

flare

MEMBER MAGAZINE
WINTER 2011



Just Wave &



Visa payWave Debit
card is now available


Enjoy the convenience of instantly paying for small purchases whilst still having the same multiple layers of security protection as any other Visa chip card.

The technology built into the new cards will allow you to pay for purchases under \$100 by waving the card over a secure contactless terminal in participating stores.

- ✓ There's no swiping, inserting or signing for amounts under \$100.
- ✓ \$500 daily limit.
- ✓ Your card never leaves your hand.
- ✓ Continue to receive maximum protection against fraud.
- ✓ For purchases over \$100 simply sign or enter your PIN as usual.

Find out more about payWave by visiting eecu.com.au


If you would like to upgrade your card, contact us today and we will replace your card at no cost. Alternatively, for more information or to apply for a Visa Debit card, visit an EECU office or go online today.

Note: Any new, renewal or replacement cards issued will now include payWave technology. 

If you are travelling overseas and do not have a card with a microchip, we encourage you to request a replacement card. Some merchants require a chip card, as it is more secure.

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eecu 
Better Banking for the
ExxonMobil Community



From the General Manager

Welcome to the Winter edition of Flare.

I would like to thank all members who participated in our recent members' survey. We were delighted with the level of response from our members and the quality and depth of the comments that we received. It was also a great way to gauge the level of customer satisfaction among our members and as you can see from the article adjacent, we received some pleasing results.

EECU will also use the data collected to evaluate the effectiveness of our services and resources as well as influence upcoming changes and enhancements. I can already confirm that as a direct response to the feedback we received from the survey, we will be moving to email communications and providing the option for electronic statements in the near future.

Just a reminder that all survey responses were anonymous and personal data collected for the prize drawing was also confidential. Congratulations to our competition winners, Alan Chambers and Alan Wyatt who both won an iPad 2.

We also received feedback from members about ATM fees and availability. If you don't already know, EECU is part of the rediATM network. The network is already one of Australia's largest, with over 3,400 rediATMs (shortly to expand to 3,800!) across Australia. We have website and SMS facilities to assist with finding your nearest ATM, as well as an iPhone rediATM Finder app. Make sure you take advantage of this network and search facilities and avoid paying ATM fees. Further details are in this newsletter and on our website.

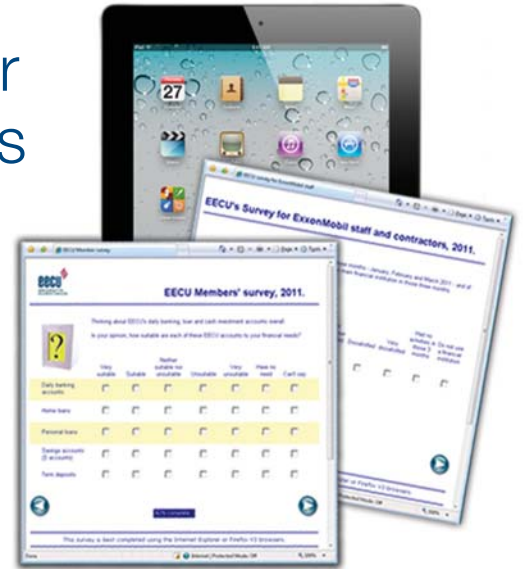
I hope you enjoy the newsletter.

David Nicholds
General Manager

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April member survey results

Thank you to all members who participated in our recent member survey. Your feedback provides a valuable resource from which we can learn and improve our service levels and product offering.



A total of 1,228 participants, including members and other ExxonMobil staff, completed the survey. The overall results showed a pleasing 93% of member participants are either very satisfied or satisfied with EECU, and 97% are satisfied with the level of contact.

Survey highlights

- 93% of members are satisfied overall with EECU while only 62% of non-members are satisfied with their financial institution.
- EECU members are more likely to have had contact with staff than non-members with their financial institution's staff (80% compared to 60%) and 97% of members were satisfied with EECU contact compared with 71% of non-members with their contact.
- Participants prefer:
 - email communications, received on a monthly basis
 - the option to receive electronic statements
 - If we were to offer a credit card, a 'no frills' basic credit card would be preferred.

Based on this feedback we will be implementing many changes over the coming year, including the option to receive electronic statements and email communications. We will also be exploring the viability of a credit card offering.

We would like to congratulate our randomly drawn competition winners, Alan Chambers and Alan Wyatt, who both won an iPad2. 📱



EECU's Ron Cox (left) presenting Alan Wyatt with his prize



EECU's Peter Barber (right) presenting Alan Chambers with his prize

Do you use BPAY View®?

BPAY View® is a free service that allows you to receive and view your bills from participating billers online through Netlink. It's a great way to get organised and save paper at the same time.

Why use BPAY View® ?

- The convenience of 24 hours a day, 7 days a week access to manage your bills.
- Easy access as only your Netlink log in is needed to view, pay and track payments.
- It's easy to register.
- Use less paper by viewing online.
- Your bills will be in one place to assist you to control your bill payment.

To register, log in to Netlink, click 'BPAY View' from the menu and complete your details. Once complete, you can start adding applicable billers. It should state on the biller's invoice if they participate in BPAY View.

If you are not registered for Netlink, go online or visit an EECU office for assistance. 🔥

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Staff Profile Jodie Johnson

Member Relationship Officer,
Melbourne

Jodie joined EECU in March this year. Many of you may have already met Jodie as she is based in our Melbourne Office and provides assistance to members with transactional enquiries, deposit facilities, opening accounts and travel services.

Jodie has extensive experience in the financial services industry and is enjoying working at EECU. Jodie says she likes the boutique feel and personal interaction we have with our members, and the fact we are easy to do business with, regardless of the member's location.

Having recently moved from Queensland due to her husband's work relocation, Jodie is new to Melbourne. Whilst based in Queensland, Jodie worked for many years as a Customer Service Supervisor for Heritage Building Society. They have 2 children – Shannon, 24, who is in his final year of a law degree and Brooke, 21, who is currently having a great time travelling around Europe.

Jodie's passions are keeping fit as she enjoys a good workout, shopping, exploring Melbourne's cafes and restaurants – of which there are many – and enjoying a good book. However, her weekends are taken up with open inspections - Jodie's fallen in love with Melbourne so much that she has decided to buy a property here!

EECU would like to officially welcome Jodie to the team.



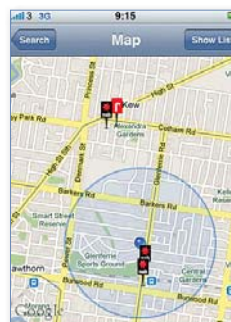
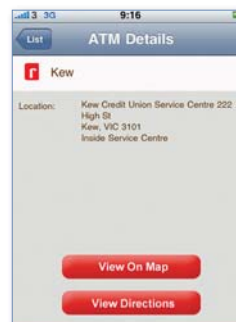
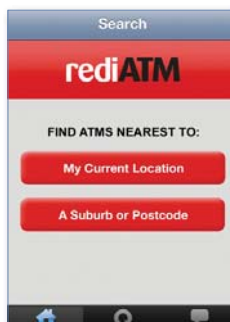
Don't pay ATM fees

Did you know you can be charged up to \$5.00 for using some ATMs? Avoid these fees by using the rediATM network (including credit union ATMs, NAB and BOQ owned ATMs that are marked in the distinctive red rediATM brand). The network is already one of Australia's largest, with over 3,400 rediATMs across Australia.

You can also visit the rediATM website via eeecu.com.au and find your closest rediATM, or if you have an iPhone, download the Finder app. The app allows you to search for the closest rediATM by current location, or by postcode. 🔥



The rediATM Finder app screens - find your nearest rediATM



Keep watch for our upcoming competition!

In the second half of the year we will be launching some exciting initiatives, including electronic statements and email bulletins.

In anticipation, we will be asking members to provide or update email addresses and we will run a competition as incentive. The competition entry will be mailed with your statements in the next quarter, so keep an eye out.



Member eligibility for family members

Did you know that your family can also enjoy the same EECU features and benefits that you do?

Membership of EECU is also open to:

- ✓ Any employee or contractor* to companies in the ExxonMobil Group, and their family members.
- ✓ Business entities associated with these persons - such as companies, incorporated bodies, personal superannuation funds and family trusts.

Once a member, you can be a member for life - even if you change employers or retire.

*Eligibility is for contractors who are working in an ongoing role on an ExxonMobil site (excluding limited-term project roles) and have worked in this capacity for at least 3 months.

Changes to Secure Email and Security Validation are here

Secure Email

We have expanded Netlink's Secure Email feature to enable two-way communication between us. Not only can you send a Secure Email to EECU from within your Netlink session, but we will be able to respond in the same secure manner, which is vital for confidential financial information. You will be able to view any responses from us once you have logged in to Netlink.

Security Validation

You can now register up to three contact phone numbers for our Security Validation facility, allowing you to choose the most convenient number depending on your location at the time of performing the transaction.

Products are issued by EECU Limited ABN 35 087 650 039, AFSL/ACL 244 356. Any advice contained in this newsletter is of a general nature only and has not taken your personal situation into account. You should refer to EECU's General information and Terms and conditions brochures to decide if the product is right for you. Full details are available from EECU offices or our website eecu.com.au.

Did you know

'Old version' cheque books

Since March 2011, EECU 'older version' cheque books are obsolete. To avoid these cheques being dishonoured in the future, please contact a Relationship Officer to arrange a replacement before the end of the year. The old cheques can be identified by the words 'National Australia Bank' in the top left hand corner.

We reward you for banking with us

The \$5 monthly transaction fee is rebated if you have a home loan with us, regardless of your balance.

Interest earned

Any interest earned for the financial year ending 30 June 2011 will show on your June statement.

Notices

Preliminary notice - Annual General Meeting

Members are advised that the 42nd Annual General Meeting of the credit union will be held on Wednesday, 23 November 2011. Full details of the time, venue and business of the meeting will be provided in a notice issued to all members at the beginning of October.

Nomination for Directors

Members wishing to nominate for a position as director of EECU can request a nomination form from Janine Sawyer of EECU on 03 9608 8332. Nominations close at 5.00pm on Friday, 29 July 2011. All potential candidates must be assessed in accordance with EECU's 'Fit and Proper' requirements before being accepted as a candidate for election. The term of office for directors is 3 years. Director positions are currently honorary.

How to contact us

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