



Australian
Military Bank

communiqué

SUMMER ISSUE | Newsletter | January 2018

SPECIAL EDITION

Your Banking Transformation Guide



WHAT'S CHANGING

Your enhanced banking features

WHAT YOU NEED TO DO

Preparations for launch

HOW IT IMPACTS YOU

What you need to know

FAQs

Frequently asked questions

Important information for all members



Welcome to the January issue of Communiqué

Our members' financial needs and service preferences are changing, so we're updating our systems and processes to meet these needs.

With technology profoundly changing the way people interact with their financial service provider, we have recently commenced on a transformation journey by investing in new systems.

Our new core banking, internet banking and mobile banking services launching in late February are aimed at providing an enhanced member experience including on-demand automated and digital offerings.

We are excited about how the new functionalities will service our members' banking needs in an easy and modern manner and will provide us a highly capable service delivery platform for the next decade and beyond.

In this edition we will be communicating with you on how the new core banking, internet banking and mobile banking functionalities will impact you during transition, changes to some of our Terms & Conditions, and the fantastic benefits that will be coming your way.

We've also created a dedicated home page specifically for the banking changes, which you can visit at:

www.australianmilitarybank.com.au/transformation

On behalf of the Board, we thank you for your patience and your ongoing support through this transition phase.

Happy New Year!

RADM C. W. THOMAS AM, CSC, RANR
Chairman

What's changing

In late February, the bank expects to transition to new Internet banking and Mobile banking services. Some of the enhancements in the new digital services include:



Budgeting tools



International payments (via 3rd party)



Card PIN change



Apply for lending and deposit products



Increased security via 2 factor authentication



Communication preferences



Real time alerts



In-app service requests

As part of our upgrade to the new banking system, we've taken the opportunity to review the **Terms & Conditions** of our products including the **Schedule of Fees & Charges**. These changes take effect upon the launch of our new systems, the date of which will be published on our website.



These changes are minimal and will benefit the majority of members, for example, the 80c ATM fee has been removed. We encourage members to review the updated **Terms & Conditions** and **Schedule of Fees & Charges** on our website at:

www.australianmilitarybank.com.au/about-us/disclosure-document

Alternatively, should you require a paper copy, please contact us at **1300 13 23 28**.

What you need to do

Here are a few points to help you get prepared!



FIRSTLY, you'll need to check we have your preferred email, mobile and landline numbers. You can check and update these by logging into Internet Banking. When we launch we will use these details for your one-time password (OTP) security. Note: if you don't have Internet Banking, please contact us at **1300 13 23 28**.



SECONDLY, you'll need to know your BSB and 9-digit Account number. When we launch, all accounts will now be described as 9-digit account numbers as opposed to the alpha-numeric description today.



THIRDLY, offline limits will be functioning over the weekend of transition in late February. There should be minimal disruption to your banking, however, to be extra prepared, withdraw cash in advance.



LASTLY, our Internet and Mobile Banking services will be down on the weekend of transition (two days) and will be back up again when we launch the following Monday.

How the changes will impact you

Upon the launch of our new banking services, there will be a few changes that personal and non-personal members need to know:

PERSONAL MEMBERS

A personal membership includes all individual members who have their savings, transactions, deposits and loan accounts with Australian Military Bank.

NON – PERSONAL / BUSINESS MEMBERS

A non-personal membership include entities such as businesses, clubs, trusts and superannuation funds.



LOGGING INTO INTERNET BANKING

From the launch of our new services, even though you may currently be registered for our internet banking site; you will need to re-register for our NEW version of internet banking by clicking on the “New to Online Banking” link via www.australianmilitarybank.com.au.

CARE: Business members will no longer need to log in with their Business Member ID. The authorised signatures to the accounts are required to log in via their individual member numbers. Unfortunately, administrator functionality will no longer exist, therefore if administrators have set up users to access their accounts, these users will not be able to view or edit/amend transactions. Only the authorities/signatories to the accounts can access Internet Banking and Mobile Banking.



LOGGING INTO THE MOBILE APP

From the launch of our new services, you will need to download our NEW free mobile banking app which can be found in the Google Play Store or Apple iTunes store to enjoy our fresh, extra features. Once downloaded you will need to follow the re-registration process.



ACCOUNT DESCRIPTIONS

Know your BSB and 9-digit account numbers as these will now be found when you log into Internet and Mobile Banking and are also located on your statements. Use your BSB and 9-digit account numbers when you need to transfer or receive money.



ENHANCED SECURITY MEASURES

The one-time password (OTP) is an automatically generated numeric string of characters that authenticates specific transactions and is a secure way to protect you. The OTP is sent directly to your email or mobile phone or landline number when you use Internet or Mobile Banking, so it's important that we hold your current email address, mobile phone and/or landline numbers on file.



RELATIONSHIP REWARDS

We've applied new tiers to the rebate table which you can find on our website (www.australianmilitarybank.com.au/about-us/disclosure-document) via our Schedule of Fees & Charges. These rebates will take effect upon launch and will now be based on your balance at the beginning of a calendar month.

For further assistance, have a look at our demonstration videos on our website at www.australianmilitarybank.com.au/transformation

FAQs

1. What is this transformation, why is it happening and when will it happen?

Our members' financial needs are profoundly changing the way in which they interact with their bank, so we have recently commenced on a transformation journey by investing in new technologies to align with these expectations.

The new core banking system, internet banking platform, and mobile banking app aimed at launching late February 2018 is aimed at providing an enhanced member experience including on demand automation and enhanced digital offerings.

2. Is there anything I need to do before the launch?

Yes, please ensure your current contact details (email address, mobile and landline numbers) are correct. This can be easily checked and updated via online banking, contacting us on 1300 13 23 28, or visiting your branch.

3. Will all my account information and balances come across to the new system?

Yes, you won't need to worry as all active accounts, cards, and records will migrate to the new system. Members who have payroll allocation splits will see a difference in how these are displayed within their transaction listings.

4. Will I still use the same log in and password for Internet Banking?

When you log into Internet Banking from late February 2018, you'll be prompted to re-register/reset a new password via the "new to online banking" link. You'll need to enter a one-time-password (OTP) to securely identify yourself and then set up a new password (minimum of 8 characters and a maximum of 16 characters long). You'll then be prompted to set up your secret question. The process should only take a few minutes, however once you have completed this; you can enjoy all the new design functionalities that the new Internet Banking platform will provide.

5. What is a secret question and what is it used for?

Your secret question can be set up in Internet banking and this secret question will allow you to be identified when you visit us in branch or when you contact us on 1300 13 23 28, or if you want to change your password for internet banking in the future.

6. Will my accounts change?

Members' accounts will not change; however, they will be described differently to what they have been used to. From the conversion date, all accounts will be shown with a BSB and 9-digit account number, as opposed to the current alpha - numeric description. For example:

Current Account Description	New Account Description
Military Rewards Account S18	Military Rewards Account BSB: 642 170 Account: 100XXXXXX

7. How do I find out what my BSB and account numbers are for all my accounts?

The Australian Military Bank BSB (642 170) and your 9-digit account numbers are located on Internet Banking. Click on the "Services & Help" tab and "BSB Information". Alternatively, you can find this on your statements in the "Accounts Summary" section. You can also contact us on 1300 13 23 28 or visit your local branch to find out more.

8. Will I still use the same passcode to log into the Mobile Banking App?

From late February 2018, our mobile app will be replaced with a completely new version. Therefore all members will need to download the new app from the app store. Once downloaded, members will be prompted to re-register and set a new 4 digit passcode. Once set, members can enjoy the new design functionalities that the new mobile app will provide.

9. What is a one-time password (OTP) and why do I need it?

As part of our ongoing commitment to member security, we've implemented Two Factor Authentication to ensure your banking is secure when transacting through the Internet or your mobile. The one-time password (OTP) is an automatically generated numeric string of characters that authenticates specific transactions and is a secure way to protect you. The OTP is sent directly to your email address, mobile or landline number, so it's important that we hold your current email address and mobile/landline numbers on file.

For a full list of FAQs please visit us at www.australianmilitarybank.com.au/transformation



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