



**Australian
Military Bank**

Serving the Defence Community 1959-2019

60
YEARS

communiqué

AUTUMN ISSUE | Newsletter | APRIL 2020



Anzac Square Memorial, Brisbane



**RAAF
WILLIAMTOWN'S**
New Branch



**FIRST HOME
BORROWER**
Opportunity



COVID-19
News



**MRA CHARITY
IN PROFILE**
Soldier On

Welcome to the April issue of Communiqué



I am writing to you as our nation faces an enormous challenge. COVID-19 has disrupted our way of life in, until recently, unimaginable ways. Despite this I would like to reassure our members that our bank continues to be strong and functioning normally. We continue to offer our regular digital, telephone and branch services as usual. We are working in full co-operation with Australian health authorities and will continue to follow all guidance offered to us. We urge our members to do likewise and be vigilant in following advice to ensure harm is minimised.

With ANZAC day almost upon us, I'd like to take a moment to remember all Australians and New Zealanders who served and died in all wars, conflicts and peacekeeping operations and the contribution and suffering of all those who have served or continue to serve.

On behalf of the Board and our members, I'd like to take this opportunity to thank John Ford, former CEO, for his wonderful service and dedication to the bank over the last 7 years. During his tenure as CEO we successfully converted to mutual bank status, returned to positive net membership growth, successfully re-tendered for the DHOAS

scheme, lead a digital transformation journey, converted to a modern and open banking system (on time / on budget) and attracted an investment grade corporate rating.

Furthermore, I'd like to also take this opportunity to welcome Darlene Mattiske-Wood as our new CEO. We are very fortunate to have Darlene, who has more than 20 years' experience in strategic and executive leadership, 15 of these within the Mutual sector. We see Darlene's strong member values and experience as a natural fit to take us into our next phase of growth, as we continue to transform to meet the current and future expectations of our members.

In other news, on February 20th we officially launched our flagship digital-first branch at RAAF Williamstown base. We would like to extend our appreciation to our honoured guest, Group Captain Peter Cluff, Senior Australian Defence Force Officer, RAAF Williamstown who officiated the opening.

On behalf of the Board, I would like to extend our thanks to our members for their continued support.

A handwritten signature in black ink, appearing to read 'John Brooks'.

John Brooks
Chairman

CEO Address

As delighted as I am to be on board with Australian Military Bank, I wish I were communicating to you under different circumstances. Our nation is facing a challenging road ahead as the impact of COVID-19 sweeps across the country.

This unprecedented situation will impact our way of life, employment and income and will test our health system to its limits. These complex challenges are a backdrop to the immediate danger to human safety that we are seeking to contain.

Few civilians have known such adversity in their lifetime. As the leader of your bank I would like to affirm my commitment to our members that we are here for you and our focus is on continuity of services and protection of people. Your bank is strong and our operations continue as usual across our Internet banking, Mobile banking, Member Contact Centre and it is our intention to keep our Branches open as the Government has stated banking as an essential service.

Where possible please make use of all the digital tools we offer like PAY ID and PayWave Contactless Payments to ensure your personal safety through effective social distancing.

For any members facing hardship or who require flexibility from us in the coming months please call if we can be of assistance. Our team are here for you on [1800 855 810](tel:1800855810). You can also make contact through Internet and Mobile banking as well.

In the coming months and beyond this crisis, your bank will be doing its utmost to ensure we are here for you and we will continue to look for opportunities to find ways to ensure your financial wellbeing.

A handwritten signature in black ink, appearing to read 'Darlene Mattiske-Wood'.

Yours Sincerely,
Darlene Mattiske-Wood



A great opportunity for first home borrowers



RAAF Williamtown's new branch

Australian Military Bank is proud to have officially opened its new flagship digital-first branch at Williamtown RAAF base on Thursday February 20th.

We would like to extend our appreciation to those who were present in celebrating with us on the day. In the new mixed precinct we are conveniently located next to AAFCANS, so we are able to service the financial needs of our members during a time that's convenient for them.

Australian Military Bank was selected by the Australian Government to be one of the limited number of banks to offer the First Home Loan Deposit Scheme to first time home borrowers across Australia.

With only a 5% deposit and no Lender's Mortgage Insurance to pay, since February 1 Australian Military Bank has helped several members into their first home, saving them tens of thousands of dollars.

According to Enoggera Branch Lending Specialist, Lisa Kelly "It has been an exciting couple of months, being able to offer such a considerable benefit to eager first home buyers who often have low deposits. My advice to borrowers is stay on your toes and make sure you are up to date with meeting the scheme requirements".

At the time of publication there were still several places available in the scheme.

Applicants:

- cannot have owned property before
- must be an Australian Citizen
- have an income of less than \$125,000 for an individual borrower, or under \$200,000 for a couple
- thresholds apply and vary subject to where buyer wishes to purchase

If you would like to apply call us as soon as possible on [1800 752 349](tel:1800752349) as the remaining places are in demand and are offered on a first-in basis. Applicants will be assessed on their 2019 Income Tax Assessment and they are advised to have it on hand when they call.



Covid-19 News



The wellbeing of our members and staff is our number one priority and we are committed to doing what we can to ensure they are protected.

To find out how we are banking in response to changing advice from authorities, please visit australianmilitarybank.com.au/member-advice-covid-19.

Military Rewards Charity in Profile: Soldier On

Our charity partner Soldier On is committed to work side by side with those who serve and protect Australia, and their families, HELPing them secure their future.

They use their holistic model (HELP) which focuses on Health and Wellbeing, Employment, Learning and Participation.

Encompassing HELP, a recent program allowed 60 ex-service personnel and their families experience the benefits of deep-sea fishing. One participant said "It was a fantastic couple of days and whilst Pat and I did not catch any fish, it was a great opportunity for us to spend some real quality time together. So, a wholehearted round thanks to you all."

To find out more about Soldier On's services and how you can donate, visit soldieron.org.au.



Supporting the Defence Community

Australian Military Bank
31 January · 🌐

Williamtown is relocating and we are chatting with new members outside the new branch which opens February 20th. Meet Fiona Lorking our new personal banker, she's chatting with new member Rob.



Australian Military Bank
3 March · 🌐

Who doesn't love a big cheque? We raised \$3500 at our Charity Golf day in conjunction with WOSSM Annual Golf Day in December for Soldier On Australia. Presenting the cheque to Soldier On's Rachel Byron was Michael (Chuck) Connors, OAM, Command Warrant Officer and WOSSM Mess President at HMAS Cerberus and Australian Military Bank's Glenys Gionis. We are proud to have raised an additional \$45,000 for Soldier On through our Military Rewards Account... and we are still going!



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