

# communiqué

AUTUMN ISSUE | Newsletter | April 2018

## ATM Update

Fee free ATMs

## ADFAR

March 2018

## NEW BANKING SYSTEM

Updates

## 'IMAGINE' CAMPAIGN WINNERS & DCO DAYS

Supporting the Defence  
Community



TO OUR GLORIOUS DEAD





## Welcome to the April issue of Communiqué

“Anzac Day is almost upon us. We use this time to remember all Australians who served and sacrificed their lives in all wars, conflicts and peace keeping operations.”

We remember their courageous ANZAC spirits and we encourage you all to take a moment to reflect and acknowledge the lives of our Aussie heroes.

In this edition of Communiqué, we announce our fee free ATMs on military bases, benefitting members with various options of fee free ATMs along with the major banks.

We are also once again proud to have supported the Australian Defence Force Australian Rules (ADFAR) tournament in March and the Men's All Stars Team this April. We aim to support ADFAR's goals of encouraging and promoting the sport of Aussie Rules amongst the Australian Defence Force members and wish the teams all the best in their upcoming ANZAC Day challenge.

In February this year, we launched our new banking system. We acknowledge this conversion has disrupted many of our members. I apologise for the impact this has caused and would like to reassure you, the member feedback we have received will contribute immensely to the improvement of the new banking system. We thank you for your continual support and patience during this time as we work through the teething issues.

On behalf of the board, we hope you and your families had a safe and happy Easter.

RADM C. W. THOMAS, AM, CSC RANR  
Chairman

## Fee Free ATMs

All Australian Military Bank owned ATMs will no longer charge the 80c fee.

A further 10 ATMs located in AAFCONS premises on base will also be fee free to our members by **1 April 2018**. Whether you are on base or in town, there will be plenty of fee free ATMs for you to use including the ATMs of the major banks.

To view our Schedule of Fees and Charges, visit:

[www.australianmilitarybank.com.au/about-us/disclosure-document](http://www.australianmilitarybank.com.au/about-us/disclosure-document).



**NOTE:** We are planning to withdraw from the rediATM scheme shortly. rediATMs may charge you a fee set by the owner of the ATM which will be disclosed to you before you complete your transaction.

For further enquiries, call us on 1300 13 23 28 or visit us in branch.

## ADFAR March 2018

The Australian Defence Force Australian Rules (ADFAR) Association encourages and promotes the sport of Aussie Rules among ADF members.

Australian Military Bank has been a major corporate sponsor for ADFAR since 2001 and this year, we are once again proud to be a premier partner of the 2018 ADFAR National Carnival and the Men's All Stars Team.

We aim to support ADFAR's goals of encouraging and promoting the sport of Aussie Rules amongst the Australian Defence Force members and wish all players the best of luck in their matches.



The Navy Men's team proudly pictured winning their match against RAAF at ADFAR, 2018.

# New Banking System Updates

## Handy Tips for all our members

### REGISTRATION



#### Internet Banking

For members who are yet to register for internet banking, you can access internet banking via [www.australianmilitarybank.com.au](http://www.australianmilitarybank.com.au).

- Know your 4-7 digit member number. This is the same member number used to log into internet banking.
- Ensure we have your updated details including your preferred contact number and email address to receive the OTP (One-Time Password).
- If you have successfully registered and have forgotten your password, click on the 'Forgot your Password?' link and follow the prompts.

For assistance with registration and logging in, please view our demonstration videos at [www.australianmilitarybank.com.au/transformation](http://www.australianmilitarybank.com.au/transformation), or call us on **1300 13 23 28** or email [service@australianmilitarybank.com.au](mailto:service@australianmilitarybank.com.au).



#### Mobile Banking App

For members who are yet to register for mobile banking, you can download the new app via **Google Play Store** or the **iTunes App Store**.

- Uninstall and delete the old Mobile Banking app.  
**Note:** Android users may need to delete the old app from the Google Play Store library.
- Download the new app by searching 'Australian Military Bank' or check our website for the quick links.
- Always check you are successfully connected to the internet.

### BSB AND ACCOUNT NUMBER

Some of our members have experienced issues with their payments. Here are simple tips to remember when transacting, receiving payments and making direct debits.

- When transferring funds to another Australian Military Bank member, remember to use the member's 9-digit account number as shown in the example below:

| Old Account Description         | New Account Description  |
|---------------------------------|--|
| Military Rewards Account<br>S18 | Military Rewards Account<br>BSB: 642 170<br>Account: 100XXXXXX |

- Remember your Australian Military Bank BSB (642 170) and 9-digit account numbers are located on the homepage of internet banking. You may find this under the summary section of your account. If someone would like to send you money, this is the same account number you will need to provide them.
- For members who want to change the account where your pay is credited, either advise us by emailing [service@australianmilitarybank.com.au](mailto:service@australianmilitarybank.com.au) or contact your employer and provide the specific account number to directly credit your pay.

For further assistance, call us on 1300 13 23 28 or visit us in branch.

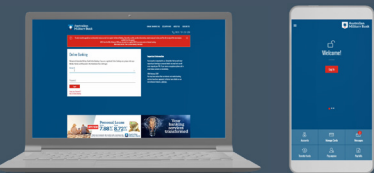
### BPAY

If you are experiencing any issues with BPAY payments:

- Check your biller statements frequently as BPAY Biller Codes and Reference Numbers are updated by billers on a regular basis.
- If your biller codes have changed, amend the Biller Codes and Reference Numbers in internet banking. Biller Codes and Reference Numbers can be located on bills as shown in the example below:



**BPAY:** Payment via internet or mobile banking  
Biller code: **XXXXXX** (New Biller Code required for payments)  
Reference: **XXXXXXXXXX** (New Reference Number required for payments)



For more information, visit  
[www.australianmilitarybank.com.au/transformation](http://www.australianmilitarybank.com.au/transformation)  
to view our demonstration videos and FAQs.



# 'Imagine' Campaign: Winners Announced

Australian Military Bank recently gave members who took out a new eligible home loan by 14 February 2018, the opportunity to win their mortgage repayments paid for a year!

Eligible members were also entered into a draw for one of seven \$2,000 VISA Gift Cards. Additionally, every member applying for an eligible home loan had their loan processing fee waived.

We'd like to congratulate **SGT Christopher**, who has won the major prize of his mortgage repayments paid for a year.

We'd also like to congratulate the minor prize winners:

- Michael, NSW
- Daniel, QLD
- Richard, WA
- Stewart, ACT
- Daryl, VIC
- Kim, NT



Lending Specialist David Poole congratulating 'Imagine' Campaign winner, SGT Christopher Speranza.

## DCO Days Supporting the Defence Community



Personal Banker Melanie Finny and Mobile Banker Tonia Veal representing Australian Military Bank at WA DCO Day.



Personal Banker Emma Jones, Member Service Officer Helen New and Mobile Banker Tsivia Golek kicking off Australian Military Bank's first DCO Day at HMAS Cerberus with some free popcorn and goodies.



Personal Bankers Ashlon Gardner and Jessica Doyle at NT DCO Day awaiting the Defence Community to take part in our guessing competition.



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