



Te Uniana Whakanama Pirihimana

BLUENOTES

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UPDATE FROM OUR CHIEF EXECUTIVE



As 2018 draws to a conclusion, it has been another chaotic year internationally.

With what's happening around the mid-term elections in the USA, the global trade "games" that are being played, the shambles with Brexit, increasing unrest in the Middle East and just recently the lone wolf terrorist attack in Melbourne along with the extreme weather patterns and loss of lives that the world is experiencing due to the changing climate - just to name a few.

an average of just over \$1,200 per member. We also rewarded 1,169 members with a \$20 New World voucher and 7 members with a \$10 New World voucher as they saved every month and didn't touch their Christmas Club savings during the year.

I am delighted to confirm the Police Credit Union Scholarship Programme is available again this year. We want to award scholarships of up to \$1,000 in January 2019 to 60 members.

Scholarships are open to all members and potential members of our Credit Union. Full details of the scholarship programme can be found inside.

As always, if you have any feedback, please contact me direct on 04 471 4850 or email helen.hatchard@policecu.org.nz.

From us all at your Credit Union, we wish you and your family a wonderful Christmas break and a very happy New Year.

**Take care
Helen**

Feedback from our members

"I've been a member of the Police Credit Union since I joined the Police and have been continually impressed by the outstanding customer service that I've had over the years.

I couldn't recommend the Police Credit Union more highly for friendly service by people you can trust to have your best interests at heart."

Sergeant Erina Mako

This year, however, has been an exciting one for your Credit Union. Under our financial capability strategic initiative, we have delivered across New Zealand 19 Police Moneywise courses and over 10 First Home Buyer seminars. We have also been piloting with Counties Manukau Police to enable their staff to get into affordable homes. We are looking forward to being able to do this in other Districts in time. We also ran our first "Shadow Board" programme which allowed six employees to undertake governance training and get to understand your Credit Union through the Board's eyes. With the retirement of Steve Hinds and Steve Vaughan, we welcome two new Board members, Gail Gibson and Charles Ip and of course we have rebranded and launched ourselves on Facebook.

This year members saved over \$1.827 million in their Christmas Club accounts

STAYING SAFE

Fraud Awareness Week in November was a timely reminder for New Zealanders to 'Stop and think. Is this for real?'

New Zealanders fall victim to scams every day as scammers come up with new and sophisticated ways to trick people into handing over personal information and money. All of us either know someone who has been affected by a scam or have been contacted by a scammer at some point.

Consumer Protection suggests some simple things you can do to protect yourself:

Be suspicious. Offers that are too good to be true, usually are. If someone's asking for money, personal information, passwords, credit card numbers, PIN or bank account details, it's a red light.

Don't trust unexpected contact. Scams often come through unexpected phone calls, knocks at the door, or emails from people you don't know.

Resist demands to act quickly. Scammers often leverage your emotions to get you to get what they want from you. If you feel pressured, back out.

Whether it's online, over the phone, or in person, the key to avoiding scams is knowledge. You can find out more by visiting consumerprotection.govt.nz and by following them on Facebook under 'Consumer Protection NZ'.

Remember: Don't rush, think things through, discuss it with others, and stop and think; Is this for real?

**Stay safe out there!
Talk soon . . .**

Money Penny

SCHOLARSHIP APPLICATIONS ARE OPEN!

This is the fourth 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.

Application Criteria

- To apply you need to either be a member of the Police Credit Union or be eligible to join.
- Applications must be written and submitted by the scholarship applicant.
- If you're successful you need to become a member of the Police Credit Union before any scholarship payment is made.

We've provided scholarships for everything from beekeeping, completing a PhD and obtaining a skipper's restricted licence, through to speech language therapy, supporting sporting goals and just about everything in between.

Important Dates

- Applications open **Saturday 1st December 2018.**
- Applications close **Friday 11th January 2019.**
- Applicants will be advised the outcome of their application by **Friday 1st February 2019.**

Apply Now!

It's easy to apply online at www.policecu.org.nz/about-us/scholarship-programme/

2018 SCHOLARSHIPS

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

2019 applications open online on Saturday 1 December 2018.



Josh Kiwikiwi

Son of a retired Police Officer

“My goal is to create a Kiwiana collectable company that creates and manufactures hand crafted Māori cultural collectables such as dolls, jewellery and artworks including other merchandise to target the tourist industry. The scholarship provided by the Police Credit Union has helped to purchase well needed prototyping materials to refine the first series of collectables. This included tools, molding and casting resins, and painting supplies. Without their help I don't think I could've gotten this far. I still have a lot of work ahead of me but I hope to have the first series of three completed and released next year.”



Rowena Jones

Current serving Police Officer

“I received my Police Credit Union scholarship to develop my Executive Director skill set. In 2018 I was a Shadow Board Member for the Police Credit Union where I learned from our very own Governance Team. I applied my knowledge in ‘real time’ at the board room table which was an invaluable experience. I received governance training and was part of a Director mentoring programme. I can now apply my new knowledge into my Governance and Leadership roles as a direct result of the training, experience and support I received from the Police Credit Union.”

We're not a bank.

No Fees.

No Sales Targets.

Just doing what's right for our members.

GOLD.



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POLICE HELPING POLICE

IMPROVING PAYMENT PROCESSING TIMES

We've listened to your feedback and will be changing how often we process payments.

In our annual survey many of you told us that payments from or into your Police Credit Union accounts take longer than payments between other accounts with banks. This is because we currently process all our payment transactions once a day later in the evening.

Next year we will change our daily payment processing from once a day to every 2-3 hours throughout the day, bringing us in line with the processing times of the big 5 banks.

What does this mean for you?

From Monday 11 March 2019 payments from or into your Police Credit Union accounts will happen within hours, rather than overnight, so you'll see your payments going through much sooner.

This also means that if you make an error when making a payment in mobile or internet banking (such as sending it to the incorrect bank account number or for the wrong amount) that we'll be unable to reverse that payment and you'll need to seek reimbursement from the payee.

We'll keep you updated as the change gets closer.

PERSONAL LOANS

The Police Credit Union has a variety of personal loans available exclusively for Police and their families. You can use your personal loan for nearly anything, including debt consolidation, purchasing a car, travel or home renovations.

Why borrow from us



Easy to apply

You can apply online at policecu.org.nz or call our friendly team on 0800 429 000.



Speedy answers

We can approve your loan on the same day so you can start saving interest sooner.



Great rate

Our rates start from 9.50% p.a. so you can get out of debt faster.

Normal lending criteria and a \$100 establishment fee applies to all new loans.



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POLICE HELPING POLICE

Copies of our Terms and Conditions and Product Disclosure Statement are available from the Police Credit Union. These can be viewed at policecu.org.nz or by calling 0800 429 000. Police and Families Credit Union is not a registered bank