

Community Focus

March 2025



Celebrating a new and exciting era



Community First Credit Union and Illawarra Credit Union merge

On 1 February 2025, we marked a pivotal milestone in Community First's history with the official merger of Illawarra Credit Union and Community First Credit Union. This landmark event ushers in a bold new chapter in our 65-year journey, one brimming with exciting possibilities and an even greater commitment to serving our members. The future is bright, and we are eager to embrace this merger's new opportunities.

Farewell to John Tancevski and welcome Anthony Perkiss

As we launch the next exciting chapter for our organisation, we thank our outgoing CEO John Tancevski, whose successful leadership has shaped Community First for nearly two decades. John's outstanding dedication, vision, and passion have been instrumental in achieving significant milestones. Moreover, his legacy of success, innovation, and growth will continue

to inspire us. As John transitions to a new advisory role with Community First, we wish him all the best in his next chapter.

We are also excited to welcome our new CEO, Anthony Perkiss. Anthony is a senior management and finance executive with more than 30 years of experience across the mutual banking, retail banking, and investment banking industries in Australia and the United Kingdom. Anthony joined Illawarra Credit Union as the CFO and Company Secretary in 2012 before being appointed Deputy CEO in 2016 and CEO since May 2019. Anthony is committed to driving collaboration and delivering exceptional value to our members and the community. We look forward to achieving great things together with Anthony at the helm.

What's next for you

Even though the merger is now official, there's

still work ahead. Over the coming months, we'll focus on finding a new operating rhythm as we prepare to integrate our systems and deliver a smooth experience for our members.

The system integration is tentatively planned for later in 2025, and we'll keep you informed of important dates as they approach. Our website will also feature regular updates, and our friendly team is always available to answer your questions. For now, the Illawarra Credit Union brand will continue operating as a division of Community First Credit Union, but we are actively working towards a full integration.

What's next for you

With over 80,000 members across both financial institutions, and combined assets of over \$2.4 billion, the new entity is primed to build greater strength and resilience in today's competitive banking market.

The merger also combines two successful organisations, merges our cultures, fosters collaboration, and creates opportunities to enhance our products and services to members and the community. We welcome any questions or suggestions from our members during the integration process, and we thank you for your continued support as we embark on this exciting journey together.

For any queries you may have, give us a call on **1300 13 22 77** or call into one of our **Community First stores**.

Inside this edition:

Thinking of moving?	2	A fresh new look for Mt Druiitt	2	Enjoy greater control over your cards	3	Overspent at Christmas?	3	Boost energy savings in older homes	4
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Thinking of moving? Buy before you sell



Have you been considering moving house but are left wondering how it'll all work if you have to sell first? A bridging loan can create a pathway for you to buy your dream home, before you sell your current one.

Community First has demystified how bridging loans work, plus outlined other options you might not be aware of, to help make the process of moving a little less stressful.

It's all summarised in our handy eGuide which you can download for free at <https://info.communityfirst.com.au/cfb-bridging-loan-fb/>

Credit eligibility criteria, terms & conditions, fees & charges apply. Community First will need to hold a first registered mortgage over any properties being taken as security. Where a bridging loan is taken, all loans must be held with Community First. The maximum LVR during the peak debt is 70%.



A fresh new look

We recently moved our Mt Druitt store to Shop 32, Mt Druitt Central. The move saw an opportunity to upgrade the store experience with new facilities to help us better serve you and reflects our ongoing commitment to serving our members in the community.

Stop. Check. Protect.

Scams take many forms and are becoming increasingly complex and hard to spot. However, there are three simple steps that everybody can take to minimise their risk and play a part in helping to improve Australia's resilience to scams.

Don't give money or your information to anyone if unsure

Scammers will pretend to be from organisations you know and trust like businesses, the police, your bank or government services. They will offer to help you or ask you to verify your identity with them.

Ask yourself if the message or call is fake

Never click a link in a message. Only contact businesses or

government using contact information that you find yourself from their official website or app. If you're not sure, say 'no', hang up or delete.

Act quickly if something feels wrong.

Contact us if you notice unusual activity on your account or if a scammer gets your money or information.

Seek help and report the scam to us and scamwatch.gov.au/report-a-scam.

When you report scams, you help stop the scam and warn others.



We're on Instagram!

Head to Instagram and follow our account @communityfirst_bank for the latest updates, money tips, community news, and more.



Enjoy greater control over your cards



Soon you'll be able to enjoy greater control, security and peace of mind with our planned updates to the **Community First Mobile Banking App**.

Flexible card controls

Our new card controls are designed to give you greater control over the types of transactions you'd like to allow on your card. This can give you added peace of mind and enhanced security.

Easily managed through our mobile app, you'll be able to enable or disable a number of different transaction types to help customise the functionality on your card to suit your needs.

The feature is available on both credit cards and debit cards, and controls can be set at either a local (domestic) level and/or international level for the following transactions:

- **Online purchases** – buying something online using your card details
- **Digital Wallet purchases** – transactions via Apple Pay, Google Pay™ and Samsung Pay by tapping with your mobile device in person or selecting a wallet option during an online checkout process.
- **ATM withdrawals** – withdrawing cash at an ATM.

- **In-store physical card purchases** – tapping, inserting or swiping your card at a terminal in store.

Once the update happens, all transactions will be enabled by default and you can elect to change them at any time in our Mobile App.

Managing your cards

In addition to already being able to temporarily lock your card in the Mobile App today, the new upgrade will also enable you to report a damaged, lost or stolen card, and order a replacement card via the 'Need help with your card' option.

This means that if you lose or damage your card, or have it stolen, you can not only act quickly, you can order a replacement card within the App without the need to talk to a staff member. Please note that replacement cards will incur a \$12.50 fee.

When will the update be available?

We expect the update to be available in the coming months. As soon as the update is available we'll publish it in the latest news section of our website.

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Overspent at Christmas?

Start saving for the festive season sooner to reap the benefits of our Christmas Saver account. Earn interest, stay in control of your budget and don't risk dipping into your account. Access your savings from 1 November to 31 January each year without penalty.

Find out more here: <https://communityfirst.com.au/products/christmas-saver-account>

Terms and conditions, fees and charges apply.
Early withdrawal will incur a fee(s) and may result in the closure of the account.



Older homes – big on charm, lower on energy efficiency



How to boost energy savings in older homes

There's a lot to love about older homes, but they can be less energy efficient than modern buildings, and that can see homeowners facing higher power bills.

With what was a hot and humid summer, chances are many households have seen an increase in their electricity bill, particularly if you don't have solar or are using solar in the evenings with no battery.

In fact, around 40% of our annual power bill goes towards home heating and cooling¹.

But not all homes feel the heat (or cold) equally. New research by CoreLogic shows that homes built after 2010 tend to be twice as energy efficient as those built prior to 2010².

The difference reflects the gradual introduction of a minimum 6-star rating for energy efficiency for newly built homes since 2010.

What it means for you

A high energy rating can translate into seri-

ous savings on household power bills. It makes energy efficiency an important issue for all home owners. The good news is that there are ways to improve an older home's energy rating – even on a tight budget.

Simple changes can deliver big savings

- Installing roof and ceiling insulation alone can cut heating and cooling costs by a whopping 45%³.
- Draught sealing can cut up to 25% off your power bill⁴.
- Going from gas appliances to electrical can see you save \$898 annually on power costs⁵.

How to fund a green makeover for your home

Our Green Loan* can help you fund the cost of environmentally friendly home improvements, turning your home into a more comfortable place to live, while letting you pocket valuable savings on utility bills. With a competitive rate, terms ranging

from 1 to 10 years, the flexibility to pay out your loan early without penalty plus the ability to redraw payments in advance, our award-winning Green Loan can be used for a variety of projects.

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

Find out more here: <https://community-first.com.au/products/green-loan>

¹ https://www.climatecouncil.org.au/wp-content/uploads/2023/04/CC_MVSA0353-CC-Report-Two-for-One-Home-Energy-Efficiency_V5.2-FA-Screen-Single.pdf

² https://www.corelogic.com.au/_data/assets/pdf_file/0026/25388/AmpedUp_CoreLogic_Dec24_Report.pdf

³ <https://www.yourhome.gov.au/passive-design/insulation>

⁴ <https://www.yourhome.gov.au/passive-design/ventilation-airtightness>

⁵ https://www.climatecouncil.org.au/wp-content/uploads/2023/04/CC_MVSA0353-CC-Report-Two-for-One-Home-Energy-Efficiency_V5.2-FA-Screen-Single.pdf