



For police, emergency
and health workers

Member Matters.

Summer Edition
January 2021





Director's message

As I started to write this, one of my squad mates just sent me a photo from our graduation. She reminded me that on this day 30 years ago we graduated from the Victoria Police Academy. It also means I have been a member of BankVic for 30 years. It made me realise, there is no other institution that I could think of that I have been continuously associated with for my entire working life. Try and find someone you know who has stayed with a bank for 30 years and I don't think you will have much luck.

As I commence a Directors role on the Board, it makes me think why is this the case? Why is it that my parents, my brothers and sisters and then their kids, signed up and remain with BankVic year after year, decade after decade? It's pretty simple really. The service you get at BankVic, compared to what you get at a bank is like night and day. For 10 years I have been attending the Victoria Police Centre Branch where I get greeted by my first name. Staff come out from the back office to say hello and go out of their way to help me. When I call on the phone, staff really care and are incredibly helpful.

My dear father who is 86 years old and in aged care said to me proudly BankVic has never charged us any fees on our account and they always look after us. And that pretty much sums it up. Although the days of the police helicopter, police cars and a constable directing traffic on your credit card are gone, being part of something special remains. Now that I am a Director, these values are not lost on me and I look to keep this great institution safe and true to its purpose.

In this issue we tell you about some exciting initiatives we've supported in our community, and you can read an article from Mark Smyth, our Chief Growth & Experience Officer. We also share with you our Annual Report 2020, found on our website, to update you on our progress and performance from the past year.

I look forward to connecting with you again during my time as a Board Director.

DAVID COWAN
DIRECTOR

Stay in touch

 / 13 63 73

 / info@bankvic.com.au

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/ BankVic in the community

A virtual "Flame of Hope" for courage and celebration of diversity.

This year we again supported the Law Enforcement Torch Run, a Victoria Police aligned charitable committee supporting the Special Olympics movement and those living with intellectual disability.

Our people took to the streets in their local neighbourhood to walk, run or cycle 5km during September or on the official day of Sunday 20 September. Being a global initiative, people from around the world were involved and Australia this year had the largest representation. Our BankVic team of 10 were thrilled to be part of it and show their support for people living with a disability as they pursue their sporting endeavours.

On 3 December, International Day of People with Disability, we were pleased to join our partners at a cheque presentation of \$150,237 from the Law Enforcement Torch Run to Special Olympics Victoria at the Victoria Police Centre.



This year it meant more than ever.

BankVic supported Blue Ribbon Day, coinciding with National Police Remembrance Day, to pause and honour 170 Victoria Police members who have died in the line of duty.

2020 has been a difficult year. We recognised and thanked Victoria Police at our branches, through video messages and on social media. We wore blue on the day and purchased merchandise and wore pins and Victoria Police face masks to show our respect and appreciation for those who keep us safe.



/ BankVic in the community

Supporting Western Health in more ways than one.

As a gold sponsor of the WalkWest Virtual Landmarks Challenge 2020, we supported our partner Western Health as they raised awareness and funds to continue to deliver excellence in patient care.

Walk West took place from 10-30 November and involved a 42km walk in 21 days, providing a great opportunity to support healthcare workers and the community out west.

Through our long-standing commitment to fostering education for career growth, we also proudly sponsored the Western Health Foundation Staff Grants 2020, which aims to celebrate the fantastic research and quality improvement work from across Western Health. Grants of up to \$5000 were available to Western Health staff and the recipients were announced in October. We wish them all the very best with their endeavours.

Smiles for young people with the VPL Children's Christmas Appeal.

Victoria Police Legacy (VPL) cares for Victoria Police families who have suffered the loss of a loved one.

Christmas can be an especially difficult time for police legacy families and children. In November and December, we supported VPL with the 'VPL Children's Christmas Appeal' to raise funds to purchase Christmas gifts for police legacy families, especially the children. It's amazing how a simple gesture of a gift can make a positive difference.

/ All donations were gratefully received by VPL, it's beneficiaries and BankVic, as a supporter of this important appeal.

BankVic is now a certified B Corp.

BankVic was certified as a B Corp in November 2020, reflecting our longstanding commitment to community contribution.

Assessed through a rigorous audit process, Certified B Corporations, or B Corps, must meet the highest standards of verified social and environmental performance, public transparency, and legal accountability and commit to continual improvement in how they balance profit and purpose.

For us, this will mean a strong focus on serving our members better, investing in the community, developing our people, strong governance and reducing our environmental impact.

Certified



Corporation

This company meets the highest standards of social and environmental impact

/ BankVic in the community

New partnership with Crime Stoppers Victoria.

For 33 years, Crime Stoppers Victoria (CSV) has engaged with the public to report crime confidentially, with this information being passed onto Victoria Police.

Together BankVic and Crime Stoppers Victoria aim to prevent crime. We're doing this by educating our community on topics that get people thinking about online fraud and safe and secure banking.

Our first article, "Time to break your oldest habit: your password", focussed on the importance of strong passwords for online safety.

/ You can follow Crime Stoppers on social media at Twitter and Facebook @CrimeStoppersVic and on Instagram @crimestoppers.vic. To to read new topics visit crimestoppersvic.com.au/onlinesafety.



Special moments for young people with the TLC Ambulance.

Recently we established a partnership with the TLC Ambulance as its new platinum partner. The TLC Ambulance is a service that was created to deliver special moments to children in palliative care by transporting them to their most treasured places to experience that joy one last time.

It was launched in 2019 by TLC for Kids in collaboration with Ambulance Victoria.



Education Scholarship Program with The Australasian College of Paramedic Practitioners.

The Australasian College of Paramedic Practitioners (ACPP) is dedicated to promoting Paramedics and Paramedic Practitioners practising in the speciality of Primary Health Care.

As a community partner, BankVic has made possible ACPP's inaugural Education Scholarship Program.

This is an exciting opportunity for those near and far who are studying a Master or Doctor of Advanced Clinical Practice (Paramedicine Practitioner) at @Deakin University as they can now apply for a scholarship that will support their endeavours.

/ Applications are now open and close on 1 February 2021 at 5pm. You can access application information and criteria at acpp.net.au or bankvic.com.au.



A message from

Mark Smyth, Chief Growth & Experience Officer

As COVID-19 turned our world upside down, Victorians were not immune to its impact. Many of our members were on the frontline of the pandemic and other members adapted to what was a very different situation for us all. Many of us will now be revisiting the goals and plans that were put on hold last year and may be cautiously optimistic for what 2021 will bring.

As a mutual bank, we're focused on how we can champion the financial wellbeing of our members to improve their livelihoods. We know that their downtime should be spent with loved ones, doing the things that are important to them.

If buying a property is something you've been wanting to do, now is a great time to explore your options. As of December 2020, interest rates were at an all-time low, making buying your first home or an investment property that little bit easier. The Victorian property markets remained remarkably resilient during the COVID-19 pandemic and as the Victorian economy continues to recover, we expect the new year will bring with it a continued sense of confidence for buyers looking for their next purchase.

While forecasting can be difficult, we can say that the property market outlook for 2021 right now is looking positive. As Victoria emerged from stage four COVID-19 restrictions, auction clearance rates and property listings have been steadily increasing and there are more buyers and sellers in the market. Our housing markets are underpinned by consumer and business confidence, which we expect to see improve throughout 2021, should these and other economic conditions such as jobs creation continue to improve.

BankVic was born to serve Victoria Police. We are also the bank for emergency and health services, serving over 115,000 members. Because of this, we understand our members. As a Victorian-based bank, we also know that we have been through something unique, tough and different last year and we are here to help. Our Victorian-based Contact Centre and lending team is flexible to your needs and available to discuss your financial wellbeing.

As we welcome the new year, we welcome you to contact us and help you realise your property dreams!



Complete Property Report available on request.

BankVic is offering its members comprehensive Property Reports through CoreLogic. If you're looking for your next property, speak to your BankVic lending consultant about how to access the free report.

/ BankVic News

Annual Report 2020 – now available online.

The BankVic Annual Report 2020 is now available online. The Annual Report captures our commitments towards Members, People, Community and Governance, along with financial performance from 1 July 2019 to 30 June 2020.

/ You can read the BankVic Annual Report 2020 in the News section of bankvic.com.au.



VAU BankVic Qantas Visa credit card.

Our first credit card for members of the Victorian Ambulance Union (VAU), the VAU BankVic Qantas Visa credit card, is now available.

The card provides VAU members with a \$0 annual fee, a low introductory and balance transfer rate, complimentary travel insurance and the ability to earn Qantas Points*.

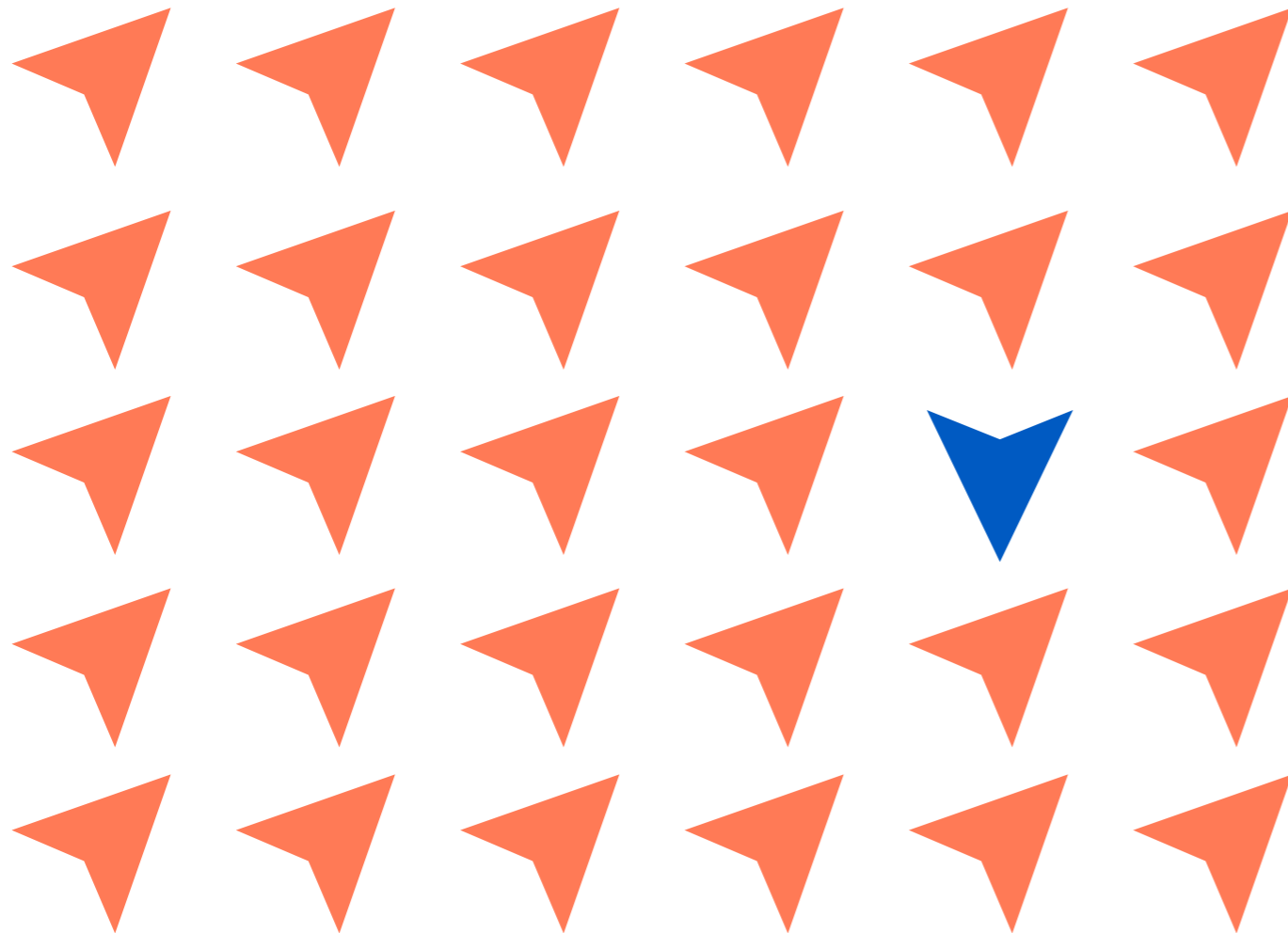
/ More details of the credit card can be found at bankvic.com.au/banking/Credit-Card.

Following the successful launch of the VAU Income Protection product earlier this year, we are excited to be continuing to support VAU with great value banking solutions for their members.



TERMS AND CONDITIONS: *The BankVic Qantas Visa credit card terms and conditions, fees and charges are available at bankvic.com.au/qantasvisa, by calling 13 63 73 or visiting a branch. The BankVic Qantas Visa Credit Card is provided by BankVic ABN 33 087 651 654 AFSL Australian Credit Licence 240293.

You're different. So are we.



A bright new look and improved experiences.

Over the last few months, BankVic members might have noticed some changes to the way we look. The changes feature a new logo and bright new colours. Central to our logo is our shield, inspired by the Victoria Police's badge. For those that wear the badge, the star acknowledges that they will go in any direction to perform their duties.

BankVic was inspired by this and created a simplified shield in the shape of a V, designed to represent:

- / V for Victoria
- / A protective shield for its members
- / A protective shield for its members' money
- / Boldness and strength
- / Growth and prosperity via the opening at the top

A single, 5-point star was added to our shield to represent our connection to our five membership bonds:

- / Victoria Police
- / Health workers
- / Emergency services workers
- / Public service workers
- / Friends and family

This is the start of the next chapter for BankVic. A simplified logo in a bright, approachable, and bold new blue, and new and improved experiences created for our members, who tirelessly serve Victoria. We are excited to share this new chapter with you.



/ The Victoria Police Badge



/ The BankVic inspired logo (2013)



/ The 2013 BankVic Logo



/ The new BankVic logo

Get a harder working home loan.



Our First Home Buyers Package brings home buying within your reach.

1.95 % pa | **2.72 % pa**
4 year fixed rate ^{6,7} | Comparison rate ⁴

With no establishment fees and if you have a 15% deposit you can avoid paying Lenders Mortgage Insurance (LMI).

Save by switching to our 3 year introductory home loan with \$1500 cash back.¹

2.19 % pa | **2.89 % pa**
3 Year Intro Variable Rate ^{2,6} | Comparison rate ⁴

With no establishment fees and a low ongoing rate. Minimum loan amount \$200,000 with an LVR up to 80%. Cash back limitations apply.¹

Make the move to a better deal with our low Premium Home Package fixed rate.

1.95 % pa | **3.75 % pa**
2 Year Fixed Rate ^{3,6} | Comparison rate ⁴

You'll also get additional benefits on credit cards, term deposits and insurance.⁵

DISCLAIMER: 1. Cash back: Eligible members will receive \$1,500 cash back deposited into their BankVic loan account up to 20 days after the loan has funded. Cash back is limited to a maximum of two cash backs (each cash back applied per single property, irrespective of the number of loans involved in the transaction). This offer is available from 1 December 2020. BankVic may vary or end this offer at any time without notice. 2. The owner occupier variable home loan rate offer is for new borrowings and refinances from other financial institutions outside of BankVic. Upon expiry of the introductory 3 year rate, the interest rate will revert to our Base Variable rate applicable at that time. 3. The fixed rate offer is available with the Premium Home Package. Upon expiry of the fixed loan term, the interest rate will revert to the Standard Variable rate for the Premium Home Package applicable at that time. Premium Home Package fees apply. 4. WARNING: This comparison rate is true only for the examples given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate. Comparison rate for our home loan is based on a new loan for a property purchase secured by a freehold property located within the metropolitan area and associated costs. The rate has been calculated on a loan amount of \$150,000 over a term of 25 years. 5. Gold Visa Credit card annual fee waived. Insurance benefits available on selected insurance policies. Discounts apply only on new policies for the first 12 months. 6. These rates are current as at 17 November 2020. BankVic may vary or end these rates and offers at any time without notice. Each loan application is subject to our standard credit assessment and approval criteria. Fees and charges may apply. Interest rates are variable and may change. Information on our terms and conditions, interest rates and fees and charges are available on request. 7. The First Home Buyers Package loan is available on new owner-occupied loans, with principal and interest repayments to purchase a new (fully constructed) or established home. Not available for construction loans. Upon expiry of the fixed loan term, the interest rate will revert to the variable rate of the First Home Buyer loan applicable at that time. Police Financial Services Limited ABN 33 087 651 661 - trading as BankVic | AFSL and Australian Credit Licence 240293. 11.20

Automated shortcuts 13 63 73

Automated telephone Banking
/ Option 1

Salary Package Cards
/ Option 2

Account, Product, Card and
New Member Enquiries
/ Option 3

Loans/Credit Cards
/ Option 4

Insurance
/ Option 5

Direct email

Insurance
/ insurance@bankvic.com.au

Loans
/ loans@bankvic.com.au

Administration
/ info@bankvic.com.au

Branches

City West
Glen Waverley
Monash Medical Centre
Royal Children's Hospital
Sunshine Hospital

Contact Centre

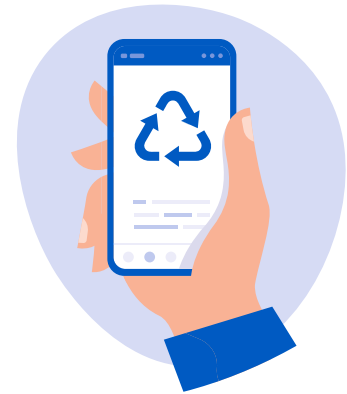
/ 8am – 7pm Monday to Friday
/ 9am – 12pm Saturday



Are your details up to date?

Keeping your details up to date ensures that we can notify you about important information regarding your banking, protect you with tighter account security measures and also serve you better.

/ Visit bankvic.com.au/update.



Get timely, convenient and secure access to your accounts sign up for eStatements!

Switch to eStatements today for added convenience, while also helping our environment!

/ Visit bankvic.com.au/estatemnts to sign up or call 13 63 73 for assistance.

2020 Super Savers!

Little Copper Club savings achievement awards winners!

Congratulations to our Little Copper Club Super Savers, who were each awarded in December for their savvy saving habits. Our 2020 super savers were: Jace, Jonathan, Kairos, Alecia, River, Kate, Zac, Angus, Dorothy, Jasmine, and Chelsea.

They were all very excited to hear about their win!

