



**100% owned by
our Members**



Member Owned

**Honeymoon Home
Loan offer**

**Top tips for buying
a home**

**Join us for an
upcoming seminar**

Catch-up with our CEO, Scott King

We're 100% owned by our Members

In a marketplace where there is confusion around the ownership of banks, mutual banks and credit unions - and indeed Qantas Credit Union; we wanted to take the opportunity to ensure our message was very clear... "We're 100% owned by our Members".

Qantas Credit Union is a mutual, meaning we're not owned or operated by any other business, airline or bank - we're proudly 100% owned by our Members.

Our mutual status is something we should all be very proud of so we've dedicated further space in this issue to talk more about our strength and mutual status.

It's been a good year

The past 12 months have seen Qantas Credit Union continue to focus on strategies to maintain our strength and sustainability. I have been particularly pleased to see the tangible benefits returned to Members as shown in our Roy Morgan Member Satisfaction rating at a high of 86%. 61.3% of our Members think of Qantas Credit Union as their main financial institution, up from 57.4% in 2012.

Despite intense competition in deposits and loans we have continued to deliver competitive interest rates on both sides of our Balance Sheet.

Our end of year pre tax profit is \$22.08m, deposits have increased 8.4% to \$2.63 billion and our loan book has increased by 2.8% to \$2.20 billion.

Our total result of \$3.01 billion places Qantas Credit Union as one of the largest Credit Unions in Australia, well positioned for growth and continued provision of value back to Members in the form of better rates, lower fees and great

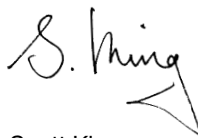
service. Plus we're setting ourselves up for growth into the future by investing in our systems and technology to ensure we're around for another 50 years.

Just like the banks we're highly regulated

Australia has one of the best regulatory systems in the world and as an Authorised Deposit-taking Institution we are required to satisfy the same strong regulatory requirements as the banks, including strict prudential standards on capital and liquidity - and we're in great shape sitting significantly above regulatory requirements.

Plus, all Member deposits are covered by the Government Guarantee cap of \$250,000 covering all our savings products, including our Qantas Points Saver, At-Call Accounts, Qsaver, Bonus Saver, Term Deposits, and Retirement Savings Accounts.

We have a great history and a strong future. A lot may have changed since we began in 1959 but one thing remains true - we remain firmly focused on our promise to provide our Members with competitive interest rates, fairer fees, and a better deal for all your banking.



Scott King
CEO
Qantas Credit Union



Our new branch!



Personal Bankers -
Lyly, Ben and Sashin

Sydney CBD

Ensuring our branch footprint is accessible by as many of our Members as possible is important to us, so we're very proud to announce our new branch! Our George Street branch has been relocated to 5 Hunter Street, Sydney.

Conveniently located within the Sydney CBD, this new branch allows the general public to access a range of banking services including PIN change, ATM, lending specialists and financial planning. The branch has wheelchair accessibility through its George Street access.

Visit us today to see how we can give you a better deal on your banking.

Opening hours: Mon - Fri: 8am - 4:30pm

100% owned by Members



Linda and Terry White,
Members since 1992

Qantas Credit Union is a mutual, meaning we're not owned or operated by any other business, airline or bank - we're proudly 100% owned by our Members.

As a mutual (and unlike the banks), we don't have to make huge profits to pay dividends to shareholders; our shareholders are our Members – so we deliver value back to our members through fantastic interest rates, fairer fees, and a better deal for all your banking.

We're big and we're strong.

We were established over 50 years ago by a group of Qantas employees who wanted a better and fairer way of banking, so they pooled their funds together and created Qantas Credit Union.

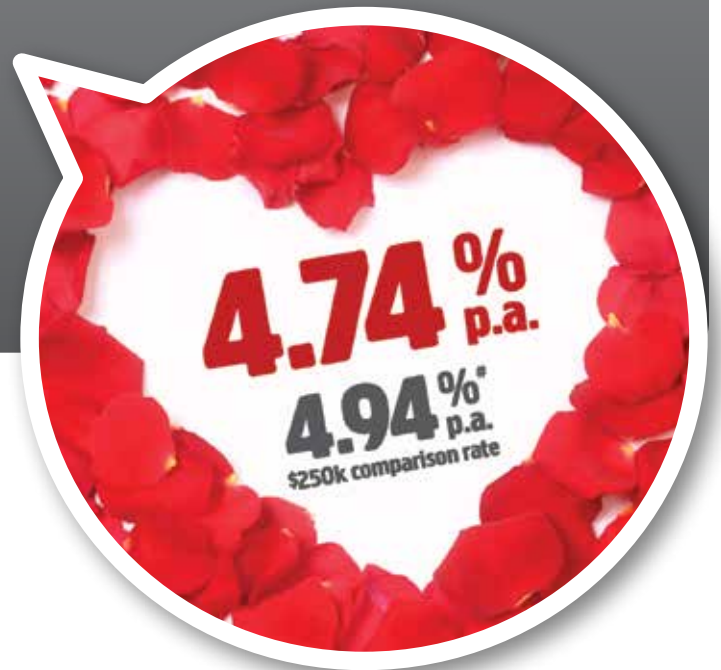
Since then we've grown to be one of the largest and financially secure Credit Unions in Australia with over 93,000 Members and \$3 billion in assets!

Plus we're setting ourselves up for growth into the future by investing in our systems and technology to ensure we're around.

If you think someone you know deserves a better deal on their banking tell them about our:

- ✓ Top rates – we offer some of the best interest rates in the market on our loan and deposit products
- ✓ Fairer fees – we don't have any annual or monthly account keeping fees on any of our deposit and loan transaction products, plus, 86% of our Members don't pay any fees each month
- ✓ Great service – we have one of the highest satisfaction rates of all the major banks and financial institutions in Australia. Currently we're at 86%, rates by Roy Morgan Research
- ✓ 100% Member owned – As a mutual organisation, we're owned and controlled by our Members – meaning we don't pay dividends to investors, instead we give back to our members in the form of better rates and lower fees

Our Honeymoon Home Loan, 2 years of bliss!



Imagine Honeymoon bliss that lasts for 2 years!

With a 0.25% discount off our Low Cost Home Loan Package for 2 years, our variable rate home loan keeps the love alive.

This offer is available for a limited time, so talk to one of our lending specialists today!

Our Honeymoon Home Loan includes:

- ✓ \$0 bank fees! (no establishment fee, no package fee, no annual fees, no account keeping fees & no redraw fees)
- ✓ Repayment holidays - when your repayments are in advance¹
- ✓ Unlimited extra repayments at no cost - pay your loan off sooner!
- ✓ 10% Discount on Allianz Home and Contents Insurance²
- ✓ Free 100% Offset account available³
- ✓ \$100 free monthly transaction allowance to use ATMs and EFTPOS etc⁴
- ✓ A complimentary meeting with one of our Financial Planners⁵
- ✓ Borrow up to 95% of the property value (with mortgage insurance)[†]
- ✓ Available for new loans only (switching and variations excluded)[^]

Loan Amount	Interest Rate	Comparison Rate [#]
\$150,000 - \$249,999.99	4.84% pa	5.04% pa
\$250,000 - \$499,999.99	4.74% pa	4.94% pa
\$500,000 - \$749,999.99	4.74% pa	4.94% pa
\$750,000 - \$999,999.99	4.69% pa	4.89% pa
\$1 million or more	4.64% pa	4.84% pa

Rates current as at 8 September 2014

Talk to us today!

If you're thinking of refinancing for a better deal you can talk to one of our lending specialists to step you through our home loan range and what you need to apply.

Call us on 1300 747 747 or email us at: enquiries@qantasqu.com.au

“I'm always encouraging others to switch.”

Tanya Lazarou
Member since 2005



Normal lending criteria and fees and charges apply. Terms and conditions apply and are available upon request. #WARNING: This comparison rate applies to the example or the examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees, and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan. A loan of \$150,000 monthly repayment frequency and a term of 25 years have been used to calculate our comparison rate. Our comparison rate schedule is available on our website. ^Not available for existing Qantas Credit Union loans (including switching and variations). Interest only option not available on this offer. Discount applies for 2 years from funding. At the end of the discount term the rate reverts to the relevant tier of the Low Cost Home Loan Package, based on the original funded amount. This offer can be withdrawn by QCU at any time. +Mortgage Insurance is subject to approval 1. Repayment Holidays are not available on interest only loans. Applications are subject to QCU's approval. 2. This insurance is underwritten by Allianz Australia Insurance Limited (Allianz) ABN 15 000 122 850, ASFL Licence No. 234 708. Qantas Staff Credit Union Limited ABN 53 087 650 557 (QSCU) acts as an agent for Allianz not as your agent. A Product Disclosure Statement (PDS) is available by calling 1300 747 747. Any advice here does not take into consideration your objectives, financial situation or needs, which you should consider before acting on our recommendations. You should read and consider the PDS and Financial Services Guide (FSG) before deciding whether to acquire any product mentioned. We receive commission on these insurance products as a percentage of the premium paid for each policy. Ask us for more details. Discount applies to first year's premium. No other discounts apply. The discount may be subject to rounding. 3. Offset account only available for Principal and Interest Loan types. No account keeping fees apply to the Offset account but fees may apply for additional and optional services provided, please refer to the Fees and Charges brochure available on our website for more information. 4. \$100 free monthly transaction allowance for savings accounts within the same membership, based on total loan and deposit balances of \$50,000 or more. The allowance will reduce if total balances fall below \$50,000. 5. All Financial Planners are Authorised Representatives and provide advice under the authority of ClearView Financial Advice Pty Ltd, ABN 89 133 593 012, AFSL 331 367.6. We cover up to \$300 for any one valuation and the member pays for additional valuations required. This applies to first time property valuations only. Qantas Staff Credit Union Ltd trading as Qantas Credit Union ABN 53 087 650 557 AFSL/Australian Credit Licence 238305. BSB 704 865

Top tips for buying a home

Buying a home or investment property is both exciting and nerve-wracking. It is a major decision that takes planning, research and careful budgeting. Here are some tips to help you get started.

Are you ready to buy?

You are ready to become a homeowner if you have the following things in place:

- ✓ A deposit - The bigger the better when you're saving for a property. (As a rough guide, aim to save 20% of the purchase price plus enough to cover costs. Anything less than 20% may attract additional costs such as Lenders Mortgage Insurance which can get expensive)
- ✓ A good track record – A good track record of employment and a savings history or previous loan repayments will make it easier for you to get a loan. It's a common misconception that you can only take a loan from the bank that you've had a track record with. Your statements and your credit history is portable, you can take these anywhere.
- ✓ Some additional savings – These will act as a buffer if interest rates rise and your repayments increase.

Finding the right loan and gaining pre-approval

- ✓ When choosing your loan a great interest rate is a good start – but don't be fooled by the advertised rate. Always check the comparison rate which is the true cost of the loan and includes upfront and ongoing fees and charges.



- ✓ Think about what features you need in your loan. Do you want to repay it quickly or do you prefer stability in the amount you need to repay each month. Check out our range and interest rates at qantascreditunion.com.au.
- ✓ Before you go shopping ensure you have pre-approval for the loan. It will help you to understand what the repayments are and your affordability so you can get the right property for your needs.

Buying a home for the first time can feel like a giant leap into the unknown, but there are plenty of things you can do to make sure you don't fall into a financial abyss. Keep to your budget, put some money aside for emergencies, and take your time to find a place that feels like home.

For more information on our competitive home loans visit us at qantascreditunion.com.au.

The information in this article is of a general nature and is not intended to be a substitute for personal advice. It has been produced without taking into consideration your personal financial circumstances, objectives or needs. You should consider the appropriateness of the information to your financial situation and seek personal advice before acting. Loans are subject to approval. Terms and conditions and normal lending criteria apply. Terms and conditions available on request.

Giving back through Greenfleet

Did you know that Qantas Credit Union has been offsetting staff fleet and flights' emissions with Greenfleet since 2007?

...and since then Greenfleet has planted over 26,500 native trees in Australia on our behalf?

Greenfleet is an environmental charity and Australia's most respected source of biodiverse carbon offsets. By partnering with Greenfleet to offset our emissions we are helping to restore permanent forests around the country.

One of the forests we've helped plant is called 'McHugh' near Wedderburn in Victoria. In 2008, Greenfleet partnered with the landholders to revegetate 47 ha of the property with native

trees to create shelter belts for livestock and to establish wildlife corridors between large areas of remnant bushland.

As a result of our long-term support of Greenfleet, we were awarded the Greenfleet Huon Award in 2013, named after the Huon Pine, one of the oldest living organisms on Earth.

At Qantas Credit Union we recognise the importance of playing an active role in helping our environment. We are proud to take practical action by partnering with Greenfleet.



Q&A with Caroline Nguyen



How long have you been with QCU?

I joined the QCU Information Services team six years ago as a Data Analyst. In the last two years I have been fortunate to be given the opportunity to join the Project iQ team as a Project Manager.

Who belongs to your family?

My family is just my husband Richard and I. We have been married for 3 years now.

What's the best part of your job?

The best part of my role is that it gives me the opportunity to learn more about our business, its people and technology. In particular how technology can be used to facilitate innovations in how we operate as a business and in the types of products and services we provide to our Members.

Being a project manager is exciting, challenging, and it gives me the opportunity to collaborate with people from all areas of the business - there is never a dull moment!

What's your favourite getaway destination?

My favourite getaway destination is the United States, in particular New York City.

Favourite recipe?

One of my favourite past times is baking for my family, friends and my team at QCU. My favourite recipe is red velvet cupcakes with cream cheese frosting.

Red Velvet Cupcakes

INGREDIENTS

- 100g butter, softened
- 3/4 cup caster sugar
- 1 egg, lightly beaten
- 1 teaspoon white vinegar
- 1 teaspoon red food colouring
- 1 cup self-raising flour
- 2 tablespoons cocoa powder
- 1/2 cup buttermilk
- Grated dark chocolate, to serve

Cream cheese frosting:

- 120g cream cheese, softened
- 60g butter, softened
- 1 teaspoon vanilla essence
- 1 1/2 cups icing sugar mixture

METHODS

1. Preheat oven to 180C/160C fan-forced. Line 16 holes, 2 tablespoon-capacity flat-based pans with paper cases.
2. Using an electric mixer, beat butter and sugar for 3 to 4 minutes or until light and fluffy. Beat in egg, vinegar and food colouring until combined. Sift flour and cocoa powder over butter mixture. Add buttermilk. Fold until just combined.
3. Spoon mixture evenly between paper cases. Bake for 14 to 16 minutes or until a skewer inserted into the centre of 1 cake comes out clean. Stand cakes in pan for 5 minutes. Turn out onto a wire rack to cool.
4. Meanwhile, make Cream cheese frosting: Place cream cheese, butter and vanilla in a bowl. Using an electric mixer, beat until pale. Gradually add icing sugar mixture, beating until combined.
5. Spoon frosting into a piping bag fitted with a 1cm fluted nozzle. Pipe frosting on to cakes. Sprinkle with grated chocolate. Serve.



Receive payments from overseas!



When you're bringing money across from another country, transaction charges from the banks can take a big chunk out of your payments. We've teamed up with foreign exchange specialists Western Union Business Solutions, to bring you a better deal on fast, reliable payments from overseas.

A fast, reliable and cost-effective Inward Telegraphic Transfer Service

With Western Union Business Solutions and our Inward Telegraphic Transfer Service, you've got access to 35 domestic accounts around the world for your currency transfers. Senders can make a deposit in local currency

into any of these accounts so they don't have to pay fees* on the transaction (*not available for all currencies). Western Union Business Solutions will arrange for the deposit to be transferred across to your Australian account without charging a fee* as the banks do, so you'll receive the full payment amount. You can usually expect funds to reach your account within two business days.

In addition, you can send payments overseas, in-branch or via Internet banking – making Qantas Credit Union your one-stop shop for international transfers.



International Telegraphic Transfers are provided by Western Union Business Solutions (Australia) Pty Ltd ABN 24 150 129 749 AFSL 40409, trading as Western Union Business Solutions ("WUBS"), under its agreement(s) with Qantas Credit Union. Fees & Charges and Terms & Conditions apply. It's important for you to consider the relevant Product Disclosure Statement ("PDS") and any other relevant WUBS documents before you decide whether or not a financial product is right for you. A PDS is available for each financial product issued by WUBS from your Financial Institution or on the compliance section of our website. Any advice provided above is general and does not take account of your personal objectives, financial situation or needs. This communication has been prepared solely for informational purposes and does not in any way create any binding obligations. The relationship relating to the financial products referred to in this communication are solely between you and the Financial Institution. No representations, warranties or conditions of any kind, express or implied, are made in this communication. Western Union Business Solutions is an operating division of the Western Union Company. Western Union is the issuer of the financial products referred to in this communication. QCU receives commission on these products read QCU's Financial Services Guide for more information.

FREE Seminar!

Redundancy and Retirement Planning, Sydney

Qantas Credit Union in conjunction with ClearView will be holding a complimentary Redundancy & Retirement Planning seminar. Places are limited!

Date: Wednesday 22 October

Time: 6pm

Address: Level 2, 420 Forest Road, Hurstville

To reserve your seat register online at qantascu.com.au or call us on **1300 747 747**.



Announcing 2014 AGM

This year's Annual General Meeting will be held on:

Date: Wednesday 26 November 2014

Time: 5.00pm

Venue: Novotel Sydney
Brighton Beach
The Grand Parade
Brighton-Le-Sands, NSW

To register please contact:
Helen James on
(02) 9582 3231 or
hjames@qantascu.com.au



“My home loan, credit card and savings accounts are all with QCU.”

Kim Knight
Member since 1995



Great rates!

We've selected a range of our great products and rates - for more please see our website at qantascu.com.au

Home Loans & Personal Loans

Qantas Points Home Loan Package		
Loan Amount	Rate	Comparison Rate ^{1,2}
\$150,000 & over	5.14%p.a.	5.14%p.a.

Low Cost Home Loans Package		
Loan Amount	Rate	Comparison Rate ^{1,2}
\$150,000 to \$249,999.99	5.09%p.a.	5.09%p.a.
\$250,000 to \$499,999.99	4.99%p.a.	4.99%p.a.
\$500,000 to \$749,999.99	4.99%p.a.	4.99%p.a.
\$750,000 to \$999,999.99	4.94%p.a.	4.94%p.a.
\$1 million & over	4.89%p.a.	4.89%p.a.

Qantas Points Car Loan		
Loan Amount	Rate	Comparison Rate ^{1,3}
Fixed Rate Loan - Secured	8.99%p.a.	8.99%p.a.

Personal Loans		
	Variable	Comparison ^{1,3}
Special Secured Personal Loan	7.59%p.a.	7.59%p.a.
Unsecured Personal Loan	12.14%p.a.	12.14%p.a.

Fixed Rate Home Loans		
Term	Rate p.a.	Comparison Rate ^{1,2}
1 Year Fixed Rate	4.79%p.a.	4.97%p.a.
2 Year Fixed Rate	4.89%p.a.	4.97%p.a.
3 Year Fixed Rate	4.99%p.a.	4.99%p.a.
4 Year Fixed Rate	4.99%p.a.	4.99%p.a.
5 Year Fixed Rate	4.99%p.a.	4.99%p.a.

On expiration of the fixed rate period, the interest rate reverts to the variable rate Low Cost Home Loan Package tier for a loan amount of \$250,000.

Savings & Investments

Qantas Points Saver	
On Call Savings	Rate
All balances	2.50%p.a.

Retirement Savings Accounts		
Daily Balance	Rate (before tax)	Rate (after tax) p.a.
\$1 million & over	2.75%	2.3375%
\$500,000 to \$999,999.99	2.75%	2.3375%
\$250,000 to \$499,999.99	2.50%	2.1250%
\$50,000 to \$249,999.99	2.50%	2.1250%
Below \$50,000	1.50%	1.2750%
Allocated pensions		
\$1 million & over	3.00%	3.00%
\$500,000 to less than \$1 million	2.75%	2.75%
\$0 to less than \$500,000	2.50 %	2.50 %

Term Deposit Rates		
Term	Rate	Minimum amount
5 months	3.60%p.a.	\$10,000
7 months	3.60%p.a.	\$10,000
11 months	3.60%p.a.	\$10,000

DIY Super Saver ⁴		
Base Interest Rate	Bonus Rate	Maximum Rate
2.65%p.a.	1.00%p.a.	3.65%p.a.

Qwealth Term Deposits ⁵		
Term	Rate	Minimum amount
3 months	3.65%p.a.	\$5000
6 months	3.75%p.a.	\$5000
12 months	3.75%p.a.	\$5000



Important information:

All interest rates current as at 18 September 2014. Normal lending criteria and fees and charges apply. Terms and conditions apply and are available upon request.

1. Warning: Comparison rates apply only to the example or examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees and cost savings such as fee waivers are not included in the comparison rate but may influence the cost of the loan. A monthly repayment frequency has been used to calculate the comparison rates. See our comparison rate schedule on our website.

2. A loan amount of \$150,000, a monthly repayment frequency and a term of 25 years have been used to calculate the comparison rate on our home/investment loans.

3. A loan amount of \$30,000, a monthly repayment frequency and a term of 5 years have been used to calculate the comparison rate on our personal loans.

4. Bonus rate applied when investment is \$10,000 or more and no withdrawals are made in a month. For Self-managed Superannuation Funds only.

5. Only available in Qwealth Superannuation Master Trust. Interest at maturity only.

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Apply online at qantascu.com.au
or call us on 1300 747 747

