

# communiqué

WINTER ISSUE | Newsletter | July 2018



**MILITARY  
REWARDS ACCOUNT**  
Making a big difference

**SHOW YOUR  
SUPPORT THIS  
LEGACY WEEK:**  
2 – 8 September 2018

**BANKING  
CONVERSION**  
Update

**FEE-FREE  
ATMS**  
Reminder



# Your spare change making a big difference

On behalf of our charity partners, we want to take the opportunity to thank our Military Rewards Account holders who helped achieve such a milestone.

Together, we've donated over  
**\$100,000**  
to our Defence charity partners



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## Welcome to the July issue of Communiqué

It was a great honour and privilege to be unanimously nominated by my fellow directors to be Chairman of the Board.

At the June board meeting we received notification from outgoing Chairman Clint Thomas of his resignation from the board. On behalf of the board and our members, I'd like to take this opportunity to thank him for his wonderful service over 18 years including five years as Chairman to the Bank and wish him well in his future endeavours.

We have also received notification from Director BRIG Jane Spalding of her intention to retire from the Board on the 30th of June. Jane has served the Australian Military Bank Board for 11 years and I'd like to take this opportunity to thank Jane for her wonderful service to the Bank and wish her every success on her deployment in Afghanistan.

One of the key advantages of the Military Rewards Account is that it gives back to the Defence community and our charity partners, who are very close to our heart. With the bank matching our members 'cents gifting' program, together we have raised over \$100,000 to our defence charity partners Legacy, Mates4Mates, RSL DefenceCare & Soldier On.

To coincide with this achievement, in this edition we profile Legacy who share with us the great work they do in supporting the Defence community and encourage you to show your support throughout Legacy Week in September.

Once again, on behalf of the board, we would like to thank you for your continued support and patience as we transition to a new banking system. A system that will position the bank to be better able to meet the challenges facing banking in the digital world.

Regards,

John Brooks  
Chairman

It's through these contributions that we can continue to provide much needed assistance to our current and former service men and women.

**Thank you,** from Australian Military Bank

## What's a Military Rewards Account?

Our Military Rewards Account is:

- The perfect everyday transaction account that features 1% cash back (with a \$25 monthly cap);
- Free Australian Military Bank ATM withdrawals;
- Cents gifting program in support of the Defence community

## How do I open a Military Rewards Account?

Visit us at [australianmilitarybank.com.au/mra](http://australianmilitarybank.com.au/mra)



We wish RADM Clint Thomas and BRIG Jane Spalding the very best for their future endeavours.

# Show your support this Legacy Week: 2 – 8 September 2018

Since the end of WWI, Legacy has kept their promise to Australian veterans and taken care of the families of those who served our country.

With Legacy Week fast approaching, Legacy is calling on volunteers to support their annual fundraising street appeal where badges are offered as a token of appreciation for the donation made by the public.

The funds raised from Legacy Week help Legacy provide caring and compassionate support to around 65,000 widows and 1,800 children and dependants throughout Australia, with essential services such as counselling, special housing, medical, advocacy and social support.

Legacy is looking to engage as many volunteers, including ADF Members and Reservists, in Legacy Week activities as possible, particularly on Badge Day, Friday 7 September 2018.

Members of Australian Military Bank are encouraged to support Legacy during Legacy Week this year by either buying a badge, volunteering with your local Legacy Club to sell badges or undertaking fundraising efforts such as having a tray of Legacy merchandise in your workplace.

To make a donation or volunteer your time visit [www.legacy.com.au](http://www.legacy.com.au) or email [marketing@legacy.com.au](mailto:marketing@legacy.com.au).

## Banking Conversion Update

Over the last five months, we have made significant progress with almost 42,000 members now registered to our online channels including over 22,000 members registered into Internet Banking and over 21,000 downloads of the Mobile App.

### Why did we change our banking system?

The Defence Community, and the ADF in particular, has a younger profile with high levels of technological exposure. We knew to be relevant to our current and future members that we needed to have a highly capable digital bank offering that was available 24/7. We therefore took the decision to migrate to a modern banking system to provide our members a better long term digital experience.

### Our new online channels offer much greater functionality such as:

- |   |  |   |
|---|--|---|
| <input checked="" type="checkbox"/> Self serve limit change | <input checked="" type="checkbox"/> Real time alerts | <input checked="" type="checkbox"/> Increased security (one time passwords) |
| <input checked="" type="checkbox"/> Card activation         | <input checked="" type="checkbox"/> PIN change       | <input checked="" type="checkbox"/> International payments                  |

It's great to see members taking advantage of the improved functionality and now have many more members using online channels than ever before.

I'd like to thank all members for your patience and support during this difficult transition to a new banking system. I sincerely regret any inconvenience this conversion may have caused you. Our banking system is not yet perfect but we continue to make good progress in resolving the remaining issues. If you are still experiencing issues please email us at [service@australianmilitarybank.com.au](mailto:service@australianmilitarybank.com.au).

Thank you,



**John Ford**  
Chief Executive Officer





# Fee-Free ATMs

**REMINDER:** Earlier this year, we withdrew from the rediATM scheme and further acquired 15 on-base ATMs; extending our physical presence on military bases for members.

When you're on-base, you can use an Australian Military Bank branded fee-free ATM.

When you're off-base we suggest you use an ATM provided by the major banks as they are fee-free.

For a list of these ATMs, please visit [australianmilitarybank.com.au/feefreeatms](http://australianmilitarybank.com.au/feefreeatms).

**NOTE:** rediATMs may charge you a fee set by the owner of the ATM which will be disclosed to you before you complete your transaction.



## Supporting the Defence Community



Queensland Regional Manager Madeleine McGowan and Personal Banker Katt Nieva enjoying their experience at 'Diamond Warrior'.



Australian Military Bank proudly sponsored the Corowa Billy Cart even in Kapooka.



Regional Manager Andrew Moebus with ADFAR 2018's 'Best on Ground' Lance Corporal Matt Hood, presented by Major General Matthew Hall.



1300 13 23 28  
[service@australianmilitarybank.com.au](mailto:service@australianmilitarybank.com.au)  
[australianmilitarybank.com.au](http://australianmilitarybank.com.au)

Australian Military Bank Ltd ABN 48 087 649 741 AFSL and Australian credit licence number 237 988.