

gatepost

A message from the CEO

Happy New Year to all our members.

I hope 2023 is a little more 'normal' than the upheaval of the previous few years. However, no matter what the year brings, the Gateway team will be here to support you, our members, with your financial needs.

The start of a new year is often a time to reset, re-evaluate goals and make resolutions whether you're an individual or a business. To that end, I'd like to thank the thousands of members who completed the annual member survey at the end of last year.

It was pleasing to see member satisfaction remained strong and we will be using the valuable feedback to help us re-evaluate and look at how we can continue to improve our products and services throughout this year. Wishing you all a happy and prosperous 2023.

Lexi



Annual Member Survey 2022

Member satisfaction

83%



Extremely satisfied or Very satisfied.

Advocacy

60%



Told us that they have recommended Gateway to someone else.

Right first time

93%



Told us we got it right the first time.

Source: Gateway Annual Member Survey, October 2022

Annual General Meeting

Thank you to the members who attended Gateway's Annual General Meeting on Thursday 24 November.

We would like to congratulate Robyn FitzRoy, Andrew Black and Chris Franks on being elected to the Gateway Board for a term of three years.

Save time and do more with the new Gateway App

Whether you are on-the-go or on the couch, banking is easy with our new and improved mobile banking app. You can now:

- Securely share your account details
- Change your card's PIN
- View all your cards in the app
- Easily open a savings account
- Customise your account names



Download the app now by visiting the App Store¹ or Google Play²

Register in 5 easy steps

1. Enter your member number and online banking password. Your member number can be found on your latest statement.
2. Enter the verification code sent to your mobile
3. Set up a 4-digit PIN 948430
4. Add Biometric security³ (Fingerprint or FaceID), if available
5. Accept the Terms & Conditions

Please note, you must be registered for Online Banking to use the Gateway app and also, Android phone users must have a screen lock security feature setup in order to download the app.

For more information on the app visit: gatewaybank.com.au/banking/gateway-app

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 31 March 2023 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.

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Important information

¹The Gateway mobile app for iPhone is only available from the App Store. iPhone is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

²The Gateway mobile app for Android™ is only available from Google Play™. Android and Google Play are trademarks of Google Inc.

³Please note if you wish to use Biometric Security (Fingerprint or FaceID) we strongly recommend you set this up when registering your device. If you skip this step and wish to use the feature in the future, you will need to re-register.

1300 302 474

gatewaybank.com.au

memberservices@gatewaybank.com.au

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