



October 2021



Easier banking

We're making changes to improve your banking experience

qudosbank.com.au

Catch up with Michael Anastasi

MICHAEL ANASTASI

CEO

As we get closer to the end of 2021, we are finally seeing some light at the end of the lockdown tunnel, a pathway to a new normality.

Although this year has been another challenging year for all, we're humbled by the overall performance of the bank, and the raft of service enhancements being developed for our customers.

This year, there has been greater focus on the digital banking space with new technologies available to improve our products and services for customers. These new technologies also empower customers to bank the way they want and to take more control on managing their accounts efficiently.

As Dave will discuss in the Tech Talk article, we've released multiple self-service features within the Mobile App and Online Banking platforms and will continue to focus on these areas to improve and empower customer's experience.





This year, there has been greater focus on the digital banking space

We're here to help

Since July, we have seen ongoing lockdown restrictions which have resulted in a small increase in hardship applications. Our Financial Assistance and Asset Risk Management Team continue to do a wonderful job assisting impacted customers and provide the support they need.

We are always here to help customers through difficult times. If you are experiencing financial uncertainty at any time, please contact us for assistance.

I also encourage customers to visit the Qudos Bank website, where you will find a number of helpful tools and resources, such as our Fraud Hub. Here you will find information on the latest scams and financial fraud, as well as our Money Moments financial literacy series which will help you to plan your financial future.

AGM Virtual Event

For a second year running and to continue to support social distancing measures, we will be live streaming our Annual General Meeting. While unfortunate, this will allow Members to participate from right round Australia. Members can participate and ask questions within the virtual event, to find out more visit qudosbank.com.au/AGM.



Thank you

I would like to extend a big thank you to all our employees for continuing to support the business and provide outstanding service to our customers by living The Qudos Way. Our branch network has done an amazing job continuing to assist customers during the national lockdowns.

I would like to also thank customers for their ongoing support and loyalty and I'm excited to see what new opportunities await and continue to be the bank our customers value most. I wish everyone a happy and safe festive season, and enjoy reconnecting with loved ones.

Tech talk with Dave

DAVID BRIDGES
CHIEF INFORMATION OFFICER



The COVID-19 pandemic has shifted consumers towards digital banking services, with many Australians preferring to make payments electronically.*

According to the Reserve Bank of Australia, over recent decades there has been a trend rise in the use of electronic payment methods for retail transactions and a decline in 'paper based' methods such as cash and cheques. In 2019/20, Australians made around 560 electronic transactions on average, compared with 250 a decade earlier.*

By contrast, the use of cash and cheques has fallen significantly. It is estimated that Australians made about 170 cash transactions per person on average in 2019, compared with 320 per person in 2007, and cheques are now seldom used for consumer payments.* The shift to electronic payments reflects both consumer preferences for, as well as greater acceptance of, electronic payments for a range of transactions. Innovation and the introduction of new digital payment services, including by some technology-focused firms, has widened the range of electronic payment options available for Australian consumers and businesses.

Dave's Latest Tech Tip:

You can easily manage your cards within the Qudos Bank Mobile App with self-service features including the ability to:

- > Activate a new card
- > Change your PIN
- > Create card alerts for PayWave, ATM withdrawals, Visa and EFTPOS
- > Report a lost or stolen card
- > Reduce or increase your credit limit
- > Close a credit card account

Technology is advancing at a rapid rate, and we're committed to continue to enhance our services wherever possible to meet our customers needs. It's about empowering our customers to bank the way they want, in a safe and efficient way.

We have seen over one million log-ins a month in the Qudos Bank Mobile App in the last two years, and this will continue to grow as more self-service functionalities become available and customers' desire for these services continue to increase.

Our next Mobile App update due to be released in November, includes self-service features that have been highly requested from customers including secure mail accessibility via the app and push notifications.

Secure mail is another way customers can easily get in contact and ask account related questions by being pre-verified when logging in through the Qudos App, creating a convenient communication process.

Customers will be able to easily send and view secure mail within the app and enable push notifications to alert them when a reply is received.

Push notifications enable customers to set up alerts straight to their device to keep track of account activities including receiving an Osko payment, new device registrations or when an account has a negative balance and more.

More information and how to access these services will be available on our website soon.



Empowering customers to bank the way they want, in a safe and efficient way

Another improvement coming soon is the ability to make real-time payments to BSB and account numbers. Our existing real-time payment service which allows you to send instant payments (known as Osko payments) using a PayID via the New Payments Platform (NPP), will be extended to payments using a BSB and account numbers.

More information on the real-time payments update is available in this issue of MyQ.

Customers can expect updates and improvements to mobile payments, Online Banking and mobile app services over the next couple of months. We encourage customers to send through feedback and suggestions as this helps shape future updates to our digital services, if you have any feedback or suggestions, please feel free to send us a message about your app experience via the app feedback option, located under the contact us section of the menu.

*Source: www.rba.gov.au/publications/annual-reports/psb/2020/trends-in-payments-clearing-and-settlement-systems

The information in this article is of a general nature and has been prepared without considering your objectives, financial situation or needs. Before acting on the information, consider its appropriateness to your circumstances.

Download a better banking experience today

Here's what other customers have to say about the Qudos Bank Mobile App



Tasimana, 23/04/2021

Great functionality

The app is easy to use and very fast. Great to see lots of new functionality getting added all the time



Sarahshellyloveu, 23/04/2021

Very impressed

This App is very good and just as good if not better than some of the majors. East to use and navigate.



conartist985, 06/05/2021

Fantastic

Pleasantly surprised at how easy to use this app is! Good work Qudos



Slim_Shady@Jacksta, 29/04/2021

Amazing App

This app is truly incredible and trumps all other banks ... I couldn't ask for anything more from my institution ! I am so glad I bank with Qudos

Around the traps

ANTAR CHAHINE
CHIEF RISK OFFICER



Let's talk scams

Alarming, financial losses as a result of scams continue to rise each year. In fact, according to the Australian Competition and Consumer Commission's (ACCC) latest annual Targeting Scams report (June 2021), there were 444,000 financial scams reported in 2020, with combined financial losses topping \$851 million¹. Scams are widespread and serious, with losses and reports increasing during the bushfires and COVID-19 pandemic and expected to be higher in 2021.



As we emerge from lockdowns and approach the festive season, it's timely to ensure we keep up to date with new scams that arise, and get familiar with the red flags associated with each. For more information on these red flags see our website qudosbank.com.au/support/fraud-security/.

Often we are too embarrassed to disclose we have been scammed, which generally leads to a lack of awareness and education to those around us who may be at equal risk of being scammed. Encouraging family and friends to talk about scams breaks the cycle of silence and shame, and helps to protect others from falling victim to a scam.

This year, Qudos Bank is proud to be an active partner in Scams Awareness Week 2021 'Let's Talk About Scams' (8 – 12 November) organised by Scamwatch.

To help spark those conversations, we've taken a closer look at common and recent scams on the rise in Australia. While this isn't an exhaustive list of scams, it's a good starting point to understand how modern scammers operate and what to watch out for.



Scams are widespread and serious, with losses and reports increasing

Remote access scams

Remote access scams are one of the largest growing scam types in Australia, with a 179% increase in losses in 2021, totalling more than \$10 million¹. Those aged 65 and over have been hit the hardest, reporting losses of over \$4 million¹.

Remote access scams involve a scammer taking control of your computer remotely, often with your assistance. This then allows them to access the banking details and other personal information saved on your device. These scams usually begin with a phone call where the scammer claims to be a representative of an organisation you recognise — often tech organisations like Microsoft, a telco, a bank or NBN Co and can last for several hours with the aim to disorientate and confuse your train of thought to make hasty and irrational decisions.

By using scare tactics scammers will try to convince you that there's a problem with your computer which urgently requires their assistance to resolve the fictitious issue. If you click a link to 'receive assistance', they may gain access to your computer, bank accounts and personal information. By allowing access to a third party, scammers may also deploy malware or a virus on your device to continue to compromise your details long after the fraud event.

For more information on remote access scams, visit gudosbank.com.au/support/fraud-security/attempts-to-gain-personal-information/.



Investment scams

Investment scams are on the rise — already costing Australians \$90 million in 2021, compared with \$65.8 million for the whole of 2020¹. Losses to cryptocurrency scams account for over 50% of these losses¹.

Investment scams usually lure their victims with promises of big payouts, easy money and guaranteed returns. Often, the offer seems too good to be true — and it usually is.

While the initial investment amount that scammers request might be low, these are usually followed up with demands for additional sums which can soon add up to significant amounts. Rather than the guaranteed return promised, the most likely outcome is usually the scammer either claiming the money has been lost or just stopping all communication.

While Australians of all age groups are falling victim to investment scams, men and those aged 65 and over have been impacted the most.

For more information on investment scams, visit gudosbank.com.au/support/fraud-security/investment-scams/.

Threat-based scams

Scamwatch has received over 27,000 reports of threat based scams between January and September this year, accounting for over \$10 million in losses. Australians aged 18-24 have lost the most money to these types of scams³.

Threat-based scams are also increasingly common. Playing on peoples' fear and desire to abide by the law, scammers pretend to be from the Australian Government or law enforcement and may claim there's an issue with your bank account, TFN, or that a package has been intercepted that links you to criminal activity. Scammers may use threats of significant fines, or even arrest, to extract money from you in order to make the invented issue disappear.

COVID-19 scams

Since the outbreak of COVID-19, Scamwatch has received over 6,415 scam reports mentioning coronavirus, equating to more than \$9.8 million of losses as at April 2021⁴.

Scammers are using the pandemic as an opportunity to capitalise on confusion and extract money from those who may need it the most. Examples include vaccination scams, fake myGov text messages and emails pretending to help you with applications for financial assistance.

Malware

Text message scams and missed call scams have recently increased, with 'Flubot' being the latest malware to affect over 12,000 Australians' mobile phones¹.

Many malware scams begin with a text message, supposedly from AUS Post, Amazon, DHL or other well-known courier companies which ask the victim to click a link to track a delivery.

Another example of Flubot malware is receiving a text message stating you received a "missed call" and to click on the link to listen to a voicemail message. These messages are fake and the link actually installs a malicious software to your phone which can be used to access financial or personal information.

A reminder, your bank will never ask for any account or personal details by text or email. If someone does, stop and think, then hang up or delete the message straight away.



Scammers are using the pandemic as an opportunity to capitalise on confusion

Scammer's chosen communication methods

Knowing how scammers commonly communicate can also help us protect ourselves.

The most common communication mediums used by scammers in Australia as of June 2021 are²:

- Phone: 47.7%, with 103,153 reports
- Email: 22%, with 47,503 reports
- Text message: 15%, with 32,337 reports
- Internet: 6.3%, with 13,636 reports
- Social networking and online forums: 4.5%, with 9,687 reports

If a stranger contacts you on any the above communication mediums, always be wary and never give out your personal details.

Tips to avoid falling victim to scams:

You can help reduce the likelihood that you and your loved ones fall victim by increasing your scam awareness, knowing what to look out for and talking about scams with your family and friends.

Some basic tips to stay ahead of scams include:

- > **Improve your scam awareness:** read up on scam types that are common. Paying attention to their patterns will help you recognise a scam if you encounter one.
- > **Be wary:** if you receive a text message, email or phone call with an offer that seems too good to be true, it probably is.
- > **Avoid clicking links or opening attachments from an email address you don't recognise:** if you receive an incoming email or text message unexpectedly, never click on the link. Instead, go to the provider's website and log-in directly.
- > **Go direct to the organisation contacting you:** if you are contacted over the phone by someone you don't know, don't engage with the caller — tell them you will call the organisation directly to resolve the issue. Search the organisation's number online and use the phone number on their website. Don't ever give any information out on an incoming call and don't call back on a number provided over the phone.
- > **Keep your information secure:** be careful how much personal information you share on social media sites and keep your passwords and PINs in a safe place. Never give these out to anyone.

Scams are becoming more prevalent in Australia and unfortunately, it's likely that most people will encounter one. Whether or not we fall victim may depend on how aware we all are of how scammers work and how we protect ourselves.

The best way to increase our awareness is to talk. Sharing personal stories of close calls, or how scams have affected us, can be a great way to make more people understand the danger that scams can pose. Talking openly and listening to the experiences of others with no judgement can also be effective in removing the stigma of being the victim of a scam while also helping to protect each other from falling victim.

For more help on how to stay safe and secure and avoid becoming the victim of a scam, visit the Qudos Bank Fraud Hub at qudosbank.com.au/support/fraud-security. You'll find more information on types of scams to watch out for, how to protect yourself and how to report scams.



¹ <https://www.scamwatch.gov.au/news-alerts/scammers-capitalise-on-pandemic-as-australians-lose-record-851-million-to-scams>

² <https://www.accc.gov.au/system/files/Targeting%20scams%20-%20report%20of%20the%20ACCC%20on%20scams%20activity%202020%20v2.pdf>

³ <https://www.scamwatch.gov.au/scam-statistics?scamid=34&date=2021>

⁴ <https://www.scamwatch.gov.au/types-of-scams/current-covid-19-coronavirus-scams>

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Welcome

to our new Miranda Branch



On Monday 6 September 2021, we celebrated the opening of our new Miranda Branch.

We'd like to thank you for your patience while we transitioned to the new site. Moving a branch during a pandemic with heightened restrictions and protocols, was a huge feat and we sincerely thank all our employees and business partners who helped us with the relocation.

Our new branch will continue to provide the great service you currently enjoy. It will be a hub for lending, financial planning and daily banking including cash withdrawals and deposits.

The new Miranda Branch is located at Shop 3, 581-587 Kingsway, Miranda NSW 2228 (previously the Paddy Pallin store) and is open 8:30am to 4:30pm Monday to Friday.

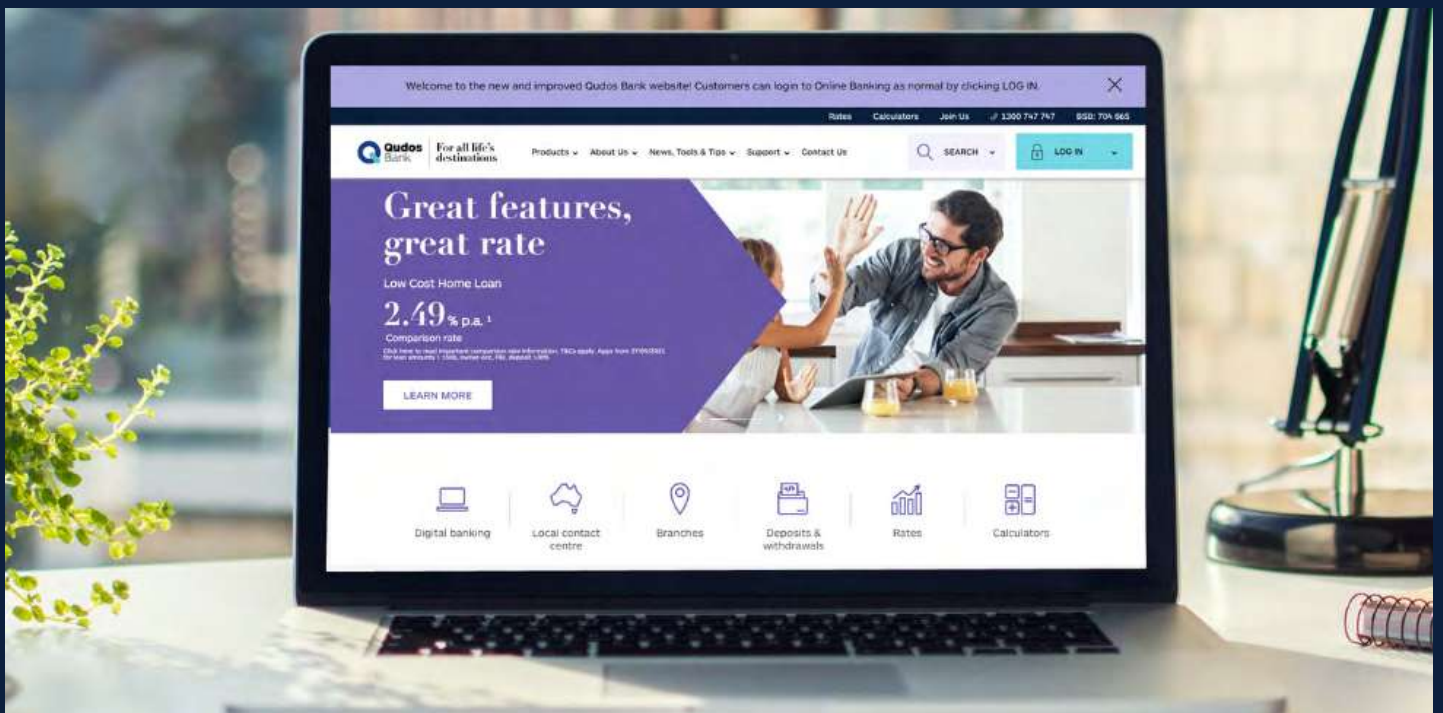
We look forward to greeting you there soon.

For questions about our new branch please ask our personal bankers or contact us on 1300 747 747.



Welcome to our new home(page)!

On Wednesday 29 September 2021, you may have noticed something a little different... We launched our new public website www.qudosbank.com.au where we've made several enhancements to improve your experience.



Easier navigation and enhanced functionality

With new functionality and an enhanced design, you can enjoy a more user-friendly experience when browsing product information or looking for answers to some of our most frequently asked questions.

Accessibility

One of our key priorities during the design process included making improvements to help people with impairments access information on our site. Our website now exceeds the industry average score for accessibility and we've only just started. We hope to make more improvements over the coming months to even further improve conformance to Australian standards.

Mobile first design

Another key consideration during the development of the website was ensuring the design was mobile-first. Approximately 50% of customers are accessing our website through a mobile device, so we've tailored the experience to deliver the best outcome no matter how you visit the site.

FAQs

Customers can now browse a dedicated FAQs area which has a selection of our most frequently asked questions across a range of topics including travelling overseas, transaction disputes, Online Banking and more.

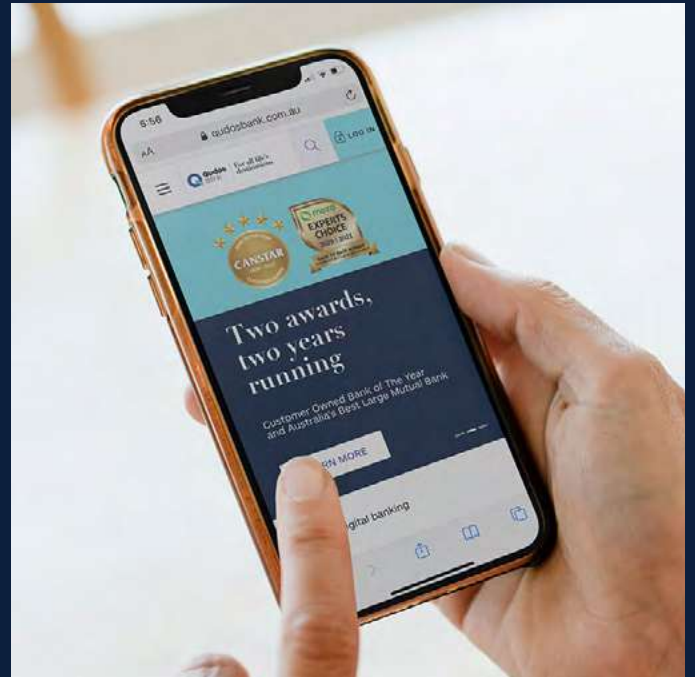
Better search results

We've enhanced the search functionality to help you quickly find the information you're seeking. Customers can now filter search results to show the most relevant information or skip to the suggested most common searches.

Supporting financial wellness

We've integrated related content suggestions based on the type of information you're browsing. Learn more about banking, budgeting, and buying a home with our helpful tips and guides that aim to assist you in achieving your financial goals sooner.

On behalf of our team, we hope you enjoy the new website!



Attend our

62nd Annual General Meeting

5pm Thursday, 25 November 2021

To support social distancing measures and maintain the health and safety of our Members and employees we'll be broadcasting our AGM Online. Online broadcast also allows for greater participation from Members around Australia. Members can participate and ask questions in the virtual meeting.

Visit qudosbank.com.au/AGM for more information.

Ways you can bank with us



No matter your location we offer a range of ways to bank with us. You can use our digital banking services 24/7, including our Mobile App and Online Banking, visit us in branch at one of our locations across Australia, or take advantage of the Bank@Post services at over 3,500 Australia Post Offices nationally.



Qudos Bank App

Our banking app is available for mobile phone and tablet devices, providing you with more options to bank the way you want on the go including the ability to manage your accounts and cards, update personal details, send secure mail and set up account related Push Notifications.

To download the Qudos Bank App, visit the Apple App Store or Google Play and search 'Qudos Bank'



Online Banking

You can do most of your banking via Online Banking 24 hours a day, seven days a week — from checking your account balance and transaction history to transferring funds between accounts. You can even open new accounts and apply for new products online. Access your e-statements and update your personal details instantly.





Visit a Branch or Post Office near you

You can visit us in person at a Qudos Bank branch in Sydney, Melbourne and Brisbane. Our experienced and friendly team are here to help you achieve your financial goals. Our Personal Bankers and Home Loan Specialists are committed to providing you with exceptional service while assisting you with all your banking needs.

If you don't live near a Qudos Bank branch, you can bank through Bank@Post at over 3500 participating Australia Post offices across Australia. You're likely to have one near your home or office.



Speak to a Customer Service Specialist

We are 100% Australian based, and we're committed to keeping jobs in Australia. Our Contact Centre is located in Mascot, New South Wales, and is open to receive your calls 6 days a week. Our Customer Service Specialists are ready to help with your cards and accounts, loan applications, fraud concerns, insurance claims, financial hardship, complaints and compliments.

Call our friendly customer service specialists on 1300 747 747.

Mon - Fri: 7am - 7pm (AEST)

Sat: 9am - 5pm (AEST)

International calls: +61 2 9582 3200 (or from a landline within Australia).

For more information on these services and more, visit qudosbank.com.au/Support/WaysToBank.

\$50 cashback

when you send foreign currency overseas to the equivalent value of \$500 AUD or more*



Simply send foreign currency to the equivalent value of \$500 AUD or more, between 11 October and 19 November 2021 and you'll be eligible to receive a \$50 AUD cashback.

To be eligible to receive a \$50 AUD cashback the person must be over 18 years old, a customer of Qudos Bank and must send an international payment in foreign currency at either the equivalent value of \$500 AUD or higher through Qudos Bank's International Payment Services via telegraphic transfer between the period 9:00am AEST on Monday 11 October 2021 and 5:00pm AEST on Friday 19 November 2021. Qudos Bank will deposit the \$50 AUD cashback prior to 5:00pm AEST on 31 December 2021 into the same Qudos Bank account used to make the international payment transfer. Transfers made in AUD will not be eligible for the cashback. Employees of Qudos Bank and Western Union Solutions (Australia) Pty Ltd are not eligible. A customer can receive a maximum of up to two \$50 AUD cash backs for eligible transfers made during the campaign period (up to a total of \$100 AUD). Qudos Bank has entered into contractual arrangements with Western Union Business Solutions (Australia) Pty Limited (ACN 150 129 749; AFSL 404092) ("WUBS") whereby WUBS assists in fulfilling certain foreign exchange and payment services offered by Qudos Bank to its customers (including telegraphic transfers). WUBS is part of an operating division of the Western Union Company. You remain a customer of Qudos Bank. Qudos Bank has a revenue share arrangement with WUBS in relation to the foreign exchange margin revenue and fee revenue (where applicable) for the relevant foreign exchange service, the details of which are set out in our Financial Services Guide. Fees and charges and terms and conditions apply. It is important for you to consider the relevant terms and conditions and Qudos Bank's Financial Services Guide and Fees & Charges brochure before you decide whether or not this financial product is right for you. Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305.

Make real-time payments to BSB and account numbers



Our existing real-time payment service which allows you to send instant payments (known as Osko payments) using a PayID via the New Payments Platform (NPP), will be extended to payments using a BSB and account number.

From November all eligible payments* made using a PayID or BSB and account number (excluding scheduled transfers) will be sent as real-time Osko payments via NPP.

This will enable more ways to make fast payments to your friends and family based on your transaction limits.

We encourage additional care when setting up payees and making payments, as most payments will take place in real-time.

Rejected payment notifications

We will be introducing rejected payment notifications via email and SMS to inform you if an NPP transaction happens to fail and can be re-processed via Direct Entry (EFT). You'll also receive a push notification if you have them turned on.

In most instances if the payment can't be processed by NPP it will be sent via Direct Entry (EFT) which will take approximately 1-2 business days.

For any payments that can't be processed they will appear in your transaction list in Online Banking or the App as a failed transaction. In this instance you will need to re-attempt the payment or try alternative payee details.

Safety & security

Qudos Bank take your personal and account security seriously and have a range of tools that monitor for unauthorised transactions. This includes real-time payment monitoring, so you may receive a call to confirm your transaction, or in the event we notice suspicious account activity.

In addition to our monitoring services, we encourage you to regularly review your transaction history, and credit card statements, check and update your transaction limits if not in use and keep your contact information up to date.

Benefits of real-time payments

- > Fast payments across participating banks
- > Simplified account ID's
- > You can now make real-time payments 24/7
- > Available through your Qudos Bank App and Online Banking

*Where the receiving financial institution is enabled for NPP. Where a receiving financial institution isn't enabled on the NPP platform to accept instant payments you will receive a notification that the instant payment can't be processed and that your payment will be delivered via standard payment methods. The standard payment platform (Direct Entry) could take between 1-2 business days to transfer funds depending on the institution.

Branch Network ThankQ



A ThankQ to our Branch teams from Stephen Swannell, Executive Manager Retail Banking.

At Qudos Bank we live and breathe our values as they are the foundations of everything we do and over the last 12 months, they have become stronger than ever as Qudos Bank employees continue to work as one team and put the customer first.

I'd like to take this moment to thank our frontline Branch employees who have shown the upmost dedication and ambition and continue to deliver exceptional customer service to our customers despite the challenges that COVID-19 has brought.

We sincerely thank each and every one of them for their ongoing commitment to our customers.

Our friendly Branch teams are available to help with your financial enquiries and whilst they remain open and ATM's are still accessible, we ask that you consider digital banking services as we continue social distancing recommendations advised by the government, which includes staying at home if you feel unwell.

Whether you are looking for home loan assistance, or help with everyday accounts, our branch teams are happy to help customers with their financial needs.

You can find a list of our branch locations on our website www.qudosbank.com.au/VisitUs.



At Qudos Bank we live and breathe our values as they are the foundations of everything we do



STEPHEN SWANNELL

In the community

with Reforest Now



In 2020 as part of our bushfire relief support, we commenced a relationship with Reforest Now to contribute to their efforts to see large-scale reforestation of Australian rainforests.

Since then, we've made another donation of \$10,000 to restore and expand a patch of ancient rainforest from pre-clearing times, around 170 years old.

The rainforest spot is called Allansby, located in Eureka, Northern NSW, west of the Byron Bay Lighthouse. This area is one of 33 fragments of the original forest that was never destroyed when the area was 99.6% cleared for logging, banana farming, cattle grazing and illegal squatting from 1850-1880.



Their dedicated teams have been working to remove severe infestations from vines and exotic lantana weeds which have been suppressing native rainforest germination. This important work uncovers endangered forest species previously entangled in the weeds, allowing them to thrive.

If you'd like to learn more about the difference Reforest Now are making, or you'd like to support their efforts, visit reforestnow.org.au/getinvolved.



Proudly supporting

Foodbank



In September we made a donation of \$10,000 to support the work of Foodbank NSW & ACT. We're proud to support the wonderful work they do to help people in our community. For every \$1 donated to Foodbank NSW & ACT, they are able to provide 2 meals for people in need. Our donation contributes to 20,000 meals.

Since the NSW lockdown was announced on Saturday 26th June, Foodbank have distributed over 64,618 emergency relief hampers, which is an increase rollout of 351 per cent. They are packing 2,500-3,500 hampers per day, and under normal circumstances would normally prepare that amount in a week! They are now delivering 704,188 meals a week, with demand increasing by 200 per cent.

About Foodbank

Foodbank has a footprint in every state and territory across Australia, providing food and grocery relief to more than 815,000 Aussies every month. Foodbank restores hope to people who are struggling by rescuing and sourcing food and groceries from farmers, manufacturers and retailers and distributing them to front line charities around the country to provide to individuals and families in need.

If you'd like to show your support visit foodbanknsw.org.au.



**FIGHTING HUNGER
IN AUSTRALIA**

Six savings tips for the silly season



The weather's warming up, the days are getting longer and spring is in full swing, which means that Summer and 'silly season' is just around the corner.

For many, this is the time of year to really relax and take it easy. But for others, the holiday season can be a significant source of financial stress as the cost of long lunches, holidays and Christmas presents all add up.

To help you enjoy the Summer without blowing your budget, we've created a comprehensive guide to spending smart this silly season.

1. Set a savings goal and a budget

Last year, Australians spent \$17.3 billion on Christmas – an average of around \$893 per adult¹ – mostly on gifts and travel.

This year, why not plan and save in advance to make the holiday spending more manageable?

- › To start, think about your commitments and obligations over the holiday period, then put a dollar figure next to each. Doing so can be a good way to understand what you actually spend over this period. If you're not used to budgeting, it can be quite eye-opening!
- › Then, look for opportunities to reduce the total figure to a number that you are comfortable with.
- › Next, create a budget that enables you to save your target amount by the holidays. A good way to do this may be to divide the goal amount by the number of paydays until Christmas. The number that comes out is the amount you need to save each payday. If you need a hand creating a budget, try using the [budget planner calculator](#) on the Qudos website.



2. Consider putting holiday savings aside

If you leave your holiday savings in your transaction account, it can be much easier to spend on impulse. To make sure you keep your savings for when they're needed, consider opening a savings account and using it for your holiday money.

The [Qudos Bank Bonus Saver](#) could be worth looking into. Whether you are a new customer or an existing customer, you can apply online and receive up to 0.70% interest p.a. when no withdrawals are made within a calendar month*.

3. Automate your savings

To make saving as easy as possible, try automating it. To do this, simply take the amount you need to save each payday and arrange for it to automatically transfer to your savings account just after you are paid. Automatic transfers are easy to set up using the Qudos Bank Online Banking portal.

Building a good 'save first' habit can be a great way to consistently build your savings and, once you've adjusted, you may not even miss the extra cash you put away each month.



Planning ahead allows you to take more time to choose gifts that may be more meaningful to your friends and family

4. Start your Christmas shopping early

We've all experienced the last-minute Christmas shopping rush — picking up whatever we can find, even if it's over-priced.

To avoid this, it's a good idea to start Christmas shopping as early as possible — it's not too late to start now!

Planning ahead allows you to take more time to choose gifts that may be more meaningful to your friends and family. An inexpensive, but thoughtful, present can often be more appreciated than an expensive gift that the recipient doesn't really need.

5. Make sure your gifts arrive on time

Shopping early is important for another reason. COVID restrictions have resulted in significant delays to international and interstate shipping, which means that gifts posted last-minute may not reach their destinations in time.

If you're posting gifts, shop and ship as far in advance as possible — especially if you are shipping overseas. It can be a good idea to check retailer's expected delivery times and add at least a few days just to be sure.

If you're shopping last minute, look for retailers that guarantee shipping before Christmas if the purchase is made before a stated cut-off date.

Lastly, it can be a good idea to buy from retailers close to the recipient, rather than buying locally and posting. If you have friends and family overseas, buying from a retailer close to them can reduce the shipping time and be less expensive too. This could also be a good opportunity to support small businesses in that location.

6. Shop safely online

Australians reported losses of over \$22 million to scams in December 2020² — nearly \$4 million more than in any other month.

To make sure you stay safe when Christmas shopping online:

- › Always use websites you know when making a purchase.
- › Look for HTTPS in the website URL rather than just HTTP. The letter “s” signifies that you are accessing a secured address. Share as little personal information as you can. Avoid sharing credit card details over the phone or via email.
- › Never share your Card PIN or Online Banking password with anyone.
- › Create strong passwords for all websites, especially online shopping sites and Online Banking. We strongly advise to NOT use the same password across several accounts nor use recycled or variations of old passwords.
- › If you paid for goods with a credit card and have not received them, contact your bank immediately as you may be eligible for a chargeback.
- › If something has gone wrong with an online retailer, following the ‘lodge a consumer complaint’ process on the Australian Competition & Consumer Commission (ACCC) website.

For more information on staying safe online, visit the [Qudos Bank Fraud Hub](#).

While the Summer holiday season should be the highlight of the year, financial pressure and stress can make it significantly less enjoyable. However, some careful planning and care can help alleviate this stress and allow us all to focus on what’s important — spending time with those you love.



¹ <https://www.finder.com.au/australias-christmas-spending-statistics-2020>

² <https://www.scamwatch.gov.au/scam-statistics?scamid=all&date=2020>

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Before opening an account with us, you should read our Terms and Conditions for Savings Accounts and Payment Services and Financial Services Guide.

*Earn a 0.05% p.a. base rate on all balances, plus if you make no withdrawals in any calendar month you'll receive an additional 0.65% p.a. on your savings.

Cars create memories

Make some new ones with our secured car loan[^]

6.19 %[^] | **6.40** %[#]
p.a. | p.a.
Variable Rate | Comparison rate

Important Information [^]Only available for cars less than 5 years old. Loans are subject to approval. Terms and conditions, normal lending criteria and fees and charges apply and are available upon request. 1. A maximum amount of \$150,000 applies for vehicles up to 3 years old and \$75,000 for vehicles between 3 and 5 years old. #WARNING: Comparison rates apply to the example or the examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees, and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan. Our comparison rate assumes a monthly repayment frequency and a secured loan of \$30,000 with a term of 5 years. Before opening this personal loan with us, you should read our Financial Services Guide and to see our terms and conditions, call us on 1300 747 747. Rates as at 17/11/2020.



Time to try something new

Our lowest Fixed Rate Home Loan yet

1.89 %[^] | **2.64** %[#]
p.a. | p.a.
2 Year Fixed Rate | Comparison Rate



1300 747 747 | qudosbank.com.au

Loans are subject to approval. Normal lending criteria, terms and conditions and fees and charges apply. Mortgage insurance is required for home loans over 80% and is subject to approval. [^]Rate based on new owner-occupied home loans for established homes fixed for 2 years, with a deposit of 20% or more received from 27/09/2021, with principal and interest repayments. Fixed rate may change prior to funding. On expiration of the fixed rate period, the interest rate reverts to a variable rate currently 2.79% for Owner Occupier and 3.24% for investment home loans. #WARNING: Comparison rates apply only to the example or examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees and cost savings such as fee waivers are not included in the comparison rate but may influence the cost of the loan. Our comparison rate assumes a loan amount of \$150,000 with monthly repayments and a loan term of 25 years. Before opening this home loan with us, you should read our Financial Services Guide and to see our terms and conditions, call us on 1300 747 747. Rates current as at 27 September 2021. ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305. | BSB 704 865.

Kris Kringle



To get into the holiday spirit, we've asked a few employees to share their festive season favourite's.



BECCA, DIGITAL MARKETING SPECIALIST



CARMEL, TEAM LEADER CONTACT CENTRE

Bec's top festive season tunes

It's never too early to start listening to a holiday playlist. Bec's put together a playlist with her top festive season tunes.

A holiday poem from Carmel

Every year we would go away and have a family holiday. It seems so long since we've seen all those places, and all of those old familiar faces, where we'd gather together with family and friends. Never a worry, never a care. But now that our freedom, a reality seems, we are happy to consider, we are happy to dream, of long forgotten places, of family and friends and to ponder that we can be together again. If there's one thing we've learnt through this COVID disaster, if there's one thing we know from today and ever after...

It's the small things that matter, the laughter, the chatter, the smile from a friend, a quick little cuddle, that true human touch.

That's what matters in the end. So as we edge closer to our release, make sure you get out there and travel around. Enjoy every moment, savour every sight, and never forget everything will be alright.



[CLICK HERE TO LISTEN ON SPOTIFY](#)

Anna's Holiday Crowd Pleaser Recipe

This recipe is sure to get your mouth watering! Impress your friends and family these holidays with this dessert favourite.

Mars Bar Cheesecake

Serves 8

Per serving: 62.9g fat; 3477kJ (832 cal)

- > 250g plain chocolate biscuits
- > 150g butter, melted
- > 2 tablespoons brown sugar
- > 20g butter, extra
- > 300ml thickened cream
- > 50g milk chocolate, chopped finely
- > 3 teaspoons gelatine
- > 1/4 cup (60ml) water
- > 2 x 250g packets cream cheese, softened
- > 1/2 cup (110g) caster sugar
- > 3 x 60g Mars bars, chopped finely



ANNA, CHIEF FINANCIAL OFFICER

Process biscuits until mixture resembles fine breadcrumbs. Add butter; process until just combined. Using one hand, press crumb mixture evenly over base and side of 21cm springform tin. Cover; refrigerate 30 minutes or until firm.

Meanwhile, combine brown sugar, extra butter and 2 tablespoons of the cream in small saucepan; stir over low heat, until sugar dissolves, to make butterscotch sauce.

Combine chocolate and another 2 tablespoons of the cream in another small saucepan; stir over low heat until chocolate melts.

Sprinkle gelatine over the water in small heatproof jug; stand jug in small saucepan of simmering water. Stir until gelatine dissolves; cool 5 minutes.

Beat cheese and caster sugar in medium bowl with electric mixer until smooth. Beat remaining cream in small bowl with electric mixer until small peaks form. Stir slightly warm gelatine mixture into cheese mixture with Mars bars; fold in cream.

Pour half of the cheese mixture into prepared tin; drizzle half of the butterscotch and chocolate sauces over cheese mixture. Pull skewer backwards and forward through mixture several times to create marbled effect. Repeat process with remaining cheese mixture and sauces. Cover cheesecake; refrigerate 3 hours or until set.

Tip: You can also melt the milk chocolate and cream in a microwave oven; cook on HIGH (100%) about 1 minute, stirring twice during cooking time.



Wellbeing with Wendy

WENDY HADENHAM
EXECUTIVE MANAGER HUMAN RESOURCES

How to overcome feeling overwhelmed at work and at home

Feeling overwhelmed, anxious or stressed from time to time is completely normal, but it's important to give yourself some time, self-care and to recognise these emotions rather than brushing them off or burying them.

Try some of these tips when you're feeling overwhelmed or stressed:

1. Breathe

When you find yourself feeling overwhelmed or stressed, a quick way to begin to alleviate these feelings is by putting aside a couple minutes and finding a calming area to practice breathing techniques. Deep breathing exercises are a great way to promote relaxation and lower your stress responses.

2. Say "no"

Create healthy boundaries for your wellbeing and give yourself time by learning to say no to some things you may not want to do or feel up to, like attending a virtual happy hour. Just because you feel obliged to attend, doesn't mean you have to. It's ok to say no and do something you enjoy or taking time for some self-care instead.



3. Be kind to yourself

Feeling overwhelmed or stressed from time to time is normal and OK, it's also important to remember these feelings are not forever. Be kind to yourself and put your mental health first, it's ok if you don't get to those house chores or need to ask for a deadline extension.

4. Reach out

Talking to someone can help alleviate the stress and sense of overwhelming you may have built up. Venting to a family member, friend or helpline service can help you recognise these feelings and overcome them.



When you feel overwhelmed with too much to do and too little time, remind yourself that all you can do is all you can do

5. Write it down

Writing your thoughts and feelings down is another effective way to recognise how you are feeling and free up your mind by getting those thoughts out of your head and onto paper.

For more helpful wellbeing tips, visit qudosbank.com.au/myq.

