

# Mutual News

SUMMER 2020



## The Mutual Bank helping first home buyers achieve the Great Australian Dream

The 'Great Australian Dream' of owning your own home is now an achievable reality for more first home buyers with a little help from The Mutual Bank.

Buying your first home is a huge step and exciting stage in life, but for first home buyers the process can be overwhelming. That's why The Mutual Bank is now offering its First Home Buyer Package Home Loan, designed to help first home buyers achieve home ownership.

### First Home Buyer Package Home Loan

Our First Home Buyer Package Home Loan includes great benefits to help first home buyers such as;

- 1.65%p.a discount on the Owner Occupied Standard Variable Home Loan Interest Rate for the life of the loan
- Annual Package fee waived for the first year
- FREE initial property valuation
- 100% Offset Account with no account keeping fee
- FREE Redraw

### First Home Loan Deposit Scheme

The Mutual Bank is one of a limited number of lenders appointed by The National Housing Finance and Investment Corporation to offer The First Home Loan Deposit Scheme. The Scheme is a Federal Government initiative to support first home buyers entering the property market and is now available through The Mutual Bank. The Scheme allows first time buyers to pay as little as 5% deposit while avoiding the cost of Lenders Mortgage Insurance.

### The NSW Government First Home Buyers Assistance Scheme

First home buyers may also be eligible for the NSW Government First Home Buyers Assistance Scheme which offers first home buyers incentives when entering the property market for the first time.

### Here to Help

Our specialist lending team are here to help, with the introduction of our First Home Buyer Package Home Loan and the addition of government support schemes we will assist you every step of the way, from the initial loan

application meeting to collecting the keys of your first home with professional, personalised and seamless service.

For more information on The Mutual Bank's new First Home Buyer Package Home Loan contact our Specialist Lending team on 1300 688 825.

For information relating to the First Home Loan Deposit Scheme and the NSW Government First Home Buyers Assistance Scheme please visit: [themutual.com.au/firsthomebuyer](http://themutual.com.au/firsthomebuyer)

### Important things to know

Eligibility criteria, conditions, fees and charges apply to all loans. Eligibility criteria, and conditions apply to first home buyer schemes.

*A First Home Buyer Package Home Loan should be considered carefully in terms of your financial situation and is not available for business or commercial purposes.*

*Application for First Home Buyer Package Home Loan finance is subject to credit approval with First Home Buyer Package Home Loan Terms and Conditions available on application and included in any loan offer.*

*Issued by Maitland Mutual Limited trading as The Mutual Bank. Australian credit licence / AFSL 238139.*

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# CEO update

## A New Year, New Decade and a New Era at The Mutual Bank

The new year and the new decade are already well underway, and we at The Mutual Bank are excited to kick-start 2020 by continuing to build on the strong financial results and ongoing evolution of our business that we delivered across the last year.

As we reflect on 2019 it is with both pride and admiration - pride for the growth, development and results achieved by The Mutual Bank, and admiration for each individual within our team, all of whom have contributed to making these achievements possible.

The Mutual Bank delivered strong financial results across all major measures in the 2018/2019 financial year, with total assets increasing by 13.75 percent, due to the support and advocacy of you, our members.

The previous year saw a number of cuts to the official cash rate from the Reserve Bank of Australia (RBA) with the prospect of further reductions in the first part of this year. These reductions have impacted interest rates and have delivered measurable relief to borrowing members, including families and business owners, across the region. However, we are also cognisant of the impact these lower interest rates are having on depositing members.

## Evolution of The Mutual Bank

At the 2019 Annual General Meeting, and following a huge response in our postal vote option, you - our valued members - voted to change our organisation's legal name to 'Maitland Mutual Limited'. This change followed the adoption of our new trading name, 'The Mutual Bank', earlier in 2019. I thank you for the overwhelming participation in making such an important decision for our business entity.

Your votes have confirmed that this is a transition to a name that better captures our identity, and will help progress us as an organisation toward the vision we hold for the future and the role we play within the financial landscape of the Hunter Region.

As a member-owned bank our priorities as an organisation remain firmly on delivering

exceptional financial products and services for our members. We are a bank built for the community, by the community, and that is the way we will remain.

## Mutually Yours

When The Mutual Bank was founded in 1888 it was with the intention of retaining investment in the local area to bolster the Maitland and Hunter Region economy and thereby support our members and the broader community.

Last year your Board of Directors and management team implemented the organisation's new three-year strategic plan, a process which has seen us revisit our purpose, mission and vision.

I am proud to say that the intent of our founders rings as true for us today, in 2020, as it did over 130 years ago. Community is part of The Mutual Bank's DNA, and we are committed to remaining an active and involved participant in our community through our support of local charities, sporting organisations and educational initiatives.

## Team Development and Education

Professional and personal development is something we support all our team members in pursuing, and this year we have seen many of our staff achieve exceptional results in their continuing education and training endeavours.

The knowledge and skills brought into the wider team through external training and development is key in our continuing delivery of best-practice service and expertise. Congratulations to all who have undertaken further training and development.

## Our New Home

There has been another ongoing development of a different kind that our team, our members and the broader community have watched with interest; the development of our new head office premises in East Maitland.

We are pleased with the progress made so far, with the build continuing on time and with the target of being ready for us to move



into mid 2020. We look forward to making East Maitland our new administrative home and the centre of our organisation, from which we can continue to grow.

## Here to Help

As we reflect on the holiday season that has just passed, it is not without recognition of the devastating impact that bushfires and drought have had and continue to have on many families and communities across the country.

Our thoughts are with everyone that has been affected. If you are a member experiencing financial hardship and in need of support, please let our Member Service Team know and we will assist as best we can.

## Your Bank of Choice

On behalf of the entire team at The Mutual Bank I offer our sincere thanks to you, our members. The trust that you place in The Mutual Bank as your bank of choice is something we value above all else. As a member-owned and member-centric organisation it is of the utmost importance to us that we continue to build on these relationships by delivering to you the service and support you need.

We look forward to working with you throughout this new year and into the new decade.

Yours sincerely,  
Geoff Seccombe



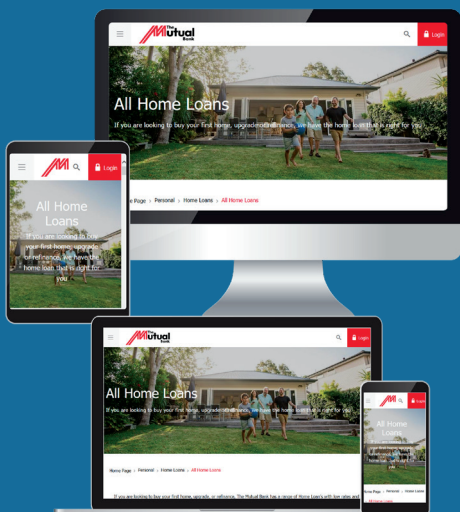
# Supporting the community

Two LifePak CR2 defibrillators were donated by The Mutual Bank to St John Ambulance NSW. Katrina and Melody representing St John Ambulance visited The Mutual Bank to accept the donation from our CEO Geoff.

The Mutual Bank is proud to partner with the community and endeavours to support a range of local community groups and associations.



# New website!



Early 2020 The Mutual Bank will launch its new fully mobile responsive website.

With the majority of users now using mobile devices to access The Mutual Bank website, this has prompted us to create a website that is easy to navigate which will significantly improve the user's experience.

The mobile friendly website looks great and users will be able to read and navigate the site with minimum resizing and scrolling.

Whatever device is your preference, you can access [themutual.com.au](http://themutual.com.au) full suite of product information, interest rates and handy tips for banking.

If you have any questions or would like more information, please call us on 1300 688 825 or email [info@themutual.com.au](mailto:info@themutual.com.au)

## DID YOU KNOW?

### Are you a first home buyer or do you know someone that is looking to purchase their first home?

Some of the jargon that is used in the home loan process you may not have heard before, so here are some explanations to help you on your journey.

#### Loan Pre-Approval

A pre-approved loan is when a lender has agreed to lend an amount of money for the purchase of your new home. The pre-approved loan is subject to certain conditions ie: a satisfactory property valuation.

Having a pre-approved loan in place also allows you to buy at auction knowing your limit during the bidding.

Our pre - approved loan is valid for 90 days.

#### Fixed Interest Rate

A fixed interest rate is when the interest rate is fixed for a set period of time, so your repayments remain constant for that period.

#### Variable Interest Rate

A variable interest rate can change from time to time, the interest rate is set by the financial institution that you have your loan with. The variable interest rate can be influenced by the official cash rate which is determined by the Reserve Bank of Australia.

#### Principal & Interest

Your loan repayments require you to pay off a portion of the principal amount as well as paying interest charges. This enables your loan to be paid off during its loan term.

#### Interest Only

During the interest only period, you are only required (as a minimum) to pay the interest charged on your loan. When the interest only period ends, your repayments will increase to ensure the loan is paid off during the remaining loan term, by paying both principal and interest.

#### Comparison Rate

Financial Institutions are required by law to display a comparison interest rate

when advertising a loan interest rate. The comparison rate reflects the actual cost of the loan.

The comparison rate percentage includes application fees and any other ongoing fees.

#### Home Loan Package

A home loan package allows you to combine your eligible home loan, transaction account and other products into a single package.

#### 100% Offset Account

An offset account is a transaction account that is linked to your home loan.

The account balance in the transaction account will 'offset' daily against your loan balance, meaning you will only be charged interest on the net difference.

For example, if you have a home loan of \$500,000 and have \$50,000 in your 100% Offset Account, you will only be charged interest on the net loan balance of \$450,000.

#### Lenders Mortgage Insurance (LMI)

If you are looking to borrow above 80% of the value of the property, then you will be required to pay LMI.

LMI insures The Mutual Bank against any loss it may incur if you are in default of your loan contract and there is not enough money to pay out the loan following the sale of the property. However the repayment of the loan remains the responsibility of the borrower.

#### Loan Value Ratio (LVR)

The LVR is used to calculate the maximum loan amount that you can borrow.

The LVR percentage compares the value of the loan amount to the value of the property.

Eg: If you are looking to purchase a home for \$500,000 and to purchase the property you need to borrow \$450,000 this indicates that the LVR would be 75%.

#### Split Loan

Splitting your loan amount between a fixed interest rate loan and a variable interest rate loan is a choice that you have as a borrower. It allows you to have security of the locked in fixed interest rate and the flexibility of a variable interest rate.

## 5 Star Rating for Business Transaction Account

The Mutual Bank's Business Cheque Account has been recognised for Outstanding Value - Business Transaction Account, receiving a five star rating by Canstar. Receiving the award, Canstar highlighted The Mutual Bank's best value transaction account for Business Members. Canstar ratings are a great way for people to find best value financial products in Australia.

For more information regarding Canstar simply visit [canstar.com.au](http://canstar.com.au)

Geoff Seccombe with Canstar's National Client Manager Customer Owned Banking, Kevin Smart.



## In Memoriam - Alan Wells



The Mutual Bank and our community has been saddened by the sudden passing of Alan Wells, who served as a Director on the Board of The Mutual Bank and Chairman of The Mutual Bank's Insurance Committee for the past five years.

Much loved and respected, Alan brought his strength of professional expertise in town planning and extensive knowledge and experience in local government, environmental and engineering business sectors as well as his kindness, warmth and generosity of spirit to The Mutual Bank.

After a long and prosperous career spanning work across both the public and private sectors, which also saw Alan and wife Lynne build their own successful business, Alan joined the board of The Mutual Bank in 2014. Recently Alan lent his expertise in town planning and engineering to our new head office project, playing an integral role in its planning and development.

Alan was husband to Lynne, father to Brendan and Amanda and a cherished and respected friend to many. Our thoughts are with his family.



Travelling on public transport has never been easier.

Can't find your Opal card? You now have the option of tapping on and off when travelling on public transport, simply tap your Mutual Visa Debit or Credit Card at an Opal reader.

### **Can I use my Mutual Visa Card on any public transport?**

Yes, you can use your Mutual Visa Card to pay for travel on public transport anywhere on the Opal travel network in NSW.

### **Tap on and off with your Mutual Visa Card**

Paying with your Mutual Visa Card when travelling on public transport works almost identical to the current Opal method of payment.

- Tap on using your Mutual Visa Card at any Opal reader, and then
- Tap off at any Opal reader when you have finished your trip
- When tapping on and off, a bell sound will indicate that the card has been accepted and the words "Tap success" will appear on the card reader.

### **Visa Card Tap**

You must tap off at the end of your trip using the same card you tapped on with. If this is not done you will be charged the maximum

## Travelling on public transport has never been easier

default fare, and you could also be fined for fare evasion.

If for any reason you change your mind and decide not to travel, you can reverse the payment by tapping the same Mutual Visa Card at the same location that you tapped on with.

Remember to always separate your cards when travelling so your preferred card is charged.

### **How is your payment processed?**

Using a Mutual Visa Debit or Credit Card offers the same travel benefits as an Adult Opal card. This means that fares are charged at the Adult Opal rate.

After you tap on, a pre-authorisation \$1 charge will appear as a pending transaction on your account. As you travel throughout the day, fares will accumulate according to your travel needs, and the total cost of travel will be processed at the end of each day. The total cost will replace the initial \$1 charge.

The description on your account statement will appear as 'TransportforNSW Tap' or 'TransportforNSW travel Sydney'.

To find out more about Opal network fares and benefits, visit the Transport NSW website [www.transportnsw.info/tickets-opal/opal/contactless-payments](http://www.transportnsw.info/tickets-opal/opal/contactless-payments).

## Mutual Happenings

### **Anniversaries - Years of service**

David Campbell,  
System Support Officer - 10 Years  
Ken Archer,  
Senior Manager Lending Services - 10 Years  
Aleisha Hudson,  
Member Service Supervisor - 5 years

### **The Mutual Bank welcomes 8 new staff**

Julianne Sanders - Member Service Officer  
Brooke Smith - Member Service Officer  
Leanne Board - Member Service Officer

Donna Nowak - Member Service Officer  
Janet Lee - Operations Officer  
Katelyn Martin - Member Service Officer  
Joshua Hockley - System Support Officer  
Debbie Bruce - Member Service Officer

### **Education and Training**

Lilly Goldspring, Member Service Officer  
- Certificate III Financial Services  
Hannah Wheeler, Marketing Officer  
- Certificate III Financial Services  
Capri Archer, Member Service Officer  
- Certificate III Financial Services

Kellee Jordan, Member Service Officer  
- Certificate III Accounts Administration  
Kate Wetini, AML Operations Officer & Fraud  
Operations Officer - Certificate IV Business  
Administration  
Brianna Baker, Member Service Officer  
- Certificate III Financial Services  
Courtney Lantry, Member Service Officer  
- Certificate III Financial Services  
Danielle Latham, Administration Team Leader  
- Certificate IV Leadership and Management

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