Community Focus

July 2025

NEWS

Stronger together

Our next merger milestone.

Following the merger between Illawarra Credit Union (ICU) and Community First Credit Union on 1 February 2025, the next important milestone is to join our banking systems into one. We expect this to happen around September 2025 and we'll keep members up to date via our website. This important step will see us streamline operations and products, remove duplicate costs and open up a range of benefits to members, who are always at the heart of everything we do.

Combining two banking systems is no small feat. When this happens, there will be some system downtime but rest assured, we'll provide you with plenty of notice to make the transition as seamless as possible.

Member benefits are at the heart of change

Once our systems combine, Illawarra Credit Union members will be able to look forward to benefits such as access to more stores, extended contact centre hours and new products to help them achieve their financial goals. For Community First members, your day-to-day banking will remain familiar and consistent, however you'll also have access to the ICU branch in Wollongong for banking access for your Community First account/s after our banking systems merge later this year.

At the same time, we're working on deepening existing community relationships in the Illawarra region, and intend to continue supporting a range of local community initiatives. This helps support our mission which includes creating better and more sustainable communities where we operate and reinvesting profits to provide more member and community benefits.

Coming together – a focus on delivery

While not visible to members, our teams have been coming together in the back-ground to continue our integration efforts. The merger provides an injection of new resources, perspectives and skills.

This means more resources to dedicate to projects and managing change, and that means we can increase our focus on delivering member benefits. For example, we're currently working to launch a new loan application platform that will create a faster, easier process for members seeking to borrow money, whether that be for their next house, investment, car, holiday or other purpose.

Our initiatives on robotics are also helping us to automate more mundane tasks so we can provide heightened support to members, helping to streamline our service and operations. We'd like to thank you for your trust and support as we take this next step forward, and we thank you for your continued support as we embark on this exciting journey together.

Inside this edition:

Confirmation of Payee service
coming soon

An added layer of protection

Confirmation of Payee will add a layer of protection when you're sending money to a BSB and account number. It can help reduce your risk of being scammed or sending your money to the wrong account.

The service matches the bank account details you enter with the account details held by the recipient's bank and displays the outcome, which could be a match, a close match or no match. If it's a business account, you'll be shown the name of the account associated with the BSB and account number you've entered, even if it's not a match. If it's a personal account, you'll only be shown the name of the account if it's a match or close match. If it's not a match, the account name will be withheld for privacy protection.

Using this information, you can choose whether you want to go ahead and make the payment, pause and check the details again – or stop the payment altogether.

For more information on this service, and to stay up to date on when it will become available, visit www.communityfirst.com.au/support/confirmation-of-payee.

An update to our conditions of Use

We've recently made an update to our Terms and Conditions documents to include references to the new Confirmation of Payee service (see section 38), which is designed to help payers avoid scams or mistaken payments.

To view a current copy of our Conditions of Use, please visit our website www.communityfirst.com.au/support/important-information/disclosure-documents.

Standing strong with Queenscliff SLSC

For nearly two decades, we've been proud to stand with our local heroes and support the Queenscliff Surf Life Saving Club. QSLSC is a major contributor to the safety of the community. They help make the beach a safer place to enjoy, providing surf life-saving and first aid support to the surfing public and the beach-going community. Together, we're building a stronger, safer community, one rescue at a time.

Supporting the Club with Essential Equipment

One of the significant ways we have supported the QSLSC is by providing funding for essential equipment, including the purchase of an All-Terrain Vehicle (ATV). These vehicles are crucial for lifesavers as they allow them to patrol the beaches more effectively, respond quickly to emergencies, and carry out rescues with greater speed and efficiency.

More Than Just Equipment: Building Stronger Communities

Our sponsorship goes beyond just providing equipment; it's about fostering a strong, supportive community where everyone feels safe and valued. The QSLSC plays a crucial role in the local community, not only by safeguarding our beaches but also by promoting water safety education, training programs, and community engagement initiatives.

By supporting the club, Community First Bank is also contributing to these broader efforts to create a safer, more connected community. We are proud to stand with the QSLSC and look forward to continuing our partnership, supporting their lifesaving efforts, and contributing to the well-being of our community. Together, we can ensure that our beaches remain safe and enjoyable for all.

Change to General Insurance

A friendly reminder that Community First's and CGU's agreement for the sale of general insurance ceased on the 1st of March 2025.

This means that members can no longer purchase insurance products such as home, motor, landlords and travel insurance with CGU via Community First. Rest assured, this will not affect existing policy holders and they will continue to be covered under their existing policy as it is today. Existing policy holders will receive a notice with their policy renewal from CGU to let them know that their policy will be held directly with CGU moving forward.

We continue to encourage our members to ensure their assets are adequately insured and where insurance is required, members are welcome to seek their own quotes through an insurance provider of their choice.

If you have any questions about your CGU policy, please call CGU on 1300 943 690

McGrath Foundation expands nurse support to all cancers

The McGrath Foundation expands their mission to assist all Australians facing cancer, not just breast cancer.

With around 1 in 2 Australians diagnosed with cancer in their lifetime and more than 160,000 new cases expected this year alone, the need for specialist support has never been greater.
At Community First, we're proud to continue to support the McGrath Foundation as they broaden their mission to reach more Australians facing cancer by expanding their specialised nurse support for all cancers.

An enduring partnership supporting thousands of Australians facing cancer

Since 2009, the enduring partnership between Community First Bank and the McGrath Foundation has raised in excess of $1.6 million and made a tangible difference in the lives of thousands of Australians affected by cancer.

These contributions have helped McGrath Cancer Care Nurses provide life-changing support to people and their families experiencing cancer across the country.

Products with purpose

The donations have been driven primarily through our pink debit and credit cards which donate part of their fees to the McGrath Foundation. We thank our members who have embraced the opportunity to give back while benefiting from one of the lowest ongoing rate credit cards in the market.

With the annual cost of funding one McGrath Cancer Care Nurse sitting around $150,000, every cardholder plays a part in helping someone receive free, life-changing support when they need it most.

The Foundation's mission to provide vital support to those affected by cancer aligns closely with our values, and we are honoured to contribute to their ongoing efforts.

Moving to quarterly statements

From July onwards, Community First will transition from issuing standard statements tri-annually, to issuing statements quarterly – at the end of September, December, March and June. Please note this change does not affect statements currently issued on a monthly basis.

Increases in Impersonation and Phishing Scams

Community First Bank has become aware of an increase in phishing and impersonation scams.

What are Phishing Scams?

The scammers use a sense of fear and urgency to encourage you to act quickly and use phrases such as 'account compromised', 'unauthorised', or 'suspicious transactions', or 'you've been hacked' to deceive you into granting scammers access to your account to steal your money.

What are Impersonation Scams?

Impersonation scams are where the scammer may send messages using the technology of 'spoofing' to make a message appear to be from a trusted source organisation to add legitimacy to the scam, meaning the scam message would appear with other legitimate messages in the thread. These messages often include a link or a contact phone number which belongs to the scammer as a way in which to gain access to your personal information and ultimately your account.

Top Tips to Avoid scams

STOP

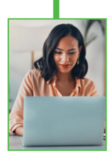
Do not click on any links in emails or text messages, even if they say there has been suspicious activity on your account. We will not include hyperlinks to our banking services in our correspondence with you and will direct you to our website.

CHECK

Do not rush to act. If you ever think we are trying to contact you, go to our official website or app and log in there. Alternatively, contact us by phone or email using details you find on our website.

PROTECT

Set up multi-factor authentication so you receive an email or text message every time someone tries to log in to your accounts. Never share these passcodes with anyone else over the phone. If you are ever unsure if correspondence from us is legitimate regarding transactions on your account that were not made by you, **please contact us immediately by the contact information found on our website.**



Upcoming changes

Change to Bank@Post fees

Effective 1 September 2025, we'll be making a change to Bank@Post fees:

	Current fee	New fee effective 1 September 2025
Cash deposit or withdrawal	$4	$2
Cheque deposit	$2	$2

Changes to Loan Fees and Charges

Effective 12 September 2025, the following Individual and Business Loan fees and charges for Community First Bank will be updated:

Specific fee	Description	Current Fee	New Fee
Loan Variation Fee	Includes loan split requests, additional splits, loan top up on existing loan, loan re-fix fee and loan switches (loan switching to another product)	$250 per variation	$300 per variation
Reissue Mortgage Loan Documentation Fee	Payable if a borrower requests to restructure a loan between approval and funding which results in the reissuance of new loan documents.	$125	$300
Bank Guarantee Fee	Payable where a guarantee is provided to a third party such as rental or performance bonds for business purposes	$250 up-front preparation fee plus $250p.a (paid in advance)	$500 up-front preparation fee plus $500p.a (paid in advance)

Change to card transaction limits

From 1 September 2025, we'll be increasing the maximum total daily limit for card transactions to $2,000 as per the below:

Transaction	Current limit	Limit from 1 September 2025
Total Daily Limit per card	$1,050 per day Includes any combination of ATM, EFTPOS and Bank@Post transactions	$2,000 per day Includes any combination of ATM, EFTPOS and Bank@Post transactions

Please note we'll be updating our Summary of Accounts, Availability of Access Facilities & Transaction Limits on 1 September 2025 to reflect these changes.

Junior Saver Account name change

From July onwards, we'll be changing the name of the Junior Saver Account to **Wildlife Saver Account**.

This change will not impact new or existing account holders.

2025 66th Annual General Meeting

An invitation to have your say

Community First Bank is a member owned organisation. As a member, you are welcome to attend the Annual General Meeting (AGM) to catch up with the past year's performance; to listen to plans for the future; to have your say and to vote on any matter on the Agenda.

If you are a member over the age of 18 and a current member shareholder, you are eligible to vote at the AGM.

2025 AGM Notice

The official notice of Community First's AGM will be published on our website at least 21 days prior to the AGM. If you have opted in to receive personal notice, you may receive this notice electronically.

Copies of Financial Statements and the Report of the Directors will be available digitally via our website no later than 27 October 2025.

Should you wish to nominate someone for a position on the Board,. the Call for Nominations will be published on our website and in our stores no later than 1 July.

Viewing our annual report

If you'd like a hard copy, you can either print the digital copy or visit one of our stores and one of our team can do this for you. Members can elect to receive meeting related documents or copies of Annual Reports at any time or elect not to receive Annual Reports.

You have the option of appointing a proxy to vote on your behalf at this meeting. Your proxy can be a person specifically named by you or can be the Chairperson of the meeting, as stated by you on the proxy form. You may request a proxy form by contacting Community First on 1300 13 22 77.

Details for your diary

66th Annual General Meeting

Place: Community First
67-73 St Hilliers Road, Auburn
(entrance via Hall Street)

Date: **Thursday 27 November 2025**
Please refer to our website for start and registration times: *communityfirst.com.au/2025AGM*

RSVP: If you plan to attend, please contact Community First Direct on **1300 13 22 77** by **7 November 2025**