Community Focus

October 2025

Building Tomorrow, Today

A shared vision, inspired by you.

Almost a year ago, we began an exciting journey—bringing together Community First and Illawarra Credit Union to create a stronger, more member-focused bank. We thank all our members for their patience through our planned system outage as we completed this system migration in September. We're now one united financial institution, serving over 85,000 members Australia-wide, with a physical presence in the South Coast, Greater Sydney, and Hunter regions.

This past year has brought many changes, challenges, and achievements as our teams worked hard to ensure a smooth transition for all members. We're incredibly grateful for your patience and continued support throughout this process. With a solid foundation in place, we're excited about the road ahead.

Welcome, Illawarra Credit Union Members

We're delighted to welcome all Illawarra Credit Union members to the Community Focus quarterly newsletter. Similar to previous updates you've received, these newsletters provide key information about upcoming changes, products, services, community initiatives and other important changes.

Looking Ahead

Following the completion of our banking system migration, we've now unlocked a number benefits for members. Some of these benefits are new to Community First members and others are new for Illawarra Credit Union members. You can read more about these changes on page 3.

You will have already noticed that some of our services and communications are now co-branded to help streamline our operations. The next phase of our planning will be to amalgamate the Illawarra Credit Union and Community First Bank brands in early 2026 which will see us operate under a single Community First brand.

Thank You

We look forward to continuing to work towards delivering more benefits made possible by the merger. As we take this next step forward, we sincerely thank you – our members – for your trust and loyalty. Your continued support makes everything we do possible. We're excited to keep building a stronger future, together.

community first bank | illawarra credit union

Inside this edition:

Celebrating
20 Years of McGrath Foundation Care

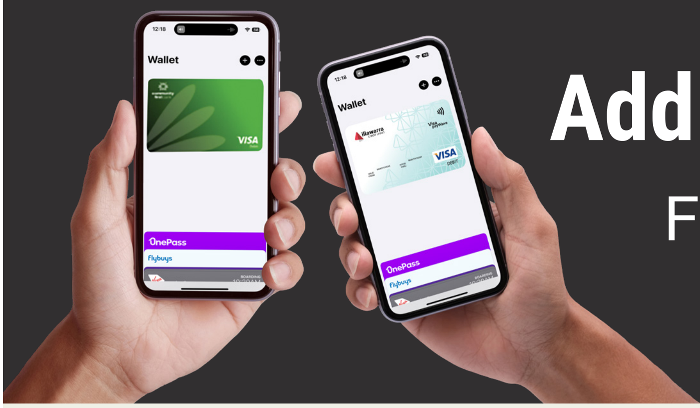
From this September, we began celebrating a truly special milestone, 20 years of the McGrath Foundation delivering expert, compassionate care to people going through cancer.

It's an incredible story of commitment, care and impact and one we're incredibly proud to be part of. For two decades, the McGrath Foundation has been there for individuals and families during their toughest moments, and we've proudly stood beside them on that journey.

With close to 1 in 2 people in Australia likely to be diagnosed with cancer in their lifetime, the care of a McGrath Cancer Care Nurse has never been more important. For a decade and a half, Community First has been dedicated to helping make a positive difference through its partnership with the McGrath Foundation. With the support of members who choose pink debit and credit cards, over $1.6 million has been raised to support the McGrath Foundation to date.

Now for all cancers.

Find out more here:
www.communityfirst.com.au/campaign/mcgrath-foundation-20th-year-anniversary/



Add Your Card in a Tap

Fast. Secure. Contactless.

We're excited to introduce **Tap to Add**, a new feature that lets you add your Visa card to your digital wallet with a single tap. No need to type in card numbers – just tap your card on your NFC-enabled phone to get started. It's quick, safe, and ready when you are.

No card? No problem! Digital cards are here.

As soon as it's processed by us, a Digital Card is instantly available in the mobile app which means that you don't have to wait until your physical card arrives to shop online, pay bills or manage recurring payments.

Find out more here:
www.communityfirst.com.au/news/digital-cards-are-here/

Could a Split Loan Work for You?

Here's how a split loan can help you unlock flexibility and certainty.

Weighing up your options

When it comes to managing a home loan, borrowers are often faced with the choice between the certainty of fixed rates and the flexibility of variable rates. A split loan offers the best of both worlds by splitting your home loan into two or more loans. This approach can help balance stability with adaptability, giving homeowners the confidence of predictable repayments while still allowing them to take advantage of potential rate drops or make extra repayments without penalty.

Flexible choice

Choosing between a fixed or variable home loan can feel limiting but splitting your home loan opens up a number of choices. It enables you to divide your mortgage into portions to suit your needs—for example, 60% fixed and 40% variable, or another combination that works for your budget and goals. This flexibility extends to loan terms too, which can be different across each loan split - for example, if you want to pay one split off over a shorter term.

Choosing to split your home loan can also enable you to lock in part of your repayments for peace of mind while keeping another portion open to benefit from rate changes or other flexible features such as access to an offset account or ability to make extra repayments. By tailoring both the split and the terms, borrowers can create a loan structure that balances control, flexibility and potential savings.

Read the full article here:
www.communityfirst.com.au/news/pros-and-cons-of-choosing-a-split-loan/

Credit eligibility criteria, terms and conditions, fees and charges apply. [1] An early repayment penalty applies if you pay your fixed loan out early.

More Access, More Benefits

We've outlined some of the immediate benefits below that members can take advantage of now that the banking systems of Community First and Illawarra Credit Union have been merged. While some changes are less obvious as they are behind the scenes, other changes like the ones below are already making banking simpler, more convenient, and more connected for our members.

Extended Contact Centre Hours for Illawarra Credit Union (ICU) members
ICU members can now speak with our team from 8am – 8pm weekdays and 8am – 3pm Saturdays thanks to the expanded contact centre capacity resulting from the merger.

International Payments via Internet Banking
Another win for Community First members thanks to the merger is the ability to do international payments via internet banking. Illawarra Credit Union members can continue to enjoy this service as they did before.

Increased Access Points
Illawarra Credit Union members can now visit any of the 12 Community First stores to do their banking, with Community First branded ATMS free of direct charge fees. Similarly, Community First members can also visit the Wollongong branch for their banking needs.

Visit our Store locations at:
https://www.communityfirst.com.au/locations

OR:

https://www.illawarracu.com.au/contact-us

Digital Cards Now Live
While Illawarra Credit Union members already had access to digital cards, thanks to the merger, Community First members now too have access to digital debit and credit cards–a fast, convenient way to access your card details via the app when you don't have your card on you. This can be particularly handy if you need to replace your card and don't want to wait for the postman. Existing Community First card holders can contact us to request a digital card. New cards provisioned will be issued as digital and plastic by default.

Access to new products and services:
We're also pleased to release a number of new products, some of which are new to both Illawarra Credit Union and Community First. As a result you'll notice some new products available across our websites designed to help you get the most out of your banking with us.

We look forward to working on more benefits for our members and will be sure to let you know about what's on the horizon in future newsletters.

Notice of Updates to Terms and Conditions Documents

Effective from 12 September 2025, we updated the following disclosure documents on both the Community First and Illawarra Credit Union websites.

These document versions are now aligned across both brands and in some cases, you'll notice that some are now co-branded.

From	Document	What's changed
1 Sept '25	Direct Debit Service Agreement. This explains what your obligations are when undertaking a Direct Debit arrangement with us.	Minor updates to wording throughout such as: • preamble on purpose of the form; • if a debit falls on a day that is not a banking day, removal of reference to debiting your account on the previous day; • Further detail on timings in relation to cancelling direct debits and further contact information added.
12 Sept '25	Financial Services Guide. To assist you in deciding whether to use financial services offered by us, this outlines financial services we are authorised to provide, any remuneration we may be paid in relation to products and services we offer and how we deal with complaints.	Minor updates including arrangements we have with other third parties in receiving fees or commissions for the provision or referral of products and services. This includes references to Deposit Assure (Deposit Bonds), Travelex, Convera (international payments and telegraphic transfers) and Pebl (business payments).
12 Sept '25	Digital wallet Terms and Conditions. These conditions govern the use of the following digital wallet providers: Apple, Google, Samsung, Garmin and Fitbit. (Note that Fitbit and Garmin are not available for new users).	Separate terms and conditions which were previously in place have been combined into a single document covering all digital wallet providers. There is also expanded wording on how to maintain the security of your card, device and details.
22 Sept '25	Consumer Data Right (CDR Policy)	Additional wording around: • Further information on data holders and accredited data recipients. • General information about the policy • What CDR information we may hold about you

Effective from 1 November 2025, we will be updating the following disclosure documents:

From	Document	What's changed
For existing members from 1 Nov '25 (For new loan applicants from 15 Sept '25).	Privacy Notification. Sets out how we collect and use your information when you apply for a loan with us.	Minor enhancements, plus disclosure for Illawarra Credit Union members that your information may be shared to overseas recipients including UK, India, Philippines, Netherlands and USA. This is in line with the existing Privacy Policy for both brands.
1 Nov 2025.	Conditions of Use - by opening an account or using an access facility you become bound by these conditions of use.	For members of Illawarra Credit Union, you'll notice minor changes throughout including: • Enhancements to when all joint account holders need to provide instructions • Withdrawals and transfers now include reference to Community First Stores • Overdrawn accounts will incur the fee on a per day basis not a per transaction basis • Minor changes to methods of updating your contact details • Changes to the circumstances in which account combination may occur, which includes offsetting any debt owed by you. For Community First members, you'll notice minor changes throughout including: • New references to digital only accounts • Minor changes to methods of updating your contact details • Minor updates to notifying changes on your accounts, including notice for changing an interest rate • Clarification regarding indemnity in the event of a breach of passcode requirements.

Products No Longer Offered

As we endeavor to evolve our product ranges this means that we will be retiring some of our products. This means that if you currently have any of these products, you will be able to keep them and continue to use them today, however you will no longer be able to open new accounts under these products.

Products retired on 11 August '25

- L15 True Basic Home Loan
- L16 True Basic Investment Home Loan
- L29 True Value Investment Home Loan
- L54 Balance Variable Home Loan
- L55 Balance Variable Investment Home Loan
- L57 1 Year Fixed Home Loan
- L58 2 Year Fixed Home Loan
- L61 3 Year Fixed Home Loan
- L77 2 Year Fixed Investment Home Loan
- L83 True Value Standard Variable Home Loan
- L90 3 Year Fixed Investment Home Loan
- L94 Accelerator Fixed Home Loan
- L95 Accelerator Variable Home Loan
- L97 Accelerator Variable Investment Home Loan
- L98 Accelerator Fixed Investment Home Loan

Products retired on 1 September '25

- S7 Access account
- S4 Retirement Plus account
- S9 Bonus Saver
- S5 Christmas Saver

For current and new products visit:
www.communityfirst.com.au

Other Changes

Reduction to Direct Debit Dishonour Fee

On 1 September 2025, the direct debit dishonour fee for Community First members reduced from $25 to $20. This fee change was an increase of $5 for Illawarra Credit Union members and was communicated in August as part of correspondence relating to changes to your banking.

Christmas Saver Account Name Change

From October onwards, we'll be changing the name of the Christmas Saver account to Santa Saver account. This change will not impact the way you use your account.