

Member Financial Hardship Guide

Anyone can experience a period of financial hardship. If this happens to you, know that you are not alone. We're here to help you.

Because The Mutual Bank is member-owned we are here to support our members, especially during tough times. Our financial hardship team is committed to helping you to get back on track towards long-term financial stability.

Reasons for Financial Hardship

Unplanned life events or circumstances such as a change in income, illness, relationship breakdown, reduction in business cash flow, or natural disasters can cause financial stress.

How can we help you?

Depending on your circumstances, our team may be able to assist you with support options such as loan deferrals, arrears capitalisation, interest-only periods, or other appropriate relief. Even if you have deposit accounts with us, we may still be able to help.

Reaching out can be difficult, but the sooner you do, the quicker we can see what we can do to help. When speaking with our financial hardship team it's important to be open, honest, and realistic about your financial position.

At The Mutual Bank we respect your privacy and we will handle all conversations in a sensitive manner and treat all information in accordance with our Privacy Policy. All discussions are held strictly in confidence.



What other support is available?

Here are some other helpful resources if you are experiencing financial difficulty.



► Moneysmart

An Australian government website that offers financial guidance with simple tools, tips, and calculators.

moneysmart.gov.au



► Beyond Blue

Beyond Blue provides mental health support services.

beyondblue.org.au



► National Debt Helpline

The National Debt Helpline is a free, independent service offering confidential advice to those experiencing financial troubles.

ndh.org.au



► Small Business Debt Helpline

The Small Business Debt Helpline offers free and confidential advice to small businesses and sole traders experiencing financial difficulty.

ndh.org.au/news/small-business-support-line



► Rural Financial Counselling Service (RFCS)

The RFCS offers free, confidential, financial counselling and support to farmers and rural small businesses.

rfcsnsw.com.au

If you are experiencing financial difficulty please contact our Member Services Team on 1300 688 825.



Complete our Member Survey at your local branch or online at themutual.com.au/member-survey

You could win 1 of 10 x \$50 gift vouchers

Members only. Terms and conditions apply.

Visit our friendly Edgeworth Team Nasrin, Carolyn, Julianne and Jillian today

Edgeworth Town Square 720 Main Road, Edgeworth

Open: Monday to Friday 9am-5pm

Saturday 9am-12pm



What's New at The Mutual Bank...

Team Retirements

- Michele Searl - 13 Years

Milestone Anniversaries

- Estelle Cook - 20 Years
- Jane Martin - 10 Years
- Emma Harvie - 5 Years

Team Members Welcomed

- Jillian Coulton - Personal Banking Manager
- Mellissa Mullaly - Member Service Officer
- Robyn Brodbeck - Member Service Officer
- Jenny Watters - Member Service Officer
- Damien Nowak - Member Service Officer
- Meighan Browne - Member Service Officer
- Rochelle Brown - Member Service Officer

Education and Training

- Katelyn Martin - Certificate III in Financial Services
- Lachlan Hyde - Certificate III in Financial Services

Mutual News

WINTER 2021

1300 688 825 // themutual.com.au // info@themutual.com.au

Supporting Local Communities with Traditional Service



Dungog Business Banking Manager Scott Pulbrook



L to R: Scott, Geoff and Amy Martin



L to R: Scott, Toby Solomon and Geoff



L to R: Scott, Geoff and Paddy Dillon

With many banks leaving towns in record numbers, The Mutual Bank has now become the only financial institution with a branch in Dungog and Mayfield.

The Mutual Bank even opened a branch in Edgeworth last year. This was after the temporary closure and lease expiry of the branch down the road at Glendale during COVID-19.

CEO Geoff Seccombe reassured members earlier this year that The Mutual Bank has no plans to close its local branches.

"We're maintaining our branch network to give members a variety of ways to do their banking with us," Geoff said.

"We understand that not all members can or want to bank online," he said.

"With continued member and community support, we'll keep offering face to face banking in Dungog, Edgeworth, Mayfield and other parts of the Hunter."

"We're part of these local communities and our branches deliver an important service

offering to local people as well as local jobs."

Members of the Dungog business community welcomed The Mutual Bank's commitment to the town.

Paddy Dillon of Dillon & Sons, real estate and livestock agency in Dungog, said local banking is very important for country towns.

"We bank with The Mutual Bank because we love their service and what they stand for," Paddy said.

Amy Martin of Amy Martin Legal and Conveyancing Services said The Mutual Bank's support to local businesses in the Dungog area was valued.

"It's important to us to support a local bank that is here for our community," Amy said.

Chair of Dungog Arts Society, Toby Solomon, said the community organisation receives incredible personal service and support.

"The Mutual Bank is here when we need them, and this is highly valued," Toby said.

Geoff explained that, at the same time, the bank is investing in technology and digital platforms, so its members have choice and convenience in how they do their banking.

"Members can bank with us in branch, over the phone, via Internet Banking, The Mutual App, ATMs, Mutual Visa Cards, Apple Pay and Google Pay."

Dungog Business Banking Manager, Scott Pulbrook, along with our friendly Member Services Team, Britta, Cassandra, and Debbie are looking forward to continuing to welcome current and new members at the branch.

The same goes for Newcastle Personal Banking Manager, Jillian Coulton, and her team – Carolyn, Kyle, Capri, Julianne, and Leanne.

Please call in to any of our branches at Dungog, East Maitland, Edgeworth, Maitland, Mayfield, Rutherford, and Raymond Terrace. All our branches provide full banking services.

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CEO Message

Home is Where the Heart is

The beginning of 2021 has seen the 'Great Australian Dream' come true for a record number of people as the housing market continues to boom. Low interest rates and government incentives are fuelling increasingly strong demand in the property market. Our lending teams have seen a number of record-breaking months over the first half of the year. More and more people are choosing The Mutual Bank, for our competitive lending products, access to the Federal Government's First Home Loan Deposit Scheme, and our exceptional, personalised, member service. It is very satisfying and rewarding to help people to achieve their goal of home ownership, helping our community to thrive and grow.

As a member-owned bank, our community is the heart of our organisation. In the last 12 months, we have weathered many challenges including bushfires, floods, and the pandemic. These unforeseen events have taken a toll on many of our members,

causing financial hardship, and distress. Financial hardship can impact anyone at any time and our team is always here to support members experiencing financial setbacks and challenges. For this reason, we have included a Member Financial Hardship Guide on the last page of this newsletter to inform you about the options available, should you ever experience financial difficulty yourself, and please remember that you can always contact our team for a confidential discussion on 1300 688 825 as we are here to help.

Choice and Convenience in your Everyday Banking

At The Mutual Bank we strive to provide the best products and services for our members, be it digital or in-person. Proudly, we were the first Hunter-based financial institution to introduce Apple Pay and Google Pay to our members.

In addition to offering the latest in digital payment services, maintaining face-to-face support through our branch network is a core part of our service commitment. Branches are closing in our industry at an increasing rate but we have no plans to follow suit. We are now the only bank with branch facilities in Dungog and Mayfield, communities who deserve the support and convenience of having a friendly face to help them with their banking.

We know that for many of our members the face-to-face support and personal relationships held with our in-branch teams is important and valued. If you need to talk to someone in person about your banking please visit our branches in Dungog, East Maitland, Edgeworth, Maitland, Mayfield, Rutherford, or Raymond Terrace.

Our Retirement Account has again been recognised as one of the best in Australia, this time in the Mozo 2021 Expert's Choice Awards. We think it is important to support our depositing members, as well as our borrowers, by providing competitive rates, despite the low interest rate environment.

Members and Local Community at Heart

As a member-owned bank our priority is our members, our people, and our community, and we pride ourselves on taking an active role in the wellbeing of the Hunter Region. This past financial year we have employed more than 20 new team members to provide even better services and support for our members. We have also continued our sponsorship of charities, community organisations, and local sporting teams. That included stepping in to support the Mentor Support Network when its funding was at risk.

In continuing to provide you with the best service, products and support we would like to ask for your feedback through our member survey, which is open now and available in branch or online at themutual.com.au/member-survey

All contributions large or small are greatly valued and will directly inform future planning and continuous improvement. A QR code to the survey has been provided on the back page of this newsletter for your convenience.

Yours sincerely,
Geoff Seccombe

Supporting Refugee Educational Scholarships

Earlier this year, The Mutual Bank stepped in with funding to continue a successful support program for refugee students studying at Hunter Region high schools and TAFE.

Ten Mentor Support Network (MSN) refugee scholarships were presented to local students from diverse backgrounds on March 30.

MSN is a not-for-profit organisation that, through the provision of education and mentoring support, encourages disadvantaged youth within the Hunter Region to reach their full potential. The scholarships assist marginalised students to have equal access to high school resources and technology (uniforms, ancillary fees,

excursions, books, computers, equipment, software, and internet access).

Chair of MSN's Refugee Scholarship Committee, Pat O'Flaherty, said the program was at risk this year until The Mutual Bank stepped in.

The bank's Finance Officer, Martha Nyabadza, has volunteered to mentor one of the scholarship recipients – Moreen – during a 13-week mentoring program. The Year 11 student from Zimbabwe wants to study accounting.

Martha moved to Australia in 2016 from Zimbabwe so she has first-hand experience of settling into a new community, navigating tertiary study, and entering the workforce.



L to R: Geoff, Martha, Pat O'Flaherty

Growing with Members and Their Families

Buying your first home is a life-changing experience, but often life continues to change, especially with a growing family.

Tina and Doug, young parents living in Mount Hutton, wanted to upsize to a new home, but in a hugely competitive market, they had almost lost hope. Luckily, with the support of The Mutual Bank they were able to secure their dream home in Mayfield this year.

Living in a townhouse, with their son Oliver and two dogs, Doug and Tina knew they needed more space. Having shopped around through brokers, a friend recommended they speak with The Mutual Bank. With personalised support, The Mutual Bank was able to offer Doug and Tina the best loan for their situation.

"We chose The Mutual Bank because they were so easy to deal with," said Tina.

"Jillian, our Personal Banking Manager, was amazing. She was always available to answer any and all of our questions, she understood what our goal was, and she made it happen."



L to R: Doug, Tina, Oliver

Importantly in a fast-moving market, Doug and Tina received pre-approval and unconditional approval quickly, allowing them to confidently make an offer. They now have a backyard they can enjoy as a family and space to grow in the next stage of life.

"We have been recommending The Mutual Bank to all of our family and friends. Because of The Mutual Bank's competitive rates and home loan options, combined with our consultant Jillian, we were able to get our dream home. We cannot thank The Mutual Bank enough," said Doug.

If you'd like to find out more about how The Mutual Bank can help you with your home loan, contact our Member Services Team on 1300 688 825, or visit the website or your nearest branch.

Local Leader in Mobile Payments

The Mutual Bank's members were the first customers of a Hunter-based financial institution to have access to both Apple Pay and Google Pay payment options. The launch of these new technologies earlier this year is part of The Mutual Bank's ongoing product development and innovation strategy, and its commitment to continually offer industry-leading innovations.

"We are thrilled to be the first Hunter-based bank to make secure transactions even easier and more convenient with Apple Pay and Google Pay available to all our members," said Geoff Seccombe, CEO, The Mutual Bank.

"These new technologies are all about giving our members the convenience and ease to choose how they want to pay. Apple Pay and Google Pay are safe, secure and make payment as easy as holding your eligible device up to a point of sale terminal."



Apple Pay and Google Pay allow members to avoid handling cash or payment cards, making payments even more contact-free. The payment systems are easy to set up and securely encrypt card numbers, rather than storing this information on the device. Since Apple Pay launched on 2 March and Google Pay on 6 April, almost 25 per cent of The Mutual Bank's card members have registered for these services.

Geoff said that The Mutual Bank offers members a comprehensive suite of payment options.

"Digitally, this includes Internet Banking and our mobile app, along with Apple Pay, and Google Pay. Plus, members can continue to bank at their local branch, or over the phone via Phone Banking or our local call centre."

To find out more about Apple Pay and Google Pay services, or for help in setting up the services, visit themutual.com.au, call the Member Services Team on 1300 688 825, or call in to your local branch.

Another Accolade for our Retirement Account



The Mutual Bank's Retirement Account has been named one of the best in Australia in Mozo's 2021 Experts Choice Awards. This is the latest of many industry accolades to recognise this exceptional everyday account tailored to seniors and pensioners.

The Mozo Awards are based on the financial comparison site's daily tracking of thousands of banking and insurance products. These insights are used to identify exceptional products offering great value for consumers.

"When it comes to day-to-day banking for over 55s, The Mutual Bank is a standout competitor," said Peter Marshall, Mozo banking expert and awards judge.

"With free transactions, no account keeping fees and competitive interest rates, The Mutual Bank's Retirement Account is a good choice for anyone looking to simultaneously manage their savings and spending," Peter said.

The Mutual Bank CEO Geoff Seccombe said the award is further endorsement of the bank's exceptional range of accounts, designed specifically for depositing members.

"As a member-owned bank our top priority is always serving our members, and this award helps to highlight the quality and value of products we have on offer. We are very proud to be recognised within the top products available to Australians, especially from a high-profile industry body such as Mozo, and within a challenging and highly competitive market," Geoff said.

The Mutual Bank's Retirement Account has received extensive industry acknowledgement, including a 5-star rating from Canstar, Australia's largest financial comparison site, four years running (2020, 2019, 2018, 2017).

For more information about The Mutual Bank's Retirement Account, visit our website, your local branch or call our Member Service Team on 1300 688 825.