

Mutual News

WINTER 2020



L to R: Geoff Seccombe,
Jenny Benning, Kate Newman

Supporting Small Business Through COVID-19

Running a small business can be tough at the best of times, but in a global pandemic with the country in lockdown the challenges have never been greater. Like so many small business owners in our community Jenny, owner of Seraphine Café and The Kitchen at Waterford, has been hit hard by the outbreak of COVID-19.

With Seraphine Café forced to temporarily close and The Kitchen at Waterford having to pivot to a takeaway-only model, Jenny was faced with standing down more than a dozen members of staff. Struggling with no longer having access to a local bank manager at her former big four bank, and daunted by the process of accessing support at such a difficult time, Jenny was referred to The Mutual Bank.

"The support of the team at The Mutual Bank has been a lifeline through this period," said Jenny. "Being able to support my staff and make sure they were looked after was my number one concern. With 14 of my staff accessing JobKeeper, things would have been very different without the assistance of The Mutual Bank."

"Through the support of The Mutual Bank I was able to access a temporary overdraft of funds to continue paying our staff while waiting for the monthly JobKeeper repayments. This has kept us in business and our staff employed at a very challenging time."

The Mutual Bank has also assisted Jenny with an application for the Federal Government's SME Guarantee Scheme that will assist her in

accessing further working capital to support both businesses in weathering the pandemic.

"I am so grateful for the assistance of the team at The Mutual Bank, and especially my Business Banking Manager Kate Newman. Having a solid relationship with a local banking expert has helped to alleviate some of the stress and difficulties we've faced due to the pandemic," said Jenny. "If you are a small business wanting friendly and efficient local banking support, I highly recommend you reach out to the team at The Mutual Bank."

Seraphine Café will be reopening to the public again soon. There is no greater time than the present to support local businesses and their people.

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CEO Message

Stability and Security through Uncertainty

The first half of 2020 has been like no other. The word unprecedented has been used frequently to describe the impact of the COVID-19 pandemic, and what better way can we begin to describe the extraordinary circumstances we have been facing as a global community? Circumstances we could not have even imagined only six months ago. And while there may be more change and further challenges to come, I want to reassure you, our members and our local community, that what will never change is The Mutual Bank's commitment to supporting and serving you through the good times and the bad – as we have done for over 130 years.

I would like to extend my deepest sympathy to those members who have been significantly impacted by this crisis. After an initial rush of financial hardship enquiries, I am pleased to report that our team have successfully been in contact with all members experiencing financial hardship to provide support. I take this opportunity to remind all members that The Mutual Bank is always here to help you. Through options such as loan repayment deferrals and business overdraft facilities, as well as the support of our locally-based Member Services Team, we are here to support all business and personal members to survive and thrive beyond COVID-19. If you have been impacted financially I encourage you to talk to us. Reach out to your Personal or Business Banking Manager, or our Member Services Team, to find out more about how we can assist you.

Throughout this tumultuous time The Mutual Bank remains in a strong and stable position, continuing to grow as a business and welcoming new members to our team. Our branch network remains open for those members who wish to conduct their banking face-to-face, with the exception of our Glendale branch which remains temporarily closed.

We will continue to practise safety and social distancing measures in all branches to protect the health and wellbeing of our staff and members. We are also helping to reduce the need for physical contact at payment terminals with the increased limit in Tap 'n' Go payments on all Mutual Visa debit and credit cards – increased from \$100 to \$200 – which is continuing to rollout across retailers.

Industry Recognition and Team Accolades

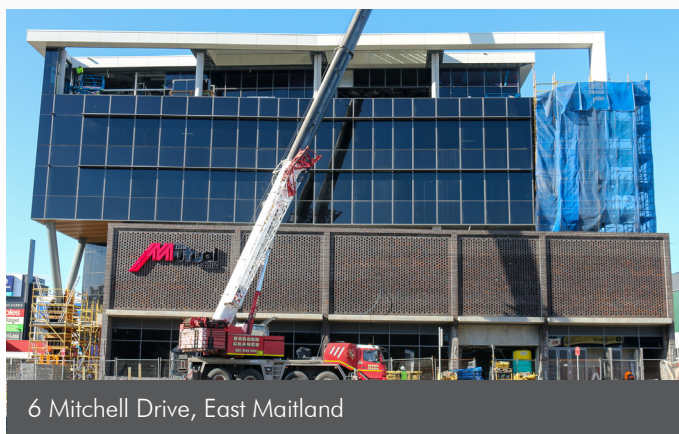
I am very proud to share that the beginning of 2020 has seen The Mutual Bank recognised

with award wins from two of Australia's leading financial comparison sites, Canstar and RateCity. As a member-owned bank we are dedicated to best serving our members, and these awards are further recognition of the exceptional quality and value of products we have on offer.

I am also thrilled to announce that team members Hannah Wheeler, Zac Baylis and Capri Archer have been selected as finalists in this year's NSW Training Awards. These prestigious awards recognise excellence and achievement in vocational education and training. Professional and personal development is something we value highly at The Mutual Bank and I would like to commend Hannah, Zac and Capri on this fantastic achievement.

Evolution and Growth

Although many of our staff have been working remotely, we have continued to move forward together as a team with some exciting new developments across the bank. One significant project has been the development of The Mutual Bank's new website, which is now live. With a mobile responsive and easy to navigate format, it also features fantastic tools, such as calculators and budget planners, as well as up-to-date information and resources to help with all your banking needs. See for yourself, visit our new website at themutual.com.au today.



6 Mitchell Drive, East Maitland

The development of our new Head Office has continued to plan and is now nearing completion. Staff will begin to move into the premises before the end of the year, pending health advice from state and federal authorities. This transition to our new 'home' has been a long time coming, after more than 30 years in our current premises in Maitland City Centre, and is an exciting time for us as a team. The property will provide The Mutual Bank with the capacity to better serve our team, members and community, whilst also accommodating future expansion and growth within the bank. As you can see from



the above photograph, the building is truly impressive and we look forward to sharing more imagery with you once it is complete.

Another update I would like to share with you refers to changes within the bank that have occurred in response to our growth over the years. After decades of a relatively flat internal structure, we have formalised the core business units and appointed an executive leadership team for the first time in The Mutual Bank history. Glen Pearson has become our Chief Financial Officer, Ken Archer our Chief Credit Officer, Janet Lee our Chief Operations Officer, Blake Evans our Chief Risk Officer, and Todd Paterson continues in the role of Information Systems Manager. We have also made a change to the title of our Branch Managers, who have now become Personal and Business Banking Managers. This change will not impact members and is simply an adjustment of title, not a change in the remit of this role. I very much look forward to re-introducing you to our management and leadership team on social media over the balance of the year. Find us on Facebook and LinkedIn for more information.

As we have traversed the hurdles of the past six months I am incredibly proud of the continued professionalism and dedication displayed by our entire team. Not only have we navigated the challenges of the global pandemic, we have maintained our vision of, and progress towards, the future for our organisation, and we have continued to keep our members front

and centre in all that we do. Please remember if you or anyone you know could benefit from member-owned, community-focused local banking support, do not hesitate to reach out to or refer us as we are here to help and support you.

Stay safe and well.

Yours sincerely,
Geoff Seccombe



Outstanding Service for First Home Buyers

James Hannah, Member of The Mutual Bank

Buying your own home is the great Australian dream, and The Mutual Bank is proud to be able to support more first-home buyers in the Maitland, Newcastle and Hunter Region in making this dream a reality as a participating lender of the Federal Government's First Home Loan Deposit Scheme.

James Hannah of East Maitland is the proud owner of his very first home through the assistance of The Mutual Bank and the First Home Loan Deposit Scheme. "Errol and the team at The Mutual Bank were outstanding in the service they provided to me as a first home buyer," said James.

"In what can be a daunting time, they made it easy and always got back to me with answers to any questions I had. Their access to the first home loan deposit scheme allowed me to secure my new home sooner than planned. Thank you once again!"

The Mutual Bank is one of a limited number of lenders approved by the National Housing Finance and Investment Corporation (NHFIC) to offer the new First Home Loan Deposit Scheme aimed at supporting first-time home buyers in entering the property market. The First Home Loan Deposit Scheme, available through The Mutual Bank, allows first time buyers to pay as little as 5 per cent deposit, while avoiding the cost of lenders mortgage insurance (LMI).

There is a new allocation of places in the First Home Loan Deposit Scheme available for reservation from 1 July 2020. The Mutual Bank as an approved participating lender can offer places in the scheme to eligible first home buyers on a first served basis, along with a competitive First Home Buyer Package. To find out more about purchasing your first home, contact our Member Services Team on 1300 688 825

Top Three in NSW Training Awards - Hunter Region

Congratulations to The Mutual Bank team members, Hannah Wheeler (Marketing Officer), Zac Baylis (Acting Member Processing Supervisor) and Capri Archer (Member Service Officer), for being selected as finalists in the 2020 NSW Training Awards – Hunter Region.

Hannah, Zac and Capri were the top three candidates selected as finalists in the Financial Services category.

Conducted annually by Training Services NSW, these awards recognise outstanding achievement in the vocational education and training sector. Finalists

are selected through a rigorous interview process, and are judged locally by the Hunter Regional Apprenticeship and Traineeship Advisory Committee.



L to R: Zac Baylis, Capri Archer, Hannah Wheeler

The Mutual Bank Wins Recognition for Exceptional Value Products

The Mutual Bank has been recognised by Australia's leading financial comparison sites, Canstar and RateCity, picking up awards for two of its deposit accounts.

Canstar has awarded a 5-Star Rating in the 'deposit accounts' category for The Mutual Bank's Retirement Account. The Canstar team of expert researchers compare thousands of financial products, based on a combination of price and features, with the top performers awarded 5-Star Ratings and Awards, representing outstanding value to Australian customers.

Available for members over 55, The Mutual Bank's Retirement Account provides the flexibility of an everyday transaction account, paired with a competitive interest rate and no monthly account keeping fees. This 2020 5-Star Rating is the third time this account has been acknowledged by Canstar (2017, 2018, 2020).

The Mutual Bank has also been recognised for its 3-Year Term Deposit receiving a Gold Award in the inaugural RateCity Term Deposit Awards. RateCity's awards are based on its market-leading ratings system and winners are determined over a three-month period, with the top 10 per cent of products in each category receiving a Gold Award.

CEO Geoff Seccombe said the awards were further evidence of The Mutual Bank's continued commitment to delivering excellence in products and services for its members. "I am so proud that we have been able to achieve these accolades in such a challenging climate. We are delighted to have started the year with endorsements from two high profile organisations."

For more information on The Mutual Bank's 5-Star Rated Retirement Account and Gold Award-winning 3-Year Term Deposit please contact our Member Services Team on 1300 688 825.

New Board Appointment



We are thrilled to have welcomed Debbie Mirisch to The Mutual Bank Board of Directors in February.

As the Owner/Director of Biz Synergy, a local bookkeeping and internal accounting firm, Ms Mirisch brings over 25 years of invaluable accounting, business and leadership experience to the role.

"The Hunter Valley is a thriving and ever-evolving region, and The Mutual Bank is a cornerstone of the financial landscape here," said Ms Mirisch.

"I am honoured to join an organisation with such a rich heritage and strong community foundation, and I look forward to being a part of the continued growth of The Mutual Bank."

With an extensive career in accounting and finance in the Hunter Region, Ms Mirisch leads a team of accountants and bookkeepers at Biz Synergy in providing clients solutions to pain points that inhibit business growth. Ms Mirisch is experienced in cloud based technology delivery, yet places a high importance on good old fashioned communication and relationships.

Trevor Robinson, Chairman of The Mutual Bank's Board of Directors, said that Debbie was a welcome addition to the Board.

"We are delighted to welcome Debbie to our Board of Directors. Debbie's connection to the Hunter region runs deep, both personally and professionally, and her extensive expertise in accounting and business leadership will be an invaluable asset to The Mutual Bank," said Mr Robinson.

Ms Mirisch joins existing Board members Trevor Robinson, Bruce Arnott, Melinda Smith and Steve Meyn.

How To Bank Anywhere, Anytime

Now more than ever it's important to have more than one means of accessing your money. The Mutual Bank's mobile and internet banking facilities allow you to conduct your banking on-the-go anywhere, anytime.

Internet Banking

Accessed via The Mutual Bank's new website at themutual.com.au, members can use The Mutual Bank's internet banking to:

- Monitor your accounts and transactions
- Transfer funds and pay bills using BPAY
- Set up regular payments
- Receive online statements and more

If you are not already registered, the first step is to sign up for internet banking. Simply call us on 1300 688 825 or visit themutual.com.au to complete an online registration form.

The Mutual App

The Mutual App, which can be downloaded from the App Store or Google Play, allows you to access internet banking from your compatible mobile device.

Your Login Name and Access Code for The Mutual App are the same as those used for Internet Banking. If you haven't already registered for Internet Banking, complete the short online registration form at themutual.com.au or contact us on 1300 688 825.

When first logging in to The Mutual App you will be required to register your device.

To register your device simply:

1. Open The Mutual App and tap either 'Account Balances' or 'Transfer' and follow the prompts as listed below
2. Read and Accept the Terms and Conditions
3. Input your Internet Banking Username and Internet Banking Access Code
4. Set up a simple PIN or Pattern which you can use to access the Quick Banking functions

Once this is complete your device is registered, and you will have full access to all banking functions of The Mutual App simply by entering your PIN or pattern. You will only be required to complete this registration once unless you purchase a new device.

Security Tokens

To ensure your Internet and Mobile Banking experience is as secure as possible, we encourage all members to be issued with, and activate, either a physical or virtual security token. Security tokens provide a second level of authentication and are used in conjunction with your internet banking access details.

A security token can also enable you to increase your daily external transfer limit above the standard limit. Talk to our Member Services Team to see if you are eligible for this or to discuss other options to increase your external transfer limit.

Please note that virtual security tokens are not transferrable between devices. If you purchase a new device you will need to be issued with a new security token. For more information on security tokens call our Member Services Team on 1300 688 825.

What's New at The Mutual Bank...

Milestone Anniversaries

- Kieran Quigley - 25 years
- Carole Garland - 15 years
- Kate Wetini - 15 years
- Alicia Chapman - 5 years
- Errol Russell - 5 years
- Julie Price - 5 years

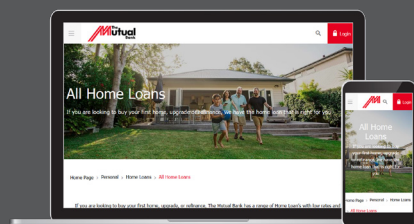
The Mutual Bank welcomes 3 new staff

- Martha Nyabadza - Finance Officer
- Lauren Armstrong - Marketing and Communications Manager
- Brielle Bunt - Risk Analyst

Education and Training

- Glen Pearson - Masters of Business Administration (Distinction)

View our new website now at themutual.com.au



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