

Banking 24/7, the new era of banking

Life for many of us changed beyond recognition in 2020, one of the biggest changes we faced was doing electronically what we had historically done in person. This included a move to online shopping and a big shift to online banking channels.

As a result we have noticed a significant change in our member's behaviours, this is the trend similar to most financial institutions. Our members are now choosing self-service banking channels that provide 24/7 banking; such as internet banking, our banking app or Visa Debit Card.

Members coming into the branch dropped by 50% in 2020 compared to the same period in 2019, and this trend is continuing for 2021. In order for us to fulfil this new self-service preference, we are making some changes to our branch and fee structure. The changes will provide areas within our branch, where members can come in and do their banking electronically, rather than waiting in the queue for more traditional face-to-face service. Self service has become the preferred banking option for many members since COVID-19 entered our lives, this has been driven by the need to social distance and reduce cash handling for hygiene reasons.

We won't lose our personal face-to-face service, but we will be able to accommodate those who prefer to self-serve, rather than stand in a queue.

Our number one value is to put our member's best interests at the forefront of everything we do, and we feel these changes will provide an overall benefit to more members as a whole. It will allow us to provide a 24/7 bank (online) for our members, however in order to achieve this we needed to make some changes to both our fees and our building layout.

Whilst we transition through this change, our staff will be here to support you, so please don't hesitate to ask us for help any step along the way. We believe this change will benefit our entire membership moving forward and will well position South West Credit to invest in ever growing and ever changing technology in our industry.

If you would like to further discuss these changes, please don't hesitate to contact our CEO, David Brown on 5560 3919.

Protect your hard earned money

Do you have large amounts of money sitting in your Visa Debit Card account? Consider moving your excess funds into a separate savings account with South West Credit. It is free to do and this way, if your card is ever compromised, fraudsters will only be able to access a minimal amount of money in your card account. Contact us to arrange this for you in minutes.





Welcome to South West Credit
I'm Mia, ask me a question?

Outsmart a Scammer

Scammers are getting smarter and more sophisticated with their techniques. We've put together our top tips to help you outsmart a scammer:

- **Contacted out of the blue to say you are owed a refund? STOP!** Do not provide your account or card details. If a retailer, or Government agency needs to send you a refund, they will have your details.
- **Contact organisations using their publicly listed number only** (e.g. via Google search or phone book). NEVER use the number given to you over the phone, or by SMS or email.
- **Contacted to download an app onto your device? STOP!** This is how fraudsters gain full access to your device, to capture logins, passwords, one time passwords and even sensitive information that they can then blackmail you with. Always hang up and contact the company they are 'representing' on their publicly listed number.
- **Contacted to download software onto your computer? STOP!** This is how virus's and malware are loaded onto your computer. Hang up and contact the company they are 'representing' on their publicly listed number.
- **Do not provide your Internet Banking login, password or One Time Password to anyone**, no matter who the person claims to be, or what they claim they can do for you.
- **You've come across a great investment opportunity through social media. STOP!** Scammers are using social media with claims to make you fast money, via an investment or even cryptocurrency. These particular scams can be very sophisticated and equally financially damaging.
- **Always pay with PayPal.** Link your card/s to your PayPal account and then always pay with 'PayPal'. Cards can be compromised, even on reputable online sites and subject to fraud later on. PayPal is a secure and encrypted payment method. Any seller not accredited by PayPal should raise alarms.
- **Trust your gut**, if you receive a call and it doesn't feel right, hang up and contact the company they are 'representing' on their publicly listed number.
- **If an offer or item for sale seems too good to be true, AVOID IT, it's usually a scam.**

Learn more at [swcredit.com.au/ScamAlerts](https://www.swcredit.com.au/ScamAlerts)

Meet our newest staff member, Mia!

Mia (Mutual Industry Assistant) is South West Credit's Virtual Assistant and will offer support on our website 24/7 to members.

Mia can help you with most things, from finding our BSB number, to helping you stop your card, reset your internet banking password, provide product information and even take you to our online forms so you can apply from the comfort of your home.

This is just one of the ways we are helping to serve you better and provide a 24/7 banking experience.

Head to our website [swcredit.com.au](https://www.swcredit.com.au) and meet Mia today!

Supporting the local community

South West Credit is proud to support:

- Warrnambool & District Football Umpires Association
- Carols by the Merri
- Warrnambool & District Football Netball League
- School Breakfast Program
- Warrnambool Gift
- Father of the Year 2020
- Warrnambool Volleyball Assoc.
- Athletics South West Turbines
- Warrnambool Golf Club
- Port Fairy Golf Club
- Warrnambool Adult Riding Club
- Warrnambool Clay Target Club
- Dennington's Day Out