



For police, emergency
and health workers

Member Matters.

Summer Edition
January 2023





Director's message

On behalf of BankVic, I'd like to wish you a Happy New Year and best wishes for a prosperous and joyful 2023.

2022 has been a year to reconnect – with loved ones, with colleagues and with many of the things that we were unable to experience across two years of lockdowns and restrictions. To all of you who are still involved in the ongoing response to Covid-19, from everyone at BankVic, we thank you.

The last quarter of the year was a busy time for us here at BankVic, with a number of campaigns and events that have highlighted the positive impact of our partnerships that support our members and the communities they serve.

Through our partnership with Crime Stoppers Victoria, BankVic Chief Information Officer Shane Kuret, joined Detective Superintendent Jane Welsh from Victoria Police's, Cybercrime division on a new podcast "Spotting a Scam" to discuss how to avoid scams and the steps people can take to avoid being a victim.

As a member-owned bank and a certified B Corporation, BankVic is driven by more than a desire to maximise our profits – we are inspired by our purpose to go further for our members and their communities. It was therefore gratifying to see BankVic recognised as one of the Top 30 Best Workplaces to Give Back (up 16 places from last year) and to see us once again support Victoria Police Legacy in raising awareness and funds for young police legatees through their annual Children's Christmas Appeal.

We also celebrated a hugely successful friend-raising campaign for Police Veteran's Victoria (PVV), where BankVic pledged to donate \$50 per new member for the month of September. The campaign saw an incredible \$20k raised, that's 400 new members – a fantastic outcome for the work PVV does to provide support and resources to police veterans across the state.

On a final note, we recently published our Annual Report for 2022, as well as our first Annual Review, which gives members a rich insight into BankVic that goes beyond the financial performance for the year. The Annual Review outlines our progress and commitments towards our Members, our People, our Community and the Environment. We also held our AGM, with the resolutions put to members all passing.

As we look forward into 2023, at BankVic, we have a busy year ahead that brings you even better banking with some exciting new launches.

DEB ROBERTSON
DIRECTOR

Stay in touch

 / 13 63 73

 / info@bankvic.com.au

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'Spotting a Scam' - a new podcast in partnership with Crime Stoppers Victoria.

BankVic has teamed up with Victoria Police and Crime Stoppers Victoria to produce a new podcast series, 'Spotting a Scam' - to break down what our community needs to know about online scams, and how to prevent becoming a victim.

Listen to both seasons at <https://www.crimestoppersvic.com.au/current-focus/crime-stoppers-victoria-podcast-series/>

Hosted by Lexie Jeuniewicz from Crime Stoppers Victoria with guests Detective Superintendent Jane Welsh from the Victoria Police Cybercrime Division and Shane Kuret, Chief Information Officer at BankVic, the episodes offer listeners valuable safety tips on a range of topics, such as phishing, identify theft, and romance and investment scams, plus much more.

Scams target people of all backgrounds, ages and income levels across Australia – there is no one group of people who are more likely to become a victim of a scam, everyone may be vulnerable to a scam at some time.

/ If you think you have been a victim of fraud, please contact:

BankVic members, call us on 13 63 73, Monday to Friday, 8am to 7pm and Saturday, 9am to 5pm. Outside of business hours, for fraud relating to your VISA card, call the VISA 24hr Emergency Hotline on 1800 621 199.

Make a report to the ACCC's Scamwatch at www.scamwatch.gov.au.

For scam prevention information visit the Crime Stoppers website, www.crimestoppersvic.com.au/cybercrime.



Annual General Meeting update.

We thank everyone who attended the 2022 BankVic AGM on Tuesday 15 November. We appreciate your participation and hope you enjoyed hearing an update on our business and future endeavours from our Chair, Lucinda Nolan and CEO, Anthony De Fazio.

At the AGM, we undertook a vote on a revised Constitution of which there was a favourable result. The BankVic Constitution can be found at: www.bankvic.com.au/corporate-governance/governance-documentation

National Police Remembrance Day - the day we stop to remember.

Thursday the 29th September is National Police Remembrance Day – an opportunity to join the Victorian Police and wider community to pause and pay tribute to those who have lost their lives whilst on duty.

BankVic was established by police, for police, and for us it is an important day to reflect on the bravery, selflessness and tragedy of police officers who have died serving their community. It also allows Victoria Police and the community to pay their respects to Victoria Police employees who have lost their lives over the last 12 months through illness or other circumstances.

BankVic staff and branches took part in commemorating the day, with Blue Ribbon Foundation fundraising in all locations.



Top 30 Workplaces to Give Back.

The list of Australia's Top 30 Best Workplaces to Give Back 2022 was announced in October and we are thrilled to be included for the second year in a row – coming in at #24, up from last year's #37!

This amazing result reflects our continuing commitment to build on our strong foundation of giving, including:

- our recent pledge to match all workplace giving,
- offering staff 2 days of community service leave that includes their choice of organization or cause, and,
- the growing impact we are seeing from our incredible community partnerships.



/ To learn more about the list, and see where other businesses have landed, head to <https://www.bestplacetogiveback.com.au/winners/2022/>

BankVic backs a winner - Congratulations to the Vic Pol Women's Football Club!

We were so proud to have sponsored the Victorian Police Women's Football Club (VPWFC) at the National Police Football Championships in October - and that they took out top spot to win the inaugural cup! This was the first time the women's teams had completed in the country-wide event, and BankVic was behind the first Vic team all the way to victory - with Hayley, Number 30, named as the BankVic VPWFC Player of the Carnival.



Victoria Police Legacy Children's Christmas Appeal.

Following the overwhelming response last year, BankVic was again proud to support the Victoria Police Legacy Children's Christmas Appeal to raise funds for gifts for police legatee children, and hampers for families.

Christmas can be an especially difficult time for police legacy families and children, so BankVic and our partners TPAV and Victoria Police joined forces to spread the message far and wide about the Appeal. We thank everyone who got involved to help police legatee children have a more enjoyable Christmas.

The Gift of Giving

Bring joy to a young person by donating to the Victoria Police Legacy Children's Christmas Appeal, supported by BankVic.

givenow.com.au/vplchristmas



/ All donations were gratefully received by VPL and its young people and families.

Blue Ribbon Foundation Charity Gala.

The BankVic team turned up in style to the annual Blue Ribbon Charity Ball to celebrate the work of the Victoria Police Blue Ribbon Foundation, whilst raising funds for community and public hospital projects named in honor of police officers who have died in the line of duty. We are proud to be an ongoing partner of the Blue Ribbon Foundation.

Over \$160,000 was raised on the night, with all proceeds going towards the new Blue Ribbon Foundation Police Assistance Dog (PAD) program, which provides highly trained Dogs to retired members of Victoria Police. These dogs will support those who need physical

and emotional support for a range of emotional conditions, primarily Post Traumatic Stress Disorder (PTSD).

/ See here for more information about the Blue Ribbon Foundation: remember.org.au



Extending our partnership with Eastern Health Foundation.

We are so pleased to announce our continued partnership with the Eastern Health Foundation, investing in research and grants to support the incredible work their people do for the community.

We look forward to doing even more with The Royal Melbourne Hospital as we aim to go further for healthcare members and our community every day.

Recently some of the BankVic team were invited to take a behind-the-scenes look at the Emergency and Intensive Care departments, an eye-opening experience that really showed the impact continued investment in these areas can make.

Eastern Health is a leader in research and innovation, allowing them to find



Above: Professor Leanne Boyd (Chief Nursing and Midwifery Officer, Eastern Health)

new and improved ways to provide care for patients, inform best practice, provide leadership for the healthcare sector and have real world impact.



We're with you every step of the way.

Do that thing you've been putting off...

With the Reserve Bank of Australia (RBA) increasing interest rates monthly since May 2022, a lot has changed in the home loan landscape. Now could be the perfect time to stop putting it off and work out whether your home loan still suits your needs.

But you're not on your own, we can help you with a complimentary home loan health check. We'll go through any questions you have, as well as:

- our current interest rate
- your repayment options
- the term of your loan
- the equity you've built up in your home

/ Talk to one of our lenders by calling 13 63 73 and start the new year knowing your home loan is tailored to your current needs.

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

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

Contact Centre

/ 8am – 7pm Monday to Friday
/ 9am – 5pm Saturday

The monthly winners of “Your chance to win back your insurance premium”

Margaret Waters

Drawn 13 September 2022

Brendan Ashe

Drawn 18 October 2022



Register For Online Communications

Over 70% of our members are registered for online communications. You too can enjoy the benefits of having your statement, Member Matters and other communications go straight to your email inbox.

Follow these steps:

Step 1. Go to bankvic.cm.au/get-help/faq.

Step 2. Scroll to the FAQ: How do I apply to receive eCommunications?

Step 3. Follow the instructions: first enable eStatements on Internet Banking and then you can 'apply online for eCommunications'

Switch On Automated App Updates

Using the BankVic App? You can update your settings to enable automated updates. This will mean a faster, more streamlined experience when we update the BankVic App.

iPhone and iPad (iOS)

Step 1.

Open Settings

Step 2.

Tap on the 'App Store'

Step 3.

Under 'Automatic Downloads', enable the toggle for App Update

Android

Step 1.

Open the Google Play Store

Step 2.

At the top right, tap the profile icon

Step 3.

Tap Settings Network Preferences, then auto-update apps