

Community Focus

January 2026



Moving forward with purpose

We're excited about the promise of 2026 and the progress we're making together. Thank you for your continued support—it's what drives us forward.

Banking as you know it, only better

We'd like to extend our sincere thanks to our members for their patience during the banking system integration between Illawarra Credit Union and Community First in September. We also want to express our appreciation to all our teams for their hard work and dedication in making the transition as smooth as possible for our members.



Since then, our teams have been working together behind the scenes to deliver on our commitment to deliver enhanced experiences. Early in 2026, we'll be updating a range of daily banking limits to enable greater convenience to your transactions. We'll also be launching Confirmation of Payee, an added layer of security that helps ensure payments go to the correct account, which you can read more about on page 2.

You can also look forward to an updated design to the Community First mobile app which will bring an improved layout for greater ease of use.

Keeping community at the heart of the season

Community remains at the heart of what we do. In December, we proudly supported the Illawarra Salvation Army Christmas Appeal—packing hampers, volunteering alongside

their team and donating \$5,000 worth of toys for local families and children in need. It's a tradition that began with Illawarra Credit Union, which we're committed to continuing. One year on, we're also proud to continue to support the local athletes who have been recognised by the Athlete of the Month program launched in November 2024 in partnership with the Illawarra Academy of Sport. Originating with Illawarra Credit Union, the initiative has spotlighted scholarship athletes who exemplify commitment, citizenship, empowerment, integrity, and excellence—values that mirror our own.

Wishing You a Happy 2026

Thank you for being part of our journey. Together, we're building a safer, stronger and more connected future.

We wish you a wonderful year ahead and look forward to supporting you throughout 2026.

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A headstart for more first home buyers



From October 2025, the Australian Government launched major updates to the 5 percent Deposit Scheme (previously known as the Home Guarantee Scheme), giving more Australians a clearer path into the property market.

With income caps removed, place limits scrapped, and higher property price thresholds, the door has opened wider for first home buyers who've managed to save at least a 5 percent deposit.

These changes can cut years off the time it usually takes to save for a home and reduce the cost of Lenders Mortgage Insurance, putting buyers in a stronger position from day one. If you're looking to get into your first home sooner, Community First Bank has a number of options available to help you get into your first home sooner.

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

Find out more about the Government Scheme at housingaustralia.gov.au and get in touch with our team today to start your first home journey.



Changes to transaction limits



Effective from 18 February 2026, we'll be updating the card and transaction limits for Community First and Illawarra Credit Union members. These changes will bring greater convenience and flexibility to manage your everyday banking.

For more information on daily limits, refer to our Summary of Accounts, Access Facilities and Transaction Limits by heading to the footer of our website and selecting 'Disclosure Documents'.



Brand	Community First Bank	
Limit	Current	New
Daily Cash Limit	\$2,000	\$2,015
Daily Purchase Limit	\$1,000	\$2,015
Daily Total Limit	\$2,000	\$2,015
Daily Contactless Limit	\$1,050	\$2,015
BPAY	\$10,000	No change
External transfers	\$2,500	\$5,000
Osko payments	\$2,500	\$5,000
Daily International Transaction Limit	\$2,500	\$5,000

Brand	Illawarra Credit Union	
Limit	Current	New
Daily Cash Limit	\$2,015	No change
Daily Purchase Limit	\$1,015	\$2,015
Daily Total Limit	\$2,015	No change
Daily Contactless Limit	\$500	\$2,015
BPAY	\$5,000	\$10,000
External transfers	\$5,000	No change
Osko payments	\$5,000	No change
Daily International Transaction Limit	\$5,000	No change
Account Maximum Daily Debit Limit	\$7,000	\$15,000

Confirmation of Payee

On the 1st of December 2025, we enabled the first phase of Confirmation of Payee - an industry-wide service that helps give you greater confidence over who you're paying.

It's a new layer of protection for Australian consumers and businesses when they're making a payment 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 entered 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 not a match, the account name will be withheld in accordance with our privacy policy. Using this information, you can choose whether you want to go ahead and make the payment, pause and check the details again - or cancel the payment altogether.

Important dates

On 1 December 2025, we enabled the ability for other payers to confirm your account name against the details you provided before they make a payment to your account with us.

Then, from early next year, Phase two will be introduced which means you'll have access to perform these checks on payments you initiate from within our Internet Banking and Mobile App services.

For more information

You can opt out of, or back in to, this service at any time by contacting us.

For more information on this service, and to stay up to date on when Phase 2 becomes available, visit www.communityfirst.com.au/support/confirmation-of-payee or www.illawarracu.com.au/confirmation-of-payee.

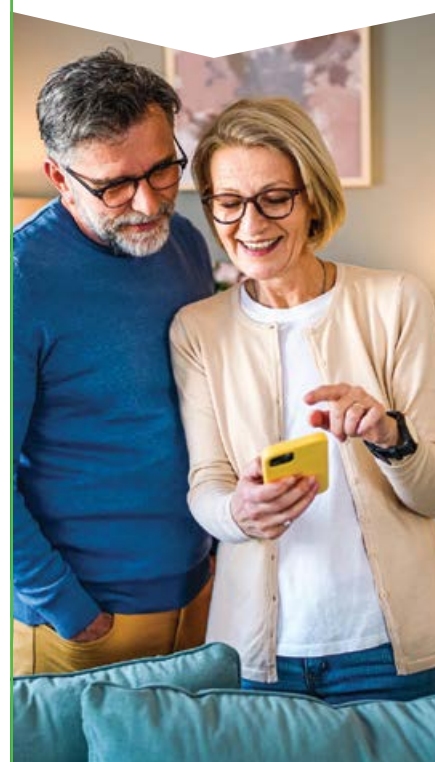
A shift away from product codes

We've recently begun to shift away from using product codes to reference your accounts. For example, L15, S7, etc. Instead, we'll simply reference your actual account number across banking services and communications.

Illawarra Credit Union members were already accustomed to using account numbers instead of product codes, so this change ensures a smoother transition. It also aligns to industry practice.

The legacy of using product codes created confusion for members at times. As product codes are often shown at the end of your member number, they can be mistaken for account numbers. Rest assured, nothing about your account has changed. Community First members will notice that these codes no longer appear in statements.

The mobile app and internet banking will also progressively be updated in early 2026. If you have any questions about this update, please reach out to a member of our team.



Stay Alert to Impersonation and Phishing Scams

Scammers are getting better at pretending to be trusted organisations, including banks. Their aim is simple. Get you to hand over personal information or money by creating urgency or fear.

Impersonation scams

Scammers pose as a bank, government agency, or even someone you know. They may spoof caller IDs, send convincing texts, or email you asking you to act quickly.

Phishing scams

These usually come as emails or texts with links to fake websites. They're designed to steal your login details or install malware. Messages often look official, so don't rely on appearance alone.

Common red flags

- Unexpected requests for passwords, codes, or personal details
- Urgent messages or threats
- Strange or misspelled web links
- Calls asking you to transfer money or share verification codes

What Community First will never do

We will never ask for your passwords or verification codes, and we will never pressure you to move money. If something seems unusual, contact us directly using the details on our website.

Stay cautious, take your time, and reach out when in doubt.





Changes to Illawarra Credit Union retired transaction fees and Senior Loyalty Rebate

Effective from September 2025, all Illawarra Credit Union retired Transaction Fees are no longer charged. These fees only applied to the following accounts:

- All in One - Owner occupied
- All in One Investment
- All in One Staff (\$86)
- Visa Overdraft unsecured
- Visa Overdraft mortgage secured

Please note that other fees and charges as listed in the Illawarra Credit Union retired product Fees and Charges schedules will apply. Visit illawarracu.com.au/rates-fees for more information on retired fees and charges.



A positive change to business banking



As a business user, we understand the importance of reconciling your accounts.

To further support our business members, we've recently switched to scheduling MYOB bank feeds to occur daily instead of monthly. This allows business members to

stay up-to-date with transactions and provides more visibility of financial information throughout the month.

Is there anything members need to do?

There's nothing business members need to do – the change automatically came into effect on 5 November 2025.

Changes to Terms and Conditions

We communicated in the last quarterly Focus Newsletter that our Privacy Notification and Conditions of Use documents would be updated on 1 November 2025.

Due to unforeseen delays with our September quarter statements (received in October), these planned changes were delayed until Monday 24 November. This simply ensures we adhere to minimum notice periods when communicating changes to members.

To view a current copy of these documents, head to our website and click 'Disclosure Documents' within the footer.

