

SERVICE One to One

WINTER 2016



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Appointing a new Chief Executive

After outgoing Chief Executive, Peter Carlin, advised of his decision to retire from the position after more than 20 years' service to the organisation, the SERVICE ONE Board embarked on a national recruitment drive and after careful consideration, appointed Matthew Smith, SERVICE ONE's Chief Financial Officer and Deputy Chief Executive. SERVICE ONE Chair, John Clarke, provides some insight into the appointment.

"After careful deliberation among the Directors, the Board decided Matthew Smith would make a quality Chief Executive to lead the organisation during a significant period of change. SERVICE ONE has been through a transformation as we evolved into a social enterprise organisation as a result of our alliance with Bendigo and Adelaide Bank. This means SERVICE ONE is not only in a position to assist locals with their banking and finance needs but we are broadening our offering and looking to solve social and community issues in our region. We are excited about SERVICE ONE's prospects and the Chief Executive will play a pivotal role in driving our community investment program. We look forward to working closely with Matthew as we progress this important work," Mr Clarke said.

Mr Clarke paid tribute to the significant contribution made by outgoing Chief Executive, Peter Carlin.

"There is no doubt SERVICE ONE would not have achieved the position it has without the commitment and foresight of Peter. On behalf of the Board, staff and Members I would like to thank Peter for his efforts over many years and wish him well for the future."

Mr Smith officially takes over as SERVICE ONE's Chief Executive on Monday 4 July 2016.



SERVICE ONE Chair John Clarke congratulating outgoing Chief Executive Peter Carlin on his achievements.



Don't be left out of the loop

Want to receive information on special banking and finance offers? What about additional benefits you can access as part of your SERVICE ONE membership? How about updates on our community investment program? Next time you visit a Branch or speak to a staff member on the phone, ask to check your direct marketing preferences as you will only receive this information if you are marked on the system accordingly.

Please note corporate updates and Director elections are not considered direct marketing and all Members will continue to receive material of this nature.

Greetings from a familiar face

I am pleased to be writing to Members for the first time as the newly appointed Chief Executive of SERVICE ONE. With such a long-standing leader in place in Peter, his departure was always going to be a big adjustment for the organisation. I myself have a well-established connection with SERVICE ONE as I have been with the organisation for over 30 years – the majority of these years spent in an Executive role.

There is no doubt the structural changes SERVICE ONE has gone through the past 12 – 18 months are some of the most significant in the organisation's history and I am determined to realise the full benefits of our alliance with Bendigo and Adelaide Bank and to continue to diversify the business to offer Members competitive financial and community solutions that will make a real and positive impact. There is still much work to be done to activate components of our alliance with Bendigo Bank and these are important as cost savings, efficiencies and innovation were some of the key benefits put to Members to encourage support of this new direction to secure SERVICE ONE's future. Work will continue in this space and I encourage all Members to keep an eye out for additional correspondence that will contain information about important updates and developments and what these mean for Members.

I am energised by this challenge and I look forward to working closely with all facets of the business, including the Board, Executive and Senior Management teams, staff and Members as we position SERVICE ONE as a vibrant and relevant organisation with a firm focus on the betterment of the lives of our Members and the broader community.

Until next issue

A handwritten signature in cursive script that reads "Matthew".

Matthew Smith
Chief Executive

Update on NHC collaboration

Many SERVICE ONE Members have already chosen to access National Health Co-op (NHC) membership at the special price of \$55* a year (inclusive of GST). NHC members receive:

- ✓ unlimited access to bulk billed doctors at all NHC clinics, and
- ✓ access to a wide range of primary care services at no or low cost (such as psychology, diabetes education, physiotherapy etc.).

Because these GP visits are bulk billed, there are no out of pocket expenses for them as a patient.

And with the recent opening of the Macquarie clinic and Higgins soon to open, there will be eight clinics across Canberra – locations below.

This offer remains available to SERVICE ONE Members and if you hold particular concession cards, you can access NHC membership for \$27.50 a year (including GST). Any dependents under the age of 18 can be added to a parent or guardian's membership, so you and your children could all be covered for the one low annual membership fee. Appointments can be made through the website or app for added convenience.

You can purchase your NHC membership through any SERVICE ONE Branch or NHC clinic but you will need to provide evidence of your SERVICE ONE membership (such as an access card) to secure the special price.

For more information visit

serviceone.com.au/national-health-co-op

Belconnen 1/30 Totterdell Street	Charnwood 20 Cartwright Street	Chisholm 26 Benham Street	Evatt 2/8 McClure Place
Higgins Higgins Shops, Higgins Place (opening soon)	Holt Kippax Fair Shopping Centre, Hardwick Crescent	Macquarie Macquarie Shops, Lachlan Street	Wanniassa Sangster Place

*Subject to Medicare guidelines and legislation.

Important information: card and PIN safety



Card and PIN protection is incredibly important when it comes to minimising the risk of unauthorised access to accounts and funds. Be sure to keep in mind the following tips:

- ✓ sign the strip on the reverse of cards immediately upon receiving them
- ✓ don't tell anyone (including family and friends) your PIN
- ✓ don't let anyone else use your card and/or PIN
- ✓ use care to prevent anyone else seeing your PIN when using an ATM or EFTPOS terminal
- ✓ take reasonable steps to protect your card from loss or theft
- ✓ 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
- ✓ immediately report the loss, theft or unauthorised use of a card, and
- ✓ examine your account statement carefully immediately upon receiving it and report any potential unauthorised use immediately.

More information on card and PIN safety can be found at soalliancebank.com.au or refer to the Operation of Accounts and Access Facilities booklet.

Still require hardcopy statements posted?



A reminder that all Members have access to eStatements which are .pdf replicas of hardcopy statements received through the post. These are automatically made available through the eLink Internet banking system and you will receive an email alert when a new statement is available. Members have access to eStatements sooner than hardcopy statements received through the post.

As such, if you no longer have the need to receive hardcopy statements, you can change your statement preferences. All you need to do is log into eLink Internet banking, hover over 'Statements' and select 'Statement Options'. Please note you will need to have an email address loaded against your membership in order to select it for alert purposes (email addresses can be added by hovering over 'Other' and selecting 'Member Maintenance'). Alternatively, visit a Branch or phone 1300 361 761 and a staff member can assist you.

Upcoming health education sessions

Considering the strong interest Members have shown in the area of health care (not only as a sector for SERVICE ONE community investment but also in delivery and education), we've teamed with the NHC to support the delivery of a series of health education sessions. These are a great opportunity to hear first-hand from health experts in various fields and ask questions relating to individual needs and circumstances. Following are the sessions for the remainder of the calendar year. These are free sessions and you are welcome to bring along family, friends, children or colleagues.

If you're interested in any of these, be sure to register your interest today by visiting serviceone.com.au/healtheducation

For sessions later in the year we'll be in touch with more specific details leading up to the session. These particular sessions will be hosted in Canberra but we hope to broaden the reach of these sessions to regional areas in the future.

Month	Topic
12 July (evening)	Managing diabetes, National Health Co-op Head Office, Macquarie
August	Osteoporosis and falls prevention
September	Maintaining a healthy heart
October	Mental health
November	Skin cancer prevention



Grow a winter beard for a great cause

We're putting the call out for males in the region to grow a winter beard and help us raise much needed funds for Lifeline Canberra. Already have a beard you're proud of? Maybe family and friends have been hassling you to get rid of an already established beard? We've got you sorted too. If you already have a beard, you can pay a \$26 Beard Tax (the cost of a call to the crisis support phone line) and join in the fundraising or you can nominate a fundraising target to shave off your beard and encourage friends, family and colleagues to participate.

Check out those already involved and/or register today at growawinterbeard.com

Staff milestones

Congratulations to our staff milestones over the past six month period. Lindy from our Tumut Branch reached 20 years of service and Roz from our Cooma Branch celebrated five years of service. Well done to both.



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