

# SERVICE ONE to ONE

WINTER 2018



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An important reminder

**SERVICE ONE**<sup>®</sup>

[serviceone.com.au](http://serviceone.com.au)



## A message from Matt

The next six months will see us deliver two key projects that will transform how our Members can engage our banking services digitally. Our integration with the New Payments Platform will enable you to link your SERVICE ONE account details with a PayID of your choice (phone number, email or ABN (for business Members)). Osko will revolutionise the speed by which funds are received. Together, these are important developments in the Australian banking and payments landscape and provide the framework for additional innovative transactional solutions to be added in the future. In addition, soon you will be able to add certain SERVICE ONE access cards to digital wallet solutions such as Apple Pay and Android Pay, enabling you to tap your phone to make payments at EFTPOS terminals with contactless capabilities.

When these solutions become available, it's vital that SERVICE ONE holds your up-to-date personal and contact information so verifications work seamlessly and you receive relevant correspondence. I encourage you to check this information with staff next time you visit a Branch or phone the call centre, otherwise you can manage this information yourself through Internet and mobile banking.

We've also seen some significant developments at Head Office this year. The Mill House has taken up residence in our Head Office building for at least the immediate future and we've

also welcomed Yerra. Headed up by ACT Australian of the Year 2018, Dion Devow, Yerra is committed to the sustainable establishment and growth of small and medium Indigenous businesses through the provision of ICT solutions. As a social enterprise ourselves, we have a vested interest to nurture and develop socially-conscious entrepreneurs and ventures and the Mill House and Yerra share these values.

In addition, we've recently approved a large solar panel investment for the Head Office building that will see over 170 solar panels installed. Over the short-term it's estimated this will generate close to half of our total energy needs and will lead to further efficiencies in years to come. This is just another example of how we're trying to reduce our carbon footprint, as we maintain our Actsmart recycling program accreditation, continue to provide access to a reduced personal loan rate product to enable Members to purchase environmentally-friendly solutions for their home and we continue to hand out thousands of reusable shopping tote bags in an effort to reduce the level of plastic that ends up in landfill.

Until next issue

Matthew Smith  
Chief Executive

## NPP and digital wallet solutions coming soon

**Members will have more options when it comes to making electronic payments as SERVICE ONE will soon integrate with the New Payments Platform (NPP) and offer digital wallet solutions.**

The NPP enables real-time clearing and settlement for simple or complex payment solutions. It simplifies payments through the PayID addressing service and facilitates more information to be sent with a payment (including text or links to externally hosted documents) and uses Osko to transfer funds faster than ever before.

PayID is information unique to you, like your phone number, email or ABN and this can be securely linked to your nominated bank account. This means you'll no longer need to remember your BSB and account number as these details will be linked to your PayID and others can use these details to send you a payment. When you enter a PayID to pay someone else, the name of the person who owns that PayID will be automatically shown which means there's less risk of paying the wrong person.

Osko works together with financial institutions to bring you faster payments in existing mobile or Internet banking facilities. It's part of the BPAY Group and while BPAY and BPAY View are great for receiving and paying bills, Osko excels at sending money from person to person. In many instances, the money will be received by the recipient within seconds after the payment is made.

In addition to the NPP, certain SERVICE ONE access cards will soon be registered with primary digital wallet solutions such as Apple Pay and Android Pay. This means that you'll be able to open the digital wallet App on your smartphone, scan your SERVICE ONE access card and then you can make payments by tapping your smartphone at an EFTPOS terminal that accepts contactless payments without needing your access card.

To streamline the signup process for any of these services when they become available, it's important you have the correct contact information registered with SERVICE ONE, including phone numbers, email and residential and postal addresses. Next time you visit a SERVICE ONE Branch, ask the staff to check these details are correct or you're able to update these using the eLink Internet banking facility or mobile banking (including the App).

Keep an eye on our website at [serviceone.com.au](http://serviceone.com.au), in-Branch or on our social media platforms for developments on these solutions.

## Managing personal debt

While increases to household expenses like groceries and petrol receive considerable media attention, being able to save in other areas such as home and personal loans and credit cards can have a more profound and positive impact on your household budget.

Personal debt can include items such as car loans, personal loans, same-day/emergency loans, outstanding balances on credit cards and store cards. Depending on the debt, interest rates (particularly the same-day loans) can be as high as 40% p.a. or more.

Consolidating and/or refinancing this debt to a loan with a lower interest rate can not only save you money, but have the ability to streamline your repayments. Check out the below interest rate options with a \$20,000 outstanding debt to be paid back over two years.

Interest rate (p.a.)	Monthly repayment amount	Additional interest paid over course of loan (not including principal)
10%	\$923	\$2,150
20%	\$1,018	\$4,430
40%	\$1,224	\$9,370

Calculated using the personal loan calculator available at [moneysmart.gov.au](http://moneysmart.gov.au).



Not only are there significant reductions in the monthly loan repayment but you could save paying thousands in interest over the course of the loan.

And if you carry significant outstanding debt on a credit card, you could consider paying out this outstanding balance with a lower rate card or pay out the debt using a personal loan, which means you will clear the debt over the term of the loan (rather than it being ongoing (or revolving) debt by staying on a credit card).

Keep in mind SERVICE ONE has a range of personal loan options (both secured and unsecured) and a discussion with one of our lenders with copies of statements of existing debt is a great place to start to allow us to do some initial calculations to see if we can help you save.

Terms and conditions apply and fees and charges are payable. Lending criteria apply. Full details available on application.

## Are you keeping up-to-date?

While we don't want to add to your daily task of clearing email inboxes of what probably seems like a barrage of emails from various companies at times, we would appreciate the opportunity to occasionally communicate with Members about what's happening with SERVICE ONE. Keep in mind we're not aiming to send out weekly or even fortnightly emails – at the moment we're sending out a quarterly Member eNews and a handful of other ad-hoc communication throughout the year.

Next time you phone the Telephone Response Centre or visit us in-Branch, be sure to ask our staff about your Marketing & Offers preference and ensure this is a 'Yes' in our system.

## Members encouraged to complete revamped survey

While hundreds of Members take the time year in year out to complete our annual Member survey, the survey had gotten to the point where it was taking significant time to complete.

As time is a commodity that is becoming more precious, we've taken the step to simplify the Member survey and hope more Members will take the opportunity to complete the latest survey that is available now. It should only take a few minutes and is designed to capture your thoughts on some key measures including overall satisfaction with SERVICE ONE, how willing you are to recommend us and how well we're living up to our Member Service Promises. The survey should only take a few minutes and if you complete the survey by Friday 27 July 2018, you'll go into the draw to win one of four \$250 top ups of your everyday account.

The survey can be accessed by visiting [serviceone.com.au/YourSay](http://serviceone.com.au/YourSay).

In addition to the Member survey, we'll be expanding our research efforts to distribute short questionnaires following certain interactions you have with SERVICE ONE. It is important for us to receive ongoing feedback to ensure we're delivering an exceptional service experience and these questionnaires will assist in this effort.



## Card and PIN safety

Being complacent with your card and PIN safety may compromise your personal and banking information, and this can result in loss. Keep the following in mind to help minimise the chance of fraud:

- ✓ don't tell anyone your PIN (including family and friends) and don't let anyone else use your card and/or PIN
- ✓ use care to prevent anyone else seeing you enter your PIN at an ATM or EFTPOS terminal – be mindful of who is around you and cover your hand when you enter the PIN
- ✓ don't choose a PIN easily identifiable or retrievable (for instance a date of birth or any part of your name)
- ✓ don't use the same PIN on multiple cards
- ✓ never write the PIN down
- ✓ at the point of transaction, don't proceed if any part of the equipment does not look right (a loose card reader or keypad on an ATM could indicate a skimming device)
- ✓ immediately report the loss, theft or unauthorised use of a card or PIN, and
- ✓ examine your account statement carefully immediately upon receiving it.

Keeping a close eye on your account activity can help minimise loss should your details be compromised. If you don't already use it, the App gives you your account information at your fingertips and you might like to consider using Alert services and SMS Banking (these can be setup through eLink Internet banking\*).

More information on maintaining card and PIN safety can be found on our website at [serviceone.com.au](http://serviceone.com.au) (select 'Security' on the footer) and in our Operation of Accounts and Access Facilities booklet.

\*These services can attract fees – refer to the Schedule of Fees and Charges for details.

## Protecting yourself from scams

Scams are becoming more sophisticated than ever. That's why it's important to stop and check to make sure something is real. Some of the more recent scams are designed to scare you into parting with your money or personal information and if you don't, they threaten with fines, disconnecting your Internet, taking you to court, arrest or even deportation.

If you're unsure whether a call or email is genuine, verify the identity of the contact through an independent source, such as a phone book or online search, then get in touch with them to ask if they contacted you. Don't use the contact details provided by the caller or in the message they sent to you. And never give money, bank account or credit card details or other personal information to anyone you don't know or trust – and never by email or over the phone.

For more information visit [scamwatch.gov.au](http://scamwatch.gov.au) or [serviceone.com.au](http://serviceone.com.au).



## Staff milestones

Congratulations to our staff milestones over the past six month period. Rashada from our Operations team, Dawn from the Belconnen Branch and Andrew from Marketing all celebrated 10 years of service, while Natasha from our Lending Administration team and Dixita from the Gungahlin Branch both reached five years of service. Well done to all those staff reaching these significant milestones.



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