

communiqué

WINTER ISSUE | NEWSLETTER | JULY 2021

SOLDIER ON



CEO
MESSAGE



WATCH OUT
FOR SCAMS!



MEMBER IN
FOCUS



MRA CHARITY
IN PROFILE
Legacy



Welcome to the July issue of Communiqué!

"We have come to the end of another financial year, a year that challenged not only your Bank but the world to adapt to an unprecedented environment. Your Bank has navigated this challenging period and is emerging in a strong position to continue to support members."

In mid-April we welcomed the Government announcement regarding the high rates of suicide in the Veteran community and in this regard, we would like to acknowledge the significance of the ongoing work our charity partners; Soldier On, Mates4Mates, Legacy and RSL DefenceCare do in assisting Veterans and their families, especially as they transition into life after service.

In this issue we recognise Legacy and are proud to have matched member contributions from the Military Rewards Account 'cents gifting' initiative, having donated over \$86,500 to Legacy, since account inception.

Over this past year we have continued to improve on our competitive products for the Defence Community, with particular interest from first home buyers and those looking for personal loans. We were honoured to have had our personal loan be the award winner of Finder's best Personal Loan in the risk-based category for 2020 and 2021 and Rate City's Gold Excellent Credit Personal Loan for 2020.

On behalf of the Board, I would like to thank our members for their continuous loyalty to the Bank.

John Brooks
Chair

CEO Message

The past financial year was one like no other as we saw the economy rebound in the face of continued uncertainty. While our industry had a volatile year, we maintained our uncompromising focus on our members whilst they continued to put the country first.

In the interest of your safety and security we would like to highlight an increase in scams affecting the general population. In particular we advise members to be aware of scams that involve a call from someone claiming to be from a known organisation. In this issue, we provide tips on how to identify a scam and resources you can access to ensure you stay safe from scam activity.

Further to this, we have an update to our security for your card transactions. We have recently introduced a new SMS feature for low-risk transactions. The SMS details the date and time of the transaction along with the last 4 digits of your card. Please visit our Security and Fraud page on our website for more information.

Over the past year we have continued to build on our engagement with the broader Defence Community and we are excited to see Australia re-open, allowing us to interact directly with our members in the community. I would like to thank our team for their enthusiasm and dedication to these opportunities.

In late March we were recognised as a Gold Pledge Partner with Soldier On. I was thrilled to sign the pledge on behalf of Australian Military Bank with our much-valued charity partner who is committed to supporting Veterans and their families.

Yours Sincerely,
Darlene Mattiske-Wood

SOLDIER ON



Watch out for Scams!

We take the protection of your information and transaction data very seriously.

Recently, the community has seen a spike in scam activity. It is important to note that scams target all age groups and come in all different methods:



Phone call



Text message



Email



Social media



Online pop ups

Please note that Australian Military Bank will never:

- ask for your Internet Banking login details or card details via phone or email
- use email to send you a link to an Internet Banking login page
- ask you to communicate your passwords to us in any form

Scams and scam techniques change and evolve over time. Get information about the latest scam reports on www.scamwatch.gov.au to be aware of what to watch out for.

If you believe you have been targeted by a scam, please contact us immediately via email at service@australianmilitarybank.com.au, or call us on 1300 13 23 28 Monday – Friday: 8:00am – 6:00pm Saturday: 9:00am – 12:00pm AEST.

For more information including how to protect your computer and personal information online, please visit www.australianmilitarybank.com.au/security-and-fraud.



Member - in Focus

David Smith joined Australian Military Bank in 1984 (previously ADCU), when posted to Enoggera Barracks, Brisbane.



The initial Manager in Enoggera was Roger Thornley. I had known Roger in the Military when he was a LtCol. He was obviously extremely friendly and helpful as he set up my first loan for a Datsun Bluebird.

I moved to Wagga Wagga and continued to bank with AMB (previously ADCU). I ran across several of my fellow servicemen's spouses working at the Bank. Duty then led me to several bases around the nation and there was always a friendly AMB office on hand ready to assist me.

During that time and after departing the services, AMB had helped me purchase around 6 – 8 cars and 6 houses, both to live in and as investment properties. Always friendly and always efficient. In fact, one of the car purchases was from the UK!

I have always received great service and assistance through Australian Military Bank and will always recommend them to family and friends. I am still a member after some 37 years and the digital and phone service is still outstanding.



Military Rewards Charity in Profile: Legacy



Supporting
our veterans'
families

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.

Vicki and Isabella are one of those Legacy families. Greg, a dedicated husband, and father, passed away in 2013 after battling melanoma – something he tragically developed as a result of his service.

Facing the reality of being a single mum, Vicki got in touch with Legacy after a suggestion from a friend. Through the help of generous Australians like you, Legacy has been able to help make things easier for Vicki and Isabella – assisting with school fees and out of school activities like swimming and netball for Isabella and providing Vicki with educational support to further develop her career.

Legacy started in 1923 to support the families of those who never made it home from war. Today, Legacy looks after over 48,000 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. Australian Military Bank and their members have donated over \$86,500 through the Military Rewards Account, helping keep the Legacy promise alive for thousands of families across the country.

If you would like to show your support by volunteering or donating during Legacy Week 29 August – 4 September 2021, please visit www.legacy.com.au/legacy-week.



Vicki, Isabella and Greg

Supporting the Defence Community

Australian Military Bank
21 April · 🌐

We would like to congratulate Ian Jorgensen for winning the Baby Weber BBQ at the RAAF Williamtown F-35 Lightning Family Day!

Pictured is our Lending Specialist Craig McGinniskin (L) with Ian's son Nicholas Jorgensen (R) from 77SQN, accepting the Weber on behalf of his father.

Australian Military Bank
22 April · 🌐

We are so proud of Courtney Oglesby - Area Manager Riverina and Victoria (L) and Marie Hines - Lending Specialist RAAF Wagga (R) for volunteering to sell ANZAC day merchandise for the Wagga Wagga RSL Sub Branch.

Australian Military Bank
8 June · 🌐

Our WA Mobile Banker Tonia Veal was honoured to be present at the WA RAAF Graduation. Congratulations to all the graduates and specifically to Lieutenant Maxwell Morey who won our 'Most Proficient Pilot at Instrument Flying' award.

Pictured (L-R): Tonia Veal – WA Mobile Banker, Lieutenant Maxwell Morey and Air Commodore Stephen Chappell, DSC, CSC. OAM, Director General Air Command Operations.



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