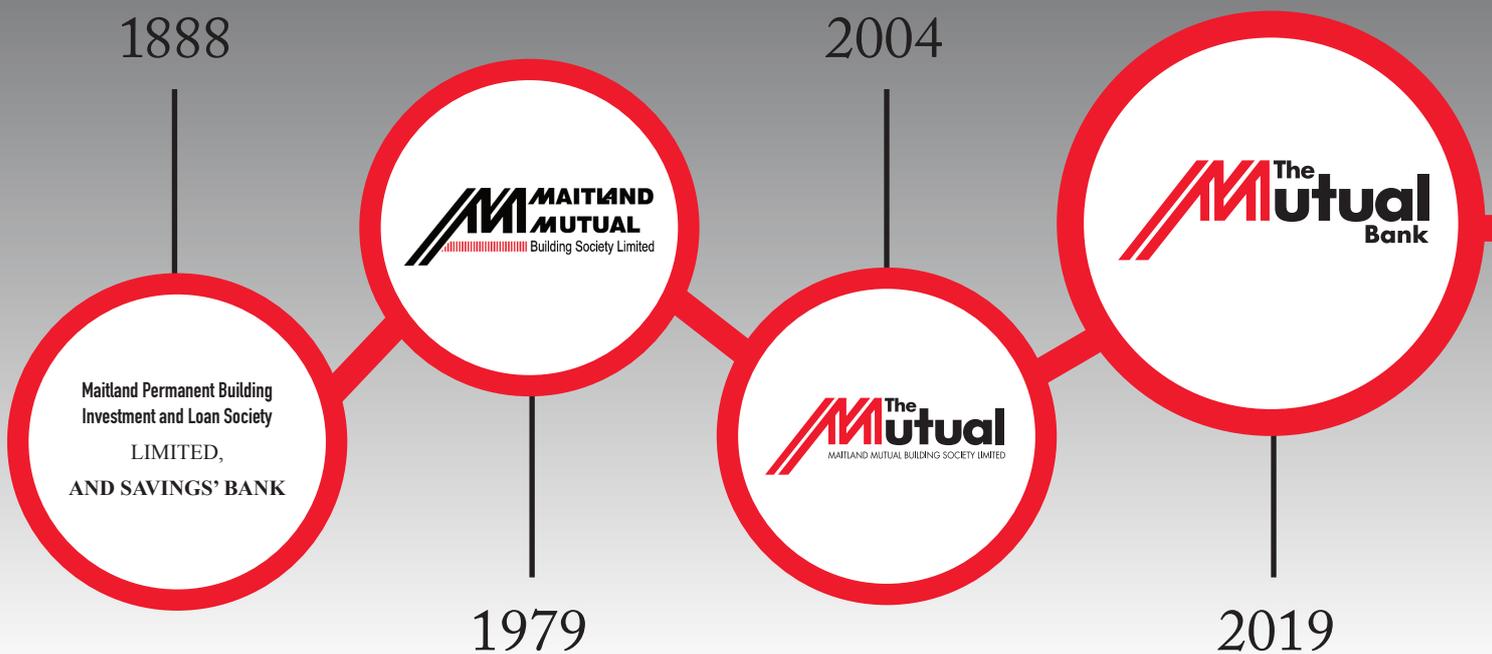


# Mutual News

SUMMER 2019

## Our journey → The Mutual Bank



### The Mutual will become, 'The Mutual Bank', with the trading name change to occur from the 1st of March 2019.

The change to our trading name is both a step towards our future, as well as a return to our past. Established in 1888 as the 'Maitland Permanent Building Investment and Loan Society Limited and Savings Bank', the change reflects a transition back to our original status as a bank.

Chairman, Trevor Robinson said, "The change is to our logo and trading name only. Everything else is staying the same.

'Building Society' is no longer a commonly used or widely understood term. As a contemporary financial institution, we are updating our trading name to clearly communicate who we are and what we do."

CEO Geoff Seccombe said, "With only two building societies remaining within Australia we feel that awareness of the building society brand is no longer relevant to the community of today.

Members will continue to have access to the existing range of products and services, the same friendly staff and all the same rights and privileges that they currently

enjoy as a member. The Mutual Bank will continue to be member owned and member focused.

Being a member owned bank will allow continued service to our members and the local community with best-practice financial products, services and support - our highest priority is our members, and it always will be."

The legal name of The Mutual Bank will remain Maitland Mutual Building Society Limited with any future change to be put forward to members at an Annual General Meeting, where members will have the opportunity to vote.

### In this edition:

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- ▶ Mutual Happenings



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# CEO update

## Laying the Foundations for Future Growth

2018 has been a significant year for The Mutual. We celebrated our organisation's 130th anniversary, reflecting on the rich history of our institution and the integral ties we proudly hold with the community of the Hunter.

In a step that will allow us to continue to strengthen our bonds with the local community, we received council approval to proceed with the development of our new head office, a building that will not only become the heart of our operation, but will pave the way for ongoing growth and expansion of our institution. We have recently commenced the tender process for the development of this exciting project and look forward to sharing more news on its progress in the New Year.

In early December we were delighted to share the news that from March 2019 we will change our trading name to The Mutual Bank; an announcement that is sure to carry us through to an exciting start to 2019. The decision to change our trading name is both a step towards the future of our organisation, as well as a return to our past - originally called the Maitland Permanent Building Investment and Loan Society Limited and Savings Bank, we will be transitioning back to our original status as a bank. This transition will not alter our member owned structure or our dedication to providing exceptional service and competitive products, with our members always being the highest priority for The Mutual.

## Strong Financial Outcomes

I am very pleased to report that The Mutual continues to achieve positive financial results, with growth across all major measurements in the last financial year. We are pleased to have been able to assist more of our members in achieving their financial goals, and able to provide superior service and support at all times.

The strength of our financial results is a testament to each and every member of the team at The Mutual. I would like to express my appreciation and also my pride in the dedication that has been shown by each individual throughout the organisation.

At The Mutual, our aim is to provide value for our members and build trust within our community. As such, our board and management team are continually focused on ensuring The Mutual's compliance and



risk culture is aligned with member and community expectations. We are dedicated to ensuring that transparency and equality are at the forefront of all our stakeholder relationships and that our behaviour as an organisation maintains financial sustainability. As the Royal Commission into the financial services industry draws to a close, it is an always relevant reminder of the importance of this dedication at every level of our business.

## The Importance of Innovation

Fostering a culture of innovation is something that is very important to us at The Mutual. Whether that is through the ongoing evolution of our technology and products, such as the launch of the new Mutual App (see the full story in this edition), or through the training and upskilling of our team members to ensure best-practice service to our members, we as a team are dedicated to ongoing innovation.

On that note, I am very pleased to report that our Raymond Terrance branch has again been recognised at the Annual Port Stephens Examiner Business Awards in the Financial Services category.

As one of the Hunter's most trusted financial institutions, our 130-year history is key to who we are, and continuing to build that trust with our members and community requires us to hold a strong vision for the future. In years to come I know that we will look back on 2018 as a foundational year that provided a platform for The Mutual's growth trajectory into the future.

On behalf of all of us here at The Mutual, I wish you and your family a safe and happy holiday period, and we look forward to continuing to support you in all your financial needs in the New Year and beyond.

Yours sincerely,  
Geoff Secombe



# New Mutual App

We recently released a new version of The Mutual App, redesigned to enhance user experience. The upgraded app features a modern, minimalist design with new and improved functionality with easy access for your banking needs.

## Some of the new and enhanced features include:



- New, modern and simplified app design

- Ability to change your PIN attached to your Visa Card

- Replacement Visa Card ordering

- Ability to lock or unlock your Visa card, if your card is lost or stolen



- Visa Card activation functionality

- View your 'Pending Transactions' with the capability to alter your 'Future Payments'

- Set a quick balance account to check your available funds with a simple double tap



- Utilise the New Payments Platform (NPP) and make Osko payments

- Easy access to product information, interest rates and fees

- Keep up to date with the latest news from The Mutual

The Mutual is committed to improving the services provided to our members and meeting our member's expectations. We strive to make your banking experience better through innovative technology.

If your Mutual App has not updated, simply visit the or and enjoy the many new and enhanced features.

For further information regarding the new Mutual App contact our Member Services Team on 1300 688 825.



# CELEBRATING 130 YEARS

October 2018 represented a significant milestone in our history, as we proudly celebrated our 130th Anniversary. One of Australia's oldest financial institutions, The Mutual was founded in 1888 by a group of passionate Maitland locals and was established with the mission to ensure that financial investment stayed within the local area.

Originally called The Maitland Permanent Building, Investment and Loan Society Limited and Savings Bank, our name has shortened but all other aspects of our business have grown. Although a lot has changed within the organisation over the past 130 years, one thing that has remained consistent is the importance of community as a central value for The Mutual.

Through floods, depression, financial crisis and coalfield riots, The Mutual has remained a core part of the Hunter community; with growth extending to Newcastle, Lake Macquarie and the latest extension of the organisation to Dungog.

The Mutual continues to be an active participant providing grassroots support to a diverse range of community endeavours embracing education, sporting, charitable, cultural interest groups and organisations. Commitment to the community is at the forefront of our organisation and continues to direct us as we look to the future.

CEO, Geoff Seccombe said, "Our region is a hub of investment and development, The Mutual is proud to be a part of this flourishing community. I am very proud of the intangible outcomes the business and our team continually deliver in supporting our community and our members. As we reflect on the organisations rich history, we are also paving the way for the next 130 years with the development of our new head office building at East Maitland. We look forward to continuing to serve and support the people of the Hunter for generations to come."

## Recognition for Raymond Terrace team



L to R Alisha Russell, Melinda Roberts, Scott Pulbrook, Sharon Donnelly, Melissa Osborn

Raymond Terrace Branch Manager, Scott Pulbrook was delighted that his team featured as a finalist in the 2018 Port Stephens Examiner Annual Business Awards in the Financial Services category. The team were recognised for the friendly and professional service they consistently provide.

Scott stated, "This is a wonderful achievement, this nomination reflects the exceptionally high service standards that The Mutual strives to provide to its members. I would also like to take the opportunity to thank our members for their continued support."

The Annual Business Awards recognise excellence in business and customer service within the region.

## New Board appointment



We are pleased to announce the appointment of Mr Steve Meyn to The Mutual's Board of Directors.

As the Managing Director of PKF Sydney and Newcastle, Mr Meyn has more than 29 years' experience as an accountant and brings a wealth of business acumen and expertise to his position on the Board of The Mutual.

"The Mutual has a rich history, and is a core part of the Hunter community," said Mr Meyn. "I am honoured to be able to be part of the organisation's journey as it continues to grow with our region."

Mr Meyn's career has seen him gain extensive experience in accounting, with a specific focus on, and passion for, IT consulting. He is experienced in developing and implementing strategies that improve a business's performance, boosting the efficiency and effectiveness of data and reporting processes, and project managing the implementation of new systems.

"The Mutual is committed to continually providing our members with the highest quality service and banking products, and the strength of our Board is an essential element in delivering this," said Chairman Mr Trevor Robinson.

"We are delighted to welcome Steve to our Board of Directors; the breadth of expertise he brings will be an invaluable asset to our organisation."

Mr Meyn's appointment follows the retirement of previous Board Director, Dick Mudford, at the end of 2017. Steve will join existing Board members Trevor Robinson, Melinda Smith, Stephen James, Alan Wells and Bruce Arnott.

# Introducing Wendy Ng



We are pleased to welcome Wendy Ng to The Mutual team as a Business and Development Manager servicing the Lake Macquarie region.

Wendy brings a wealth of knowledge and experience to The Mutual team, having previously held senior roles in personal banking; specialising in branch management, new business development and fostering member relationships, Wendy is a great addition to our team.

"I am looking forward to engaging with the Lake Macquarie community and assisting both business members and personal members achieve their financial goals," said Wendy.

Whether you have a general loan enquiry or would like to know how much you can borrow, maybe you are looking for loan pre-approval, Wendy can help make the experience as easy as possible and support you in achieving your financial goals.

To make an appointment with Wendy please contact:

Wendy Ng

Phone: 0448 030 573

Email: [wendyng@themutual.com.au](mailto:wendyng@themutual.com.au)

## Dungog branch

The Mutual continues to entrench its presence in the Hunter region with the opening of a branch at Dungog.

Located at 188 Dowling Street, Dungog, the new branch provides additional services and access times for existing and new members to make their product and service enquiries.

Familiar faces from the previous Dungog Agency are available to assist members with their transactional needs, as well as provide information on the many products and services The Mutual offers.

CEO, Geoff Seccombe, said, "The opening of our Dungog branch continues the organisation's expansion and commitment to the local community.

The local community is at the core of our business and we are committed to providing our members with the highest quality member service.

The Dungog branch will provide existing and new members in the Dungog area greater access to our banking services."



L to R Cassandra Lea, Britta Redman, Scott Pulbrook, Liz Morris

Phone: 4992 3922

Monday - Friday: 9:00am to 5:00pm

Saturday: 9:00am to 12:00pm

## Congratulations to student of the month, Amanda Misson

The Mutual's Amanda Misson has been recognised as Finance Student of the Month by The Australian College of Commerce and Management (ACCM).

Amanda is completing her Certificate IV in Banking Services. Amanda received her award in recognition for her submission to her course 'Loan Securities and Risk Management'.

Each month ACCM recognises high achieving students for their academic



commitment and performance. This award reflects Amanda's high quality of responses to the assessment activities.

Congratulations Amanda, keep up the good work.

## Mutual Happenings

### Anniversaries - Years of service

Heidi Brimble,  
Human Resources Co-ordinator - 15 years  
Amanda Murray,  
Branch Supervisor - 5 years

### The Mutual welcomes 11 new staff

Hannah Wheeler - Marketing Officer  
Kirsty Bryson - Lending Support Manager  
Wendy Ng - Business Development Manager  
Zac Baylis - Finance Officer  
Roselyn Frost - Member Service Officer  
Capri Archer - Member Service Officer  
Sue-Anne Daniels - Member Service Officer

Britta Redman - Member Service Officer  
Liz Morris - Member Service officer  
Cassandra Lea - Member Service Officer  
Karina O'Donnell - Member Service Officer

### Education and Training

Michelle Williams, Member Processing Officer  
- Certificate III in Financial Services

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