

Community FOCUS

Newsletter

February 2021

Delivering mortgage savings to key community workers

People in eligible professions that support the community can now secure a home faster thanks to a cost-saving mortgage initiative from Community First.

At Community First, we want to help more people in our communities achieve their financial goals. To recognise some of our key community professions that work hard to serve others, we've launched a new initiative to help them buy a home.

People employed in community professions such as police officers, ambulance officers and paramedics, nurses in hospitals and aged care facilities, as well as prison officers, professional firefighters and school teachers may be eligible to borrow up to 90% of a property's value through Community First's Community Professional home loan feature, without the need to pay Lenders' Mortgage Insurance (credit eligibility criteria, terms and conditions, fees and charges apply).

Lenders' Mortgage Insurance, or LMI, is insurance that protects the lender, not the borrower against a shortfall in the sale of the home and the outstanding loan amount should they default on a loan.

LMI is usually levied on a borrower if they take a loan of more than 80% of the home's value. LMI is a one-off payment made by the borrower at the

time of the loan settlement, and this fee can add many thousands of dollars to the size of the mortgage.

We aim to help more people achieve their financial goals faster and we recognise the important role many professions play in our community. The need for the current eligible professions under this feature will never go away and to show our gratitude for these important services, we're helping eligible community support workers with smaller deposits to buy a home faster.

The LMI break for community workers is available on owner occupier home loans valued up to \$1 million and is offered on most new owner-occupier loans available through Community First. This offer is also available to professional services specialists such as doctors, surgeons and vets.

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To see what professions qualify, visit communityfirst.com.au/community-professional-feature or get in touch with us

Credit eligibility criteria, terms & conditions, fees & charges apply.

Community First teams up with NobleOak



Help protect your family and your lifestyle

When you think about your financial commitments, would you and your family be able to cope financially if life took a turn for the worse? It's not a question we like to think about, but it's an important one.

From time to time we share our tips on everything from saving for a rainy day and budgeting to paying off your home loan faster, so you can put yourself in a better financial situation. We know everyone's circumstances are different, which is why we feel it's important to provide members with a range of options to suit their needs.

Now, thanks to a new arrangement between Community First and NobleOak, you have the option to protect you and your family through FlexiCover Life Insurance products from NobleOak Life. We're picky when it comes to who we partner with, so you can be sure we've selected a partner who offers value for money and great benefits so you can enjoy peace of mind. But don't take our word for it – NobleOak was Australia's most awarded Direct Life Insurer of 2020**.

With FlexiCover Life Insurance you can choose a level of cover to suit your requirements. For example, you may want to apply for a sum insured which will be enough to cover your outstanding debts, such

as; a home loan, car loan, personal loan etc. so if something happens to you your family will be able to continue paying these commitments. You can even decrease your cover by up to 10% each year as your debts decrease, so you are only paying for what you feel you require. Plus, in the event of a claim the proceeds are paid directly to you, not your lender. It renews each year while premiums are paid, and it is life insurance cover for you so it's not tied to any specific loans or lenders. After all, things can change!

To find out more about FlexiCover, visit our website or call the NobleOak FlexiCover team on **1300 108 490** and mention 'Community First'. Plus, if you take out a policy, Community First members receive the first month of cover free*!



*First month free offer - if you apply for cover and cover is issued you will not start paying premiums until one month after the commencement date of the cover. This offer is available once only per new customer and may not be used in conjunction with any other offer. **NobleOak awards information found at <https://www.nobleoak.com.au/award-winning-life-insurance/>

Important Information – FlexiCover is issued by NobleOak Life Limited ABN 85 087 648 708 AFSL No. 247302 ('NobleOak'). Community First Credit Union Limited ABN 80 087 649 938 AFSL/Australian credit licence 231204 ('Community First') promotes the FlexiCover product under a marketing arrangement with NobleOak but does not provide any financial advice regarding - and is not responsible for - the product. NobleOak Services Limited (wholly-owned by NobleOak) pays Community First an ongoing commission of 15% of premium when products are acquired as a result of the marketing arrangement. This commission is at no additional cost to customers. Further information can be found in the NobleOak Financial Services Guide (FSG) available at www.nobleoak.com.au

This information is of a general nature only and does not take into consideration your individual circumstances, objectives, financial situation or needs. Before you purchase an insurance product, you should carefully consider the Product Disclosure Statement (PDS) to decide if it is right for you. The PDS is available by calling NobleOak on 1300 108 490 or from www.flexicoverlife.com.au/ communityfirst. NobleOak cannot provide you with personal advice, but their staff may provide general information about NobleOak life insurance products including FlexiCover.

Ditch your high interest credit card



Switch your card to us and get

0% p.a.* on balances transferred for 6 months

1300 13 22 77
communityfirst.com.au

 community first
credit union

Credit eligibility criteria, terms & conditions, fees & charges apply – details available on application. *Offer terms and conditions: Rate is current as at 15 February 2021 and subject to change without notice. This is an introductory rate for 6 months only on balance transfers from funding date. After the initial 6 month introductory period, the interest rate for the balance transferred will revert back to the standard credit card rate at the time. This is currently 8.99% p.a. Offer available for new and existing card holders where new balances are transferred to the card and offer can be withdrawn at any time. Excludes Balance Transfers from Community First or Easy Street cards. Community First Credit Union Limited ABN 80 087 649 938 AFSL and Australian credit licence 231204.



Helping achieve home ownership dreams

Lake Macquarie locals Shelly Wiltshire and John Harvey have celebrated the New Year by securing a first home at Marks Point, a small peninsula extending into the eastern side of Australia's largest coastal saltwater lake, with the help of Community First.

For Shelly, born and bred in Lake Macquarie, ownership of the three-bedroom house that has a granny flat, is a dream come true after several false starts in 2020.

"I grew up in nearby Nords Wharf and John in Swansea, both our parents will be down the road, and we will now be a bit closer to work," said 30-year-old Shelly, a dental hygienist.

The couple paid \$605,000 for the comfortable three-bedroom house that is in original condition. The granny flat offers a kitchenette and generous living area, while the property also has the added benefit of a large storage shed.

"The house has a sunroom perfect for our parrot Frankie and a bigger living area out the back. We are over the moon," said a thrilled Shelly. John, who is a carpenter by trade, will be completing some renovations before they move in.

"It's been our goal for five years, and we have been actively trying to buy for the last 12 months, and this property is the perfect fit."

Negotiating COVID

In March last year, the determined young couple exchanged contracts on a house. However, like many Australians were forced to change tact when COVID-19 caused countless businesses to go into lockdown. "Because of the pandemic, I was stood down from my job. So, we pulled out of that house. We lost our \$1,200 holding deposit, and we moved into my mum's house."

The young couple doubled down on the savings efforts as they waited their turn to take advantage of the Federal Government's First Home Loan Deposit Scheme (FHLDS). This scheme allows first home buyers with a deposit as little as 5% to buy a first home and avoid Lenders' Mortgage Insurance (LMI). Usually, LMI is levied if a borrower needs a loan that is more than 80% of a home's value. Moreover, this insurance covers a lender rather than a borrower in the instance of a mortgage default and there is a financial shortfall after the

repossessed property is sold. As such, LMI can add many thousands of dollars to the cost of a home loan.

After missing out in the first round of the FHLDS, Shelly and John had to bide their time and wait for an opportunity in the 2020-21 financial year when another 10,000 Scheme places were released.

Planets align for first timers

In November 2020, the planets aligned for Shelly and John to unearth the perfect first property in Marks Point. "A week before the property hit the market at the end of November, Community First let us know that a spot in the Scheme was available," says Shelly.

"John looked at the house at the first open home on a Saturday, and I inspected it the following Tuesday. We made an offer on Friday, and it was ours by Monday."

when I called and responded promptly to my emails," said Shelly.

"After what felt like forever searching for a house, we finally found the perfect home and apart from her punctuality, Nicole ensured our paperwork was ready for our tight timeframe.

"Nicole provided us with reassurance and positivity at a stressful time for first homeowners. We are so happy that we went through Community First, who I have been banking with my whole life."

Shelly, continued, "They also made sure we settled on our designated day of 15 January. The process was seamless and much easier than dealing with a broker."

In late 2019, when Shelly and John first decided to ramp up their homeownership goals, they contacted a broker for lending assistance.



Community First points of difference

Shelly, who has been a member of Community First since she opened her first savings account, said working with Community First and Nicole Macatangay, the Store Coordinator at Belmont proved flawless.

"We would like to thank Nicole for her outstanding service in helping us purchase our first home. I had lots of questions, and she was always there

"We started the approval process in December 2019, and by March 2020 when COVID struck we still didn't have an approval.

"As a consequence, we missed out on multiple properties, but we're happier with the house we've ended up buying. Working with Community First has been much easier."

For more information about how we can help you into a first home, call us on 1300 13 22 77.

Overspent at Christmas?



Make next Christmas a cracker with our **Christmas Cracker** savings account

Find out more at communityfirst.com.au

Terms and conditions, fees and charges apply.



The no-touch way to pay

Find out more at communityfirst.com.au/PayWave_Wristband

Increased limits for mobile payments

We've made the decision to increase the daily limit for tap and go transactions made via Google Pay™ and Samsung Pay, and this will come into effect early April 2021.

Currently, you can only spend up to \$200 a day using Google Pay™ and Samsung Pay, but a trip to do your grocery shop can easily use up this whole limit which will leave you digging for your wallet before you're ready. We've therefore made the decision to increase the limit to \$1,000 which is the same as the daily limit on debit cards. Remember to always protect your phone with a password or biometric.

Android, Google Pay, and the Google Logo are trademarks of Google LLC.

Replacement Visa cards or wristbands sent overseas

From 1 April 2021, a fee of \$55 will apply for the replacement of a Visa card or wristband sent to an overseas location (outside of Australia).

Removal of coin counting machines

From 30 April 2021, Community First has made the decision to remove coin counting machines from the following store locations: Liverpool, Mt Druitt, Erina, Penrith, Dee Why, Gorokan, Edgeworth, Warriewood.

Over time, interest in these machines has reduced as more of our members favour digital payment options over cash, in particular contactless payment methods which also assist with social distancing.

Additionally, coin counting machines require replacement and therefore investment to upgrade them. This, along with maintenance make the machines costly to run. As there is now only a low number of people who use them, it is not viable for the Credit Union to replace them.

Looking ahead

After this date, cash deposits can still be made over the counter at our store locations that accept cash however a coin deposit limit of \$100 per day will apply. You can view which stores are cashless at www.communityfirst.com.au/locations

In time, we plan to phase out the use of coins in our financial services stores as these trends continue. This will help us ensure that we invest in services that will benefit the majority of members while ensuring our ongoing success.

Changes to our Financial Services Guide

We've updated our Financial Services Guide, due to the following changes:

The addition of Life Insurance

The addition of Business Insurance

To access the full FSG visit communityfirst.com.au/disclosure-documents