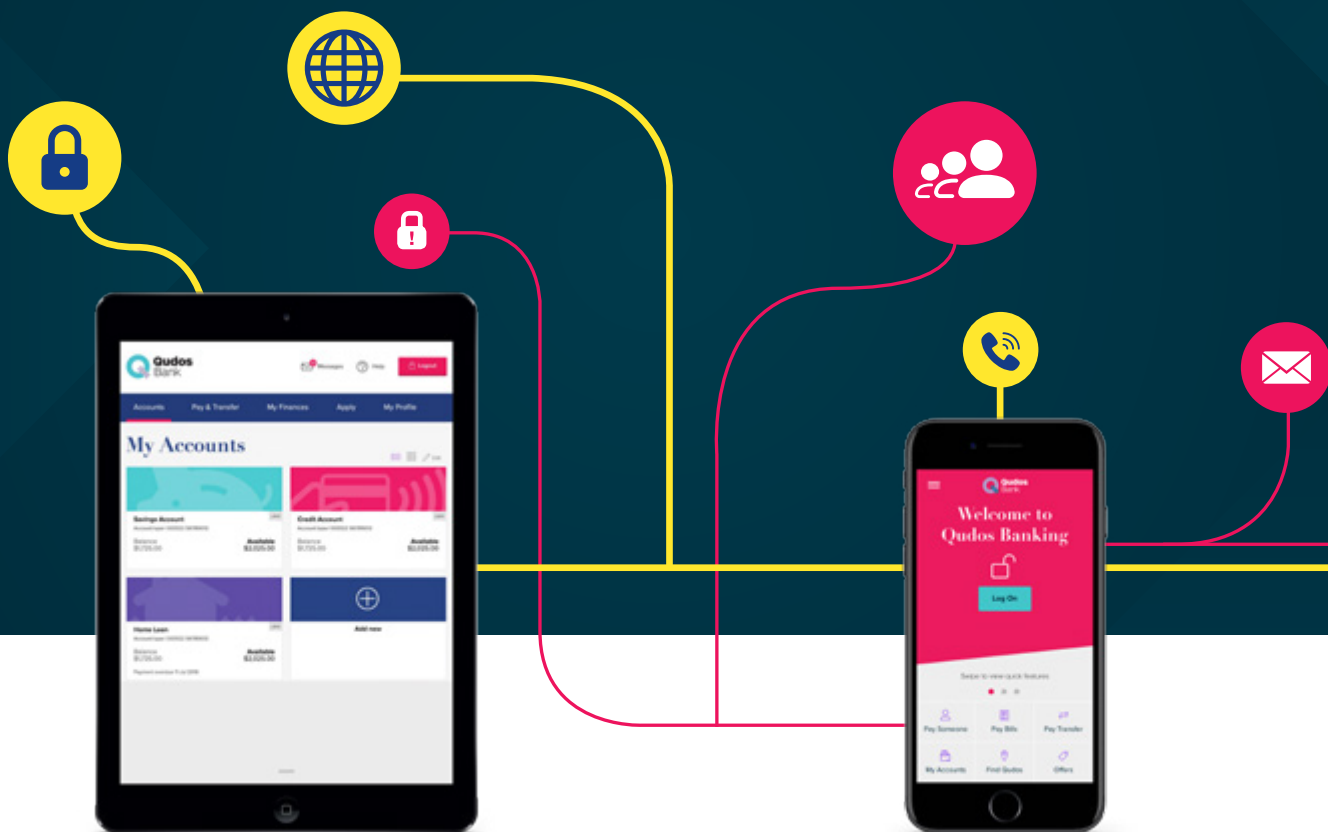
The countdown is now on with less than three months to go until we deliver the next phase of our 3 year digital project.

Over the past few months we have largely spoken about the launch of our new mobile banking app and online banking, however, what we're delivering in October is a lot more transformative, combining both customer facing and back end system implementations.

We're essentially launching a whole new banking platform supported by our technology partner Infosys. As a world class banking system provider, they are delivering us the capability to grow and improve our offering to customers as technology and customer needs continue to evolve.

What are we launching?

- New mobile banking app (compatible for both iOS and Android)
- New online banking platform
- New core banking system – equipped with a customer relationship management platform and a new loans origination platform to better serve customers
- New mobile branch application – a tablet app enabling our staff to provide customers branch functionality - both inside and outside a branch, to better assist customers wherever they are.



More on online banking

Our main focus for our new online banking is to make banking easier and enable our customers to do more online.

From day one we have a range of new functionality and services, including:

- > Personal finance management tools which include our savings goal tool, spend tracker and budget tool to help you manage your money and reach your goals faster
- > Enhanced application forms with a document upload tool for loans to save you time and paperwork
- > Ability to action more requests on your home loan, including a loan product switch, request a top up, change repayments, request a payout quote and property discharge
- > Better visibility of your Qantas Points earned at Qudos Bank to help you track and maximise your points earning
- > Recently introduced card management enhancements under the current system where you can change your PIN online, order and activate a new card and put a card on hold.

More on the app

Our new and improved mobile banking app has a range of new features and tools including:

- > Faster login and improved overall speed
- > Access the app with fingerprint recognition for easy authentication
- > Ability to instantly open a savings account and attach a card
- > Apply to 'get the ball rolling' on a credit card or home loan
- > Full card maintenance within the app, including, PIN change, new card order, activate a new card (with a card scanning option) and put a card on hold status
- > Opportunity to add and pay new billers and payees
- > View your Qudos Secure Mail messages.

building a better future



What to expect on our transition weekend

The big event is planned for the first weekend in October where we'll transition from our current core banking system to the new banking applications.

During this time, from 29 September to 2 October, there will be some interruptions and limitations to services including branches, online banking, ATMs and telephone banking. Our current app will be discontinued.

We will keep you informed of all news and any impacts in the lead up to these dates on our dedicated minisite qudosbank.com.au/BuildingABetterFuture.

We will also send any important updates through SMS and email during this time, so please ensure we have your current email address and phone number on file. You can check your details within Online Banking under 'Settings' > 'Contact Details' or by calling us.

Customer testing group

We're pleased to invite you to register your interest in customer testing opportunities for our new app and online banking at our head office in Mascot, Sydney. For more information please visit our minisite qudosbank.com.au/BuildingABetterFuture

David Bridges,
Executive Manager
Technology





Home Loan Bank of the Year Quodos... enough said.



Let us help you find the best home loan!



Call us on 1300 747 747



quodosbank.com.au

Loans are subject to approval. Terms and Conditions, normal lending criteria and fees and charges apply and are available upon request. Quodos Mutual Limited trading as Quodos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305.



keeping you in the loop

We're changing our Terms and Conditions to:

- › replace references to “General Savings Account (Savings Zero)” with “Everyday Access Account”,
- › replace references to “General Savings Account (Savings 1, 2, 3)” with “General Savings Account”,
- › replace references to “member” with “customer” and all ancillary changes,
- › replace references to “member number” or “RIM” with “customer number”,
- › simplify our description of how we calculate interest, by explaining that we'll calculate the interest on the balance of your account at the end of each day, by taking the daily balance and multiplying it by the rate equal to the annual interest rate divided by 365, and
- › for term deposits opened after 1 October 2017, change our early withdrawal interest adjustment from 2%, to the interest reduction applicable in the table below:

Percentage of the term elapsed	Reduction applicable to the interest payable
0% to less than 20%	90%
20% to less than 40%	80%
40% to less than 60%	60%
60% to less than 80%	40%
80% to less than 100%	20%

Changes to our Terms and Conditions for Savings Accounts and Payment Services effective from 1 October 2017

We'll also change our Fees and Charges brochure to include:

- › a cheque book issue fee of \$10 for small cheque books (25 cheques) and \$25 for large cheque books (100 cheques),
- › a corporate cheque stop payment fee of \$10 per cheque,
- › a monthly statement fee of \$2, charged only when you ask us to generate monthly paper or electronic statements and you are not entitled to monthly statements,
- › a card replacement card fee of \$5, only charged after we've replaced your card 3 times,
- › reducing our domestic telegraphic transfer fee from \$30 to \$20, and
- › all balances on joint accounts will now be included under all owners' customer number for the purposes of calculating the relationship balance and transaction allowance for each owner.

in the news

Qudos Bank was delighted to support the Qantas Property and People Services Department Charity Trivia night held at Qantas Campus on Wednesday 24 May.

The Qantas Property and People Services Department raised \$3,490 for Foster Care Angels. The charity provides backpacks filled with clothes, teddy bears, sheet sets, books and stationery to children placed into emergency foster care. These care packages are a source of comfort for the children, making the transition into care a little easier.

The trivia competition was tough but the Quizzards of Oz, made up by Qantas' Contact Centre, Baggage Services and Customer Care employees won by one point.

In Queensland, Qudos Bank proudly supported Airservices in the Queensland Corporate Games held from 19-21 May.

The talented athletes put their best foot forward and finished the weekend with the soccer, volleyball and running teams taking out second place.

Congratulations to all participants!



Annual Election of Directors

Nominations for the position of Director from eligible Members are hereby called.

A nomination pack is available on our website under 'Corporate Information', by calling the Returning Officer on 02 8234 5171, by calling us on 1300 747 747 or by visiting one of our Branches.

Completed nominations forms must be received by the Returning Officer by noon on Friday 4 August 2017 EST (refer to Nomination Pack for details).

Announcing our 2017 AGM

This year's Annual General Meeting will be held on:

Date: Wednesday 29 November

Time: 3.00pm

Venue: Bediegal & Gwaegal Rooms Pullman Sydney Airport Hotel Level 1, 191 O'Riordan Street, Mascot 2020

To register your attendance at the meeting please contact: Helen James on (02) 9582 3231 or hjames@quodosbank.com.au



protecting yourself against scams

Did you know... in 2016 alone, a whopping 155,034 scams were reported for a total dollar value loss of more than 83 million dollars?* What's more, not all scams are for financial gain as some are an attempt to get your personal details for one reason or another.

Scammers continue to find new and innovative ways to trick unwilling participants into giving their money or personal details away. Scams can target any person at any time and succeed because they look legitimate and catch you off guard when you're not expecting it. Threats of intimidation is the most likely tactic scammers employ in coercing individuals into co-operating.

The Australian Competition & Consumer Commission's Scamwatch lists some great ways on how you can protect yourself from scams. Read them below:

Know that scams exist

Be wary when dealing with unsolicited calls, mail, email, in person or online and always consider the possibility that the approach may be a scam. If it sounds too good to be true, it probably is. Remember, you are in control of the conversation and have the ability to decline any instruction put forward to you.

Choose your passwords carefully

Always choose a password that isn't easily guessable. A strong password should include a mix of upper and lower-case letters, numbers and symbols.

Review your privacy and security settings on social media

If you use social networking sites like Facebook, connect only with people you know and ensure you have the applicable privacy settings on. If you come across any suspicious behaviour, take the necessary steps to secure your account and be sure to report the conduct.

Keep your personal details secure

Put a lock on your mailbox and shred your bills and other important documents before throwing them out.

Do not open suspicious emails, pop-up windows or suspicious texts – delete them

If unsure, search for the business online and call them on the phone number provided on the official website to verify the legitimacy. Be aware that organisations such as your bank and the Australian Taxation Office will never ask for you to click through to a link and provide any personal information.

Types of Scams:

Unexpected Money (Inheritance & Nigerian scams)

Unexpected Winnings (Scratchie and travel prize scams)

Fake Charities

Dating & Romance

Buying or Selling products & services (Online Shopping, overpayment & false billing)

Jobs & Investment (Investment schemes & betting & sports investment schemes)

Attempts to gain your personal information (Phishing, hacking or identity theft)

Threats & Extortion (Malware & Ransomware)

* Source: Scamwatch www.scamwatch.gov.au.

How we protect you

We have employed a wide range of security measures to help protect your personal information and transactions.

One way we aim to protect you is by having a daily limit set of \$200 per day or a limit of 5 payWave transactions up to \$200 per day across our credit card range (Visa Lifestyle, Visa Lifestyle Plus and Visa Platinum Credit Cards). If you exceed your payWave transaction limit for the day, you can use the PIN method of payment with your card.

If you've lost money to a scam or given personal details to a potential scammer, there are certain steps you can take to limit the damage and protect yourself from further loss. For money related scams, contact us on **1300 747 747** immediately. For other related scams, head to scamwatch.gov.au.



the winners of our

green day competition

On Wednesday 10 May we welcomed Crystal and her friends to the Qudos Bank Suite at Qudos Bank Arena for the Green Day concert. Crystal was the winner of the “who would you give Qudos to?” suite competition which we ran earlier this year.

Our lucky member and her friends got to experience a night in the Qudos Bank Suite, return flights from Melbourne and overnight accommodation in Sydney.

It was a great night had by all as Green Day rocked their new stuff as well as some classics to a sold out crowd.

Stay tuned for your chance to win a night in our corporate suite as we will be announcing some new competitions in the near future!



win free fuel for a year*

Take out a new Allianz Comprehensive Motor Insurance policy through Qudos Bank for your chance to win FREE FUEL for a year.* 10 lucky winners will each receive a Fuel Cash Card worth \$2,500.

Hurry, competition closes 28 July 2017
*Terms and Conditions apply.



Talk to us today!



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Qudos Bank ABN 53 087 650 557, AFSL/Australia Credit Licence 238305 arranges this insurance as agent for the insurer Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL No 234708. We do not provide advice on this insurance based on any consideration of your objectives, financial position or need. Policy terms, conditions, limits, exclusion and underwriting criteria apply. Before deciding to acquire this insurance, please read the relevant product disclosure statement (PDS), our Financial Services Guide and the Allianz Financial Services Guide. To see the PDS, please go to the Allianz website or to have the PDS sent out to you, call us on 1300 747 747. *Competition runs from 29/05/17 – 29/07/17. Prize is drawn on 02/08/17 at Anisimoff Legal, Suite 5, Erina Plaza, 210 Central Coast Highway, Erina NSW 2250. Winner's name published in The Australian on 05/08/17. Authorised under NSW Permit No: LTPS/16/09927, ACT Permit No: TP16/02449, SA Licence No: T16/2238. Promotion Terms and Conditions available at allianz.com.au/prize. Promoter is Allianz. MIS1965MKT 04/17

we've kept the best news 'til last!

Home Loans

Low Cost Home Loan Welcome Rate[^]

- from 26 April 2017

Term	Owner Occupier		Investment	
	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}
\$150,000 to \$249,999.99	4.34%	4.34%	4.74%	4.74%
\$250,000 to \$499,999.99	3.99%	3.99%	4.64%	4.64%
\$500,000 to \$749,999.99	3.99%	3.99%	4.64%	4.64%
\$750,000 to \$999,999.99	3.99%	3.99%	4.59%	4.59%
\$1 million & over	3.99%	3.99%	4.54%	4.54%

Applicable for applications received from 26 April 2017.

Fixed Rate Home Loans - from 26 April 2017

Term	Owner Occupier		Investment	
	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}
1 Year Fixed Rate	3.89%	4.21%	4.39%	4.62%
2 Year Fixed Rate	3.89%	4.18%	4.39%	4.59%
3 Year Fixed Rate	4.09%	4.20%	4.39%	4.57%
4 Year Fixed Rate	4.39%	4.29%	4.59%	4.62%
5 Year Fixed Rate	4.49%	4.34%	4.79%	4.70%

On expiration of the fixed rate period, the interest rate reverts to the relevant owner occupier or investment variable rate Low Cost Home Loan tier for a loan amount of \$250,000, currently 4.24% p.a. and 4.64% p.a. respectively.

Qantas Points Home Loan Welcome Rate⁺

- from 26 April 2017

Term	Owner Occupier		Investment	
	Rate p.a.	Comp. rate ^{1,2}	Rate p.a.	Comp. rate ^{1,2}
\$150,000 & over	4.19%	4.19%	4.79%	4.79%

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 \$250,000. 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 advice and has been prepared without taking into account your objectives, financial situation, or needs. Before acting on any advice you should consider its appropriateness to your circumstances. You should read and consider the Terms and Conditions brochure before opening an account.

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 1 November 2016

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%	3.10%	3.20%

*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.

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Qudos Mutual Limited trading as Qudos Bank

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