

gatepost

April 2022 Issue 69

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Spot your Member number to win \$50*

If you find your own Gateway Member number printed in its entirety in this edition of gatepost, you are a winner. Call our Customer Service team on **1300 302 474** before **30 June 2022** and your Gateway account will be credited with \$50.

Note: Five different Member numbers have been randomly selected and printed in this edition of gatepost.*Eligibility is limited to current Gateway Members aged 16 years and over.

A message from the CEO

I'm delighted to start by announcing Gateway has been recognised by Mozo (a leading market comparison site) in the Experts Choice Awards for two of our home loan products. Most pleasingly, our Green Plus Home Loan which is less than a year old, was selected as the Experts Choice in the Green Home Loan category, beating more established lenders in this space. During the past six months, we've helped more members purchase their homes than ever before, setting a record for home loan volumes.

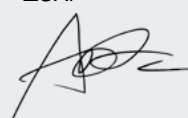
I also wanted to let you know some bittersweet news that one of our longstanding team members Elisabeth Carratt has decided to retire. For many of you, Elisabeth has embodied the spirit of Member Service by being the reassuring voice at the end of the phone.

It's a testament to her skills and positive attitude that she continues to be praised each year in our Member Survey for her exceptional level of care.

Please join me in thanking Elisabeth for her outstanding service and wishing her all the best for her well-deserved retirement.

Thank you,

Lexi



Elisabeth from our Gateway team

108828

Green Home Loan of the Year, as chosen by the experts at Mozo.

Visit www.gatewaybank.com.au/green-plus

Find out more



Simple ways to keep your bank account safe

We work hard to keep your personal information secure and prevent any fraudulent activity on your accounts; however, there are some easy steps that you can take to ensure your accounts stay safe too.

Update your information regularly **190713**

Keeping your personal information up to date helps us to better protect your account. Check your details by logging on to your Online Banking or calling us on **1300 302 474**. It is also important to periodically update your passcodes for Online Banking, the Gateway 2go app, and your Visa Debit Card PIN.

Keep your passcodes confidential

With the exception of your nominated verbal password for phone verification, a Gateway consultant will never ask you for your PIN or Online Banking log-in details. These are confidential, and should never be shared with us or friends/family. Don't let anyone see you enter your passcodes and log out when you're done using your banking apps and Online Banking.

Choose secure passcodes

Ensure that your PIN or passcode is not an obvious number such as your birthdate, phone number, or an easily guessed sequence. If your passcode is deemed unsecure, you may be liable for any unauthorised transactions that subsequently occur. Commit your passcodes to memory, and don't have them written down.

Check your statements regularly

Check your Gateway account statements through Online Banking or the Gateway 2go app regularly and look out for any unusual activity.

Report it **46270**

Immediately report any unauthorised transactions on your account, passcodes that have been compromised or the loss or theft of your Visa Debit Card. If your Visa Debit card is lost or stolen, you can report this via Online Banking by selecting 'Services' and then 'PIN/Card Management'.

We take your security seriously. For this reason, we partner with Orion, a fraud detection company, to keep your Visa Debit Card safe 24/7. If Orion detects any suspicious activity on your account, you may be contacted on behalf of Gateway by a phone call, an SMS message, or an email.

With the exception of your nominated verbal password for phone verification, we will never ask for your Visa Card Number, PIN or Online Banking log-in details.

Visit www.gatewaybank.com.au/onlinesecurity to learn more. If you do suspect your security has been compromised in any way, please contact us immediately on **1300 302 474**, Monday to Friday, 8am – 6pm AEST.



Take advantage of a great Term Deposit rate

Our Term Deposits can help you plan for your future and invest with confidence, knowing you will receive a higher rate of return than many savings accounts out there.

With great rates, the term of your choice, no monthly account fees and seamless interest payments directly into your account either monthly, 6 monthly or at maturity – what are you waiting for.

If you, or someone you know is saving for something special, looking to put money aside for themselves, or someone else (child, grandchild) – we'd love to help.

We pride ourselves on our great personalised and friendly service and as a result have built the bank on referrals from Members who have spread the word to friends and family about our competitive products and services. Our recent member satisfaction survey showed another excellent result from our Members with over 85%¹ of respondents saying they're satisfied, or very satisfied with Gateway. If you, like many of our Members, have had a great experience with Gateway, we'd love for you to let your friends, family and colleagues know about it.

Visit www.gatewaybank.com.au/term-deposits to explore our competitive rates. Alternatively, please contact **1300 302 474**, Monday to Friday, 8am – 6pm AEST to discuss.

¹ Gateway Member Satisfaction Survey conducted in October 2021.



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