



Te Uniana Whakanama Pirihimana

## BLUENOTES

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August 2020

## UPDATE FROM OUR CEO



Over the last 3 months I have been lucky enough to chat to many of you who have taken the time to provide feedback on the things you love about us and the areas where we could do a bit better.

I have heard some fantastic and uplifting stories about how we have been able to help. Whether it is the convenience of knowing you can call back and speak to the same person whilst working through an issue, to our being able to provide lending and support to those turned away from other organisations, to helping members buy their first home. The team love being there to help.

Perhaps of more value to me are where there have been frustrations or where we can make things a little easier for you.

I know many of you have found the manual processes around getting your identity verified (an important regulatory

requirement in the current age) cumbersome and inconvenient. The need to print and sign contracts can be a burden, our online application form is challenging, and receiving paper statements through the post can feel a little antiquated. Also, our mobile banking app has been called out as being a bit clunky.

Perhaps at times we can feel a little too analogue in a digital world?

This feedback is gold and is helping us drive the focus of your Credit Union over the coming year. For instance, the statements produced in August will be the last that are sent out in paper format, from October statements will be electronic (although paper versions will still be available on request).

We are also improving our online application form and allowing identity verification and signing of contracts electronically.

Changes to mobile and internet banking to provide a bit more functionality and to make them a little more user friendly will take time but are also on the horizon.

All together we hope these changes will make us a little 'easier to do business with', which is of course one of our core values.

If you have any comments or feedback then please drop me a line as I'd love to hear from you, you can contact me direct on **04 471 4850** or [joe.bishop@policecu.org.nz](mailto:joe.bishop@policecu.org.nz).

**Joe Bishop**  
Chief Executive

## ANNUAL GENERAL MEETING

We invite all members of the Police Credit Union to our AGM which will be held:  
9.00am to 10.00am, Wednesday 14 October  
James Cook Hotel, 147 The Terrace, Wellington

## SORTED MONEY WEEK

**This year the topic for Sorted Money Week is 'Just Wondering' which reflects questions about money seen during this time of change and uncertainty.**

Sorted Money Week is an annual campaign run by the Commission of Financial Capability, aimed at raising New Zealanders' financial capability. It runs from Monday 10 August through to Sunday 16 August.

During Money Week, Sorted will be providing trusted information and guidance across a range of topic areas including KiwiSaver, money planning, debt and more. The aim is to help New Zealanders learn, recover, and make tomorrow a better day.

In support of Money Week we are offering a free financial webinar on Wednesday 19 August called

'Navigating COVID – Designing your new normal. To find out more and register for the webinar, head to <https://www.policecu.org.nz/blue-trust/money-bites/>.

During the week we will also be answering your money questions via email at [just.wondering@policecu.org.nz](mailto:just.wondering@policecu.org.nz). We can't provide formal financial advice, but we can answer your questions and provide you with guidance on where to get support. We will also be selecting some emails at random to receive a gift card.

**The key is that any money question is a good question. We are all in different places in our life stage, financial journey and knowing what our financial future looks like. Regardless of where you are in your journey, we are here to support you to building a safe financial future.**

**Stay safe out there!**

**Talk soon . . .**

**Money Penny**

## MOBILE BANKING UPDATE

**We've listened to your feedback and will be delivering improvements to mobile banking later this year.**

The update will provide functionality you have been asking for, including managing your payments within mobile banking and the ability to personalise your account names.

### **The update will include:**

- Touch ID and Face ID for logging into mobile banking
- The ability to rename your account names so you can easily identify the purpose of your different accounts

- Sharing your account number and payment receipts with others to make it easy to show payments you've made or to provide others with your number for payment
- The management of your upcoming payments including the ability to skip and edit payments

We want to provide you with the best way to manage your banking online to make it easy and seamless to do what you need on the go.

If you're not currently set up for mobile banking you can give our team a call on **0800 429 000** and they'll get you ready to go. We'll let you know closer to the time when these changes will be delivered.

## POLICE CREDIT UNION SCHOLARSHIPS

Each year we award scholarships to members to assist with increasing their financial well-being.



### Helen Lenihan

Helen, a 2018 Police Credit Union scholarship recipient, got in touch with us earlier this year to share how her scholarship helped her to find her creative passion in ceramics.

Helen used her scholarship to enrol for an Advanced Diploma of Art and Creativity (Level 7) with The Learning Connexion. After discovering ceramics in Level 5 she found her calling and began to use ceramics, mixed media and found objects to create work often referencing emotional responses to the world around us.

Helen has had her work shown in some group exhibitions, at a Greytown Gallery and a solo exhibition in Upper Hutt. She was also a finalist in the Portage Awards – New Zealand’s best-known survey of contemporary ceramic activity.

## 2021 SCHOLARSHIPS

This will be the sixth year we have offered the opportunity to members to apply for a scholarship payment of up to \$1,000 to assist with increasing their financial well-being.

**This year Scholarships will open on Thursday 1 October and close on Friday 30 October.**

### Application Criteria

- You need to be a member of the Police Credit Union or be eligible to join
- Applications must be written and submitted by the scholarship applicant

We’ve provided scholarships for everything from a Space School expedition and Te Reo Māori study

through to launching a solo art exhibition and supporting sporting goals... and just about everything in between.

### Applying for a scholarship

You’ll be able to apply online at [www.policecu.org.nz/about-us/scholarship-programme/](http://www.policecu.org.nz/about-us/scholarship-programme/) from Thursday 1 October.

We've got your financial back.

- Personal loans
- Financial capability
- Scholarships
- Great Investments
- Friendly service

Find out more at [POLICECU.ORG.NZ](http://POLICECU.ORG.NZ)



## ONLINE STATEMENTS

**We're excited to announce that your next Account Statement is going to be online.**

Electronic statements are environmentally friendly and mean faster delivery – no more waiting for your statement to arrive in the post. We know this is something many of our members have wanted for a long time.

### Next Steps

If we hold a valid email address for you, we'll be in touch closer to launch with more information including

whether you'll need to register for internet banking to view your statements. At this time, you'll also be able to let us know if you'd rather continue to receive paper statements.

If we don't hold an email address for you, you'll see a message on your Account Statement this month. We'll need your email address to notify you when your statements are available.

To provide us with your email address you can:

- Email us at [info@policecu.org.nz](mailto:info@policecu.org.nz)
- Call us on **0800 429 000**
- Send us a secure message through online banking.

## INTEREST RATES ON SAVINGS ACCOUNTS

**As at 1 August 2020**

### Term Deposits

3 months	4 months	5 months	6 months	7 months	8 months	9 months	12 months	18 months	24 months
0.95% p.a.	1.15% p.a.	1.25% p.a.	1.65% p.a.	1.60% p.a.	1.60% p.a.	1.60% p.a.	1.65% p.a.	1.65% p.a.	1.65% p.a.

Interest can be paid out monthly, quarterly or six monthly.

Interest on Term Deposits 12 months or longer can be compounded quarterly, six monthly or annually

On maturity, Term Deposits can be reinvested, paid into your Credit Union account or paid out to an external bank account

### Savings

Balance	Bonus Saver	Future Saver	Achiever Saver	Christmas Club
\$1+	0.80% p.a.* Includes bonus interest of 0.30% p.a.	0.80% p.a. Includes bonus interest of 0.30% p.a.	0.35% p.a.	0.35% p.a.

Interest is calculated daily and paid monthly.

\* By depositing at least \$20 per calendar month, with no withdrawals in the calendar month, you will earn bonus interest on your total daily balance.

All interest rates are subject to change without notice.



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**POLICE HELPING POLICE**

Copies of our current Terms and Conditions and Product Disclosure Statement are available from the Police and Families Credit Union. These can be viewed at [policecu.org.nz](http://policecu.org.nz), or by calling **0800 429 000**.

Police Credit Union is not a registered bank