

communiqué

WINTER ISSUE | NEWSLETTER | JULY 2020



Trio of F-35A Lightning II aircraft (A35-011, 015 and 016) from No. 3 Squadron line up on the holding point before another sortie out of RAAF Base Williamtown. Source: Department of Defence.



REMAIN VIGILANT

Online and calling scams



MRA CHARITY IN PROFILE

Legacy



OPERATION

COVID-19 Assist



MRA MILESTONE



Welcome to the July issue of Communiqué

I know this year has not been easy, with COVID-19 disrupting the way we live. While things are slowly returning to some normalcy, I am mindful that still, for many, it will take longer to recover from the impacts of what we will all come to remember as a very tough year. We will all vividly recall what we were doing during the first half of 2020.

We are mindful that some of our members have experienced hardship as a result of this pandemic. We continue to support members facing challenging situations. You can reach out to our hardship support team on [1800 855 810](tel:1800855810) or through Internet and Mobile Banking to discuss your financial options if you need support or assistance.

Inside your Bank we have been busy planning for the rest of this year and for the future. To support this, we will be welcoming Rebecca Tolhurst to the Board. Rebecca will be joining us in the second half of this calendar year and brings considerable experience in member focus. We look forward to having Rebecca on the Board to support us in shaping a better Bank for you, our members.

Furthermore, we are honoured to serve the Defence Force and are particularly proud of the 1500 personnel who have been deployed as part of Operation COVID-19 Assist. On behalf of the Bank, I would like to thank you for your courage and efforts during this health pandemic crisis.

In other news, I would like to highlight the Military Rewards Account; an account which encourages our members to generously give back to the Defence Community. The Bank has matched member contributions, dollar for dollar since account inception in 2015. Together we have reached a milestone of over \$200,000 raised for our Defence charity partners, Legacy, Soldier On, RSL DefenceCare and Mates4Mates. In this edition of Communiqué, we focus on Legacy and the inspiring work they do.

On behalf of the Board, I would like to extend our thanks to you, our members for your continued support, during these unprecedented times.

John Brooks
Chair

CEO Address

As our Chair has mentioned, we are here to support you our Members. Over the last three months we have continued to provide services and our branches have remained open, are sanitised and fully compliant with the current preventative advice regarding social distancing and hygiene measures as directed by The Australian Government Health Authorities.

My first three months have been focused on protecting staff and supporting members including focussing on zero disruptions to member services where possible.

We have been progressing planning and are increasing our review of the current quality of our services and products. Our plan is to have a focus on delivery that is about priorities and what is important to you, on a day to day basis. This will include our staff asking you to tell us what good and bad service looks like and what your 'pain points' are in all areas of service delivery. We are keen to hear your feedback as we develop a Member Centric model of delivery.

In addition, we have increased our community engagement and support through our new partnership with Defence Special Needs Support Group (DSNSG) who assist Navy, Army and Air Force families with a family member with special needs and have done so since 1993. We are proud to support the DSNSG Drive Safe program and associated regional activities.

I would like to personally thank our staff for their commitment to our members during this difficult period.

I would also like to thank you, our members, for your commitment to us and in particular the ADF for their role in keeping the public safe during this health pandemic.

I look forward to sharing more in the future, about how we will be increasing our focus on what is important to you.

Yours Sincerely,
Darlene Mattiske-Wood

Operation COVID-19 Assist

Like most Australians, we at Australian Military Bank have been filled with admiration and gratitude for the outstanding efforts of the ADF and reservists during Covid-19 Assist. Approximately 1500 personnel have been deployed on this mission, nation-wide since April 1, 2020.

Current nation-wide Defence support includes:

- Contact tracing and planning support teams to all state and territory governments
- Supporting law enforcement agencies with mandatory quarantine arrangements
- The establishment of the three-star-led COVID-19 task force to coordinate Defence's internal response to COVID-19 and support the whole-of-government effort
- Supporting the Emergency Management Australia-led (EMA) planning for the National Communicable Disease Incidence of National Significance Plan in response to COVID-19
- Supporting the Department of Health with logistics and specialist staff
- Providing health, logistics and movements support to the Department of Foreign Affairs and Trade and the Australian Border Force repatriation and care of Australian Nationals on Christmas Island and Howard Springs via RAAF bases Learmonth and Darwin
- Supplying clinical and epidemiological support to the Department of Health National Incident Room since early February 2020

Source: Department of Defence



Australian Army soldier Private Jack Barrie sorts donations at the Foodbank warehouse in Glendenning, NSW, as part of Defence support to the Government's COVID-19 response. Source: Department of Defence

Remain Vigilant of Online and Calling Scams

During times of crisis, there are an increased number of scams including phishing for personal information, online shopping, and superannuation.

We urge our members to be vigilant as scammers have been using the spread of COVID-19 to take advantage of the vulnerable members of the public.



Please note, Australian Military Bank will:

- Never ask for your Online Banking login or card details via email or unsolicited phone calls
- Never use email to send you a link to an Online Banking login page

Never ask you to communicate your access codes to us in any form. If you receive a suspicious email or call claiming to come from Australian Military Bank:

- Contact us to verify the call/email on [1300 13 23 28](tel:1300132328) or service@australianmilitarybank.com.au
- Delete the email immediately and do not click on the link

To be extra cautious, make sure you are constantly monitoring your transaction listing to identify any suspicious activity.

Military Rewards Charity in Profile: Legacy

Our charity partner, Legacy, provides services to Australian families suffering after the injury or death of a spouse or parent, during or after their Defence Force service.

James and Emily were just 8 and 6 when they lost their father, Major Michael Wiltshire. They, along with their mother Kerrie, were supported by Legacy to help ensure they received the financial, emotional and social assistance they needed.

With the help of Legacy volunteers and their 'Legatee' Brian Hollins, the Wiltshire family have been able to access some of the many services Legacy offered – like grief counselling, mental health support, home and after school care and even Legacy youth camps where kids can connect with others going through similar circumstances.

Legacy looks after over 52,000 beneficiaries, providing a range of programs to ensure that their widows and families are not socially or financially disadvantaged because of a loved one's service. Without the help of generous Australians, Legacy's work could not continue. Australian Military Bank and their members have donated over \$70,000 to Legacy, helping keep the Legacy promise alive for thousands of families across the country.



The Wiltshire Siblings
– James and Emily

Our Military Rewards Account holders are making a difference!

On behalf of our charity partners, we would like to thank and congratulate our Military Rewards Account holders for achieving a significant milestone.



Together, we've donated over **\$200,000** to our Defence charity partners!

Australian Military Bank is proud to match our member contributions from the Military Rewards Account, dollar for dollar. The donations from the Program have allowed us to provide much needed support to both serving and ex-serving members of the Defence community.

What is a Military Rewards Account?

- The perfect everyday transaction account that features 1% cash back (with a \$25 monthly cap);
- Free Australian Military Bank ATM withdrawals
- Cents gifting program to your choice of Defence charity
- 24-hour access via Internet Banking and Mobile Banking

How do I open a Military Rewards Account?

- Australian Military Bank app via Google Play or Apple Store
- Internet Banking

For more information, visit australianmilitarybank.com.au/mra.



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