

MEMBER NEWSLETTER



Message from our CEO

With thanks to our loyal Members, Northern Inland Credit Union has performed well for the final half of this financial year. Our deposit balances have reached record levels of just over \$300 million and assets have continued to grow, reaching almost \$350 million in May 2020.

Improved systems for Northern Inland

By early 2021 we will have completed the upgrade to our IT systems to ensure we can continue to provide Members with the best of modern digital services. We continue to focus on quality face-to-face service while improving our online facilities for those who wish to do more remotely. There will be a new look and feel for Online Banking and our smartPAY App. The upgraded system will also offer leading edge security features. Over the coming months, you will continue to hear from us about these improvements and we thank you for your understanding whilst there have been small changes made along the way.

Our Member Survey 2020 ~ Your FEEDBACK:

- **99.3%** are either **'Very Satisfied'** or **'Satisfied'** with our service
- **92.2%** said our loan application process was either **'Easy'** or **'Very Easy'**
- **97.8%** would **definitely recommend NICU** or consider recommending us to family and friends



Celebrating loyalty at NICU

I congratulate staff on celebrating milestone anniversaries with us: Kerry and Marre at Narrabri (25 years), Dave in Administration (25 years), and Brian and Louise at Tamworth (15 years).

Coping through the perils of Covid-19

We have helped our Members through this uncertain time, to ensure that we all emerge from this, protecting our financial position. If you require assistance, please don't hesitate to contact us.

Member Survey results and winner of the annual survey prize

Congratulations to our valued Member, Kris Booby, who won the \$1000 Prize for completing our Member Survey.

Members were invited through their local branches, via email and SMS to complete the survey and there have been many constructive suggestions.

We thank all our Members for their feedback, which will be worked into our strategy for improving systems and processes into the future

Tamworth Shoppingworld Branch

From 20 July 2020, we are merging our Shoppingworld and Peel Street branches to provide full and comprehensive financial services from 481 Peel Street Tamworth. With our skilled team members redeployed to be located in one central location, we will be able to continue offering you with the highest level of service whilst also investing in further resources to improve our product and digital experience for our Members.

Using your 9-digit Account Number

We thank you for your commitment to switching over to your 9 digit account number for your debits and credits. Please continue to provide your relevant nine digit account number to companies, government bodies, on your invoices and to anyone who makes credits or debits to your accounts to ensure you continue to receive funds, and your automated payments continue to be made.

Tamworth Branch

You may have noticed our Peel Street branch getting a 'facelift' in Tamworth, with new exterior painting in colours which look fresh and professional.

We look forward to providing all our Members with more streamlined service improvements over the next twelve months and will continue to provide you with smarter ways to manage your money. Please stay safe.

Derek McIntyre - CEO



Marre and Kerry celebrating 25yrs of service at our Narrabri branch



Peel Street Branch receiving a facelift

Have we got the correct contact details for you?

Help us keep in touch with you. Please update your details in branch, via online banking or phone us on 02 6763 5111.



Northern Inland
CREDIT UNION

'Fit For Change'

The PCYC 'Fit For Change' program, supporting youth at risk in the community, has been offered to High School students who have been unable to secure school-based apprenticeships. The 'Fit For Change' objective is to develop life skills and fitness for all participants and these students participated in bouldering at the local 'Freestyle' gym. With NICU sponsorship, the Northern Inland Team joined the group for a morning session and the students explained the elements of focus and problem solving that were involved.

"It's no cost to the participant so it's all about making the training available for people at no cost and trying to link them with employment," Senior Constable Sandison said.

NICU offered a workshop on 'Managing Money - Budgeting for Youth' which complimented the program, teaching the students the importance of budgeting and saving.



NICU proudly supported the PCYC Tamworth Police initiative



Chris Eather, Jarrod Lindquist, Emma Trigg, Andrena Sandison, Alicia Wise and Danie Witton with some of the participating students (above)

NICU Touch team - Gunnedah



Our Gunnedah NICU Touch team are all decked out in their new playing gear for when the season begins again. NICU are proud sponsors of the team, shown here with Gunnedah Branch Manager, Jen Elphick (Back row: 2nd from the left).

'Meet the Teacher' BBQ and School Banking Information

In February, NICU had a team of seven staff volunteers and our mascot Super Saver Nic hosting the 'Meet The Teacher' evening at Tamworth West Public School, alongside the Fathering Project.

Our team helped with the BBQ and met many parents and carers on the night, with a display of our School Banking information, and a presentation about the benefits of children learning to save. The night raised \$721, all proceeds to the school P&C.



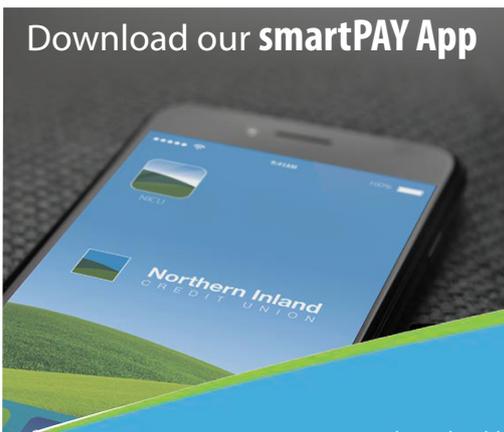
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