

THE SIREN

MARCH 2018

A newsletter for members of
Firefighters Mutual Bank

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Have your details changed?

Call us on **1800 800 225**
or you can update your details
in Internet Banking.



**Firefighters
Mutual Bank**

Serving those who protect

Welcome

Dear Members,

Welcome to the latest edition
of The Siren.

I thought that I would touch on
a topic close to my heart: what
makes mutual banking different?
The term 'mutual' reflects that our
members own us, whilst the 'bank'
term reflects the banking services
we provide.

What does this actually mean?
It means you, our members, are
both our customers and owners.
The big four banks, on the
other hand, are owned by their
shareholders who may or may not
be customers of the bank.

With this ownership structure
in place we are committed to
designing products and services for
your benefit and providing you with
a high level of service.

We offer our services to employees
of Fire and Emergency Services, and
their families. This allows us to focus
on and support the activities of this
very important service sector within
the Australian community.

Some of the events we will be
attending and supporting this
year include the 2018 regional

Fire & Rescue NSW Firefighter
Championships, the Rotary
NSW & ACT Emergency Services
Community Awards 2018, AFAC18
and the Firefighters Climb for
Motor Neurone Disease.

Originally we were formed by
and focussed on employees of
Fire & Rescue NSW. However,
we are now keen to expand to all
emergency services organisations
Australia wide.

Word-of-mouth endorsements, from
our existing members to new work
colleagues, have assisted our mutual
organisation to grow over the years.
I would encourage each and every
member to assist with our recruiting
of new members¹ from either their
workplace or from family members
who would enjoy the benefits that
mutual banking can provide.

I thank you and every member for
your continued support and the
Firefighters Mutual Bank team look
forward to assisting you with your
banking needs.



Yours sincerely,
Jim O'Connell,
General Manager



You never know what's around the corner...

Unexpected expenses such as a car breakdown or emergency home maintenance as well as the additional spending during the festive season can add up quickly and leave you out of pocket.

We can help you stay on top of your finances with a solution that meets your personal needs and circumstances.

Taking control of your debt can help reduce stress and could save you money on interest, leaving you to focus on the things that really count.

We can help you with transferring outstanding balances from other credit or store cards to our low rate,² no annual fee Credit Card,³ or consolidating your debts into one simple regular payment with our All Purpose Personal loan.³

To apply online for a Credit Card or Personal loan go to **fmbank.com.au** or call **1800 800 225** 8am to 7pm, weekdays and 9am to 3pm, Saturdays for more information.

GET READY FOR NEXT SUMMER WITH A **SUMMER STASH** ACCOUNT

Soak up the sunshine and enjoy a stress-free summer every year with a Summer Stash account.⁴ Whatever you are saving for – Christmas, a holiday or simply extra savings, by regularly putting money aside each pay day, you'll be ready to enjoy next summer.

To ensure you're not tempted to touch your savings, no withdrawals can be made from

the account between February and October each year.

Use the Savings planner at **fmbank.com.au/savingsplanner** to calculate how much you need to save to reach your summer goal, then log in to Internet Banking to open an account online or call **1800 800 225** 8am to 7pm, weekdays and 9am to 3pm, Saturdays.

START SAVING TODAY

- No access fee or minimum balance
- Free online and phone banking transfers and balance enquiries
- SMS banking
- Earn 2.00% pa interest⁵
- Unlimited withdrawals during 1 November – 31 January each year.



Real-time payments explained

How you send and receive payments is getting a shakeup in 2018.

Here's a familiar scenario: you're waiting for a payment to come through, you check your bank balance, but alas, it's still not there. Well, the good news is that payments are now a lot faster with the launch last month of the New Payments Platform.

What is the New Payments Platform?

The New Payments Platform allows banks, building societies and credit unions to streamline the clearing and settlement of digital payments to make funds available in real-time. It's backed by 13 Australian financial institutions, including the Reserve Bank of Australia, Cuscal and the 'big four' banks.

The New Payments Platform transforms the way you pay friends, family and businesses as you're able to make and receive payments in real-time using a BSB and account number, or a simple-to-remember PayID – like an email address, mobile number or ABN.

PayID is designed to work seamlessly with the new 'Osco by BPAY' service. With Osco, you can make and receive payments faster than ever before.

What does a real-time payment look like?

You're out with a friend for dinner but the restaurant doesn't offer split bills. You offer to pay upfront and

GET STARTED NOW

Log in to Internet Banking to create your PayID or, for more information about the New Payments Platform, go to fmbank.com.au/payments

your friend suggests transferring their share to your bank account. With the New Payments Platform, instead of waiting days to receive your friend's portion of the bill, the payment could appear in your account straight away. The same goes when it comes to making a payment. Whether it be paying the plumber or the window cleaner, the recipient could receive the payment in minutes.

Key features of the new payments platform

- **FAST.** Payments can be made in real-time.
- **CONVENIENT.** No waiting or delays. Available 24/7, 365 days a year.
- **SECURE.** Authorisation is needed by the account holder before the payment will go through.
- **FLEXIBLE.** You'll be able to include more information when making a payment.

For a system that's had very little change in the past 15 years, the New Payments Platform is an exciting and progressive move.

Book your next holiday with Tertiary Travel

Whether you're looking for a weekend away, family holiday or overseas trip, Tertiary Travel⁶ offers Firefighters Mutual Bank members great deals on flights, hotel accommodation, car rental hire, cruises, rail travel and more.

To find out about special offers currently available call **1300 888 999** 9am to 5pm weekdays or go to **fmbank.com.au/tertiarytravel**.

NEW TO INTERNET BANKING – CHANGE YOUR VISA DEBIT OR CREDIT CARD PIN

Changing your card PIN is now even easier.

Simply log in to Internet Banking, then select 'Self Service' followed by 'Change PIN' and follow the next steps.

Visit **fmbank.com.au/pinchange** to learn more.

NEW OFFICE OPENING IN WEST PERTH

If you live in or around Perth, we have good news – a new office is coming to West Perth.

From 19 March you can find us at **111 Colin Street, West Perth, WA.**

We look forward to seeing you in the office soon!

Information contained within this newsletter is of a general nature only and should not be construed as providing advice on any of the topics discussed. Your needs and financial circumstances have not been taken into account. Please seek expert advice before making decisions about acquiring products and services.

1. Membership eligibility applies to join the Bank. Membership is open to citizens or permanent residents of Australia who are current or retired employees of, or volunteers with, government fire and emergency services, or family members of members of the Bank. **2.** Introductory interest rate for new cardholders currently 7.90% p.a. At the end of 6 months the interest rate reverts to the standard ongoing variable interest rate currently 11.50% p.a. Rates quoted are subject to change at any time without notice at our discretion. **3.** Fees and charges and lending criteria apply. Consumer Lending terms and conditions available online or from any of our offices. Credit Card terms and conditions available online or from any of our offices. **4.** Conditions of use – Accounts and access document and Fees and charges brochures are available online or from any of our offices. You should read both of these documents before deciding to open accounts and access facilities issued by the Bank. Any advice provided here does not take into consideration your objectives, financial situation, or needs, which you should consider before acting on any recommendations. For further information call 1800 800 225 or go to fmbank.com.au **5.** Rate is current as at 1 February 2018 and is subject to change. **6.** Tertiary Travel Service Pty Limited ABN 28 008 900 981 is a wholly owned subsidiary of Teachers Mutual Bank Limited ABN 30 087 650 459 trading as Tertiary Travel.

1800 800 225

8am to 7pm, weekdays
and 9am to 3pm, Saturdays

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Darlinghurst Office

Level 9, 1 Oxford Street,
Darlinghurst NSW 2010

Parramatta Office

8-10 Pitt Street,
Parramatta NSW 2150

Queensland Office

201 Montague Road,
West End Brisbane QLD 4101

Homebush Office

28-38 Powell Street,
Homebush NSW 2140

Rooty Hill Office

5 Beames Avenue,
Rooty Hill NSW 2766

West Perth Office (opens 19 March)

111 Colin Street,
West Perth WA 6005

All offices are open 9am to 5pm, weekdays