

# gatepost

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## A Message from the CEO

In this issue of Gatepost, we highlight some important information regarding scams targeting consumers and helpful tips to help protect yourself. I am also pleased to provide details of our upcoming AGM which will be held as a physical event again after two COVID dominated years. I look forward to meeting members face to face this year.

Our Annual Member Survey is open, and I encourage as many of you as possible to provide your feedback to help us continue to deliver the products and service that has seen us recognized by leading comparison site Mozo as Australia's Best Small Mutual Bank for 2022. Thank you in advance for your feedback and support.

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## 2022 Annual General Meeting

The Board of Gateway Bank Ltd will hold the 2022 AGM on Thursday, 24 November 2022 at The Grace Hotel, 77 York Street, Sydney, commencing at 5:30pm.

The Notice of Annual General Meeting containing details of the meeting Agenda and associated papers are available online at [www.gatewaybank.com.au/2022AGM](http://www.gatewaybank.com.au/2022AGM).

Members who are unable to attend the AGM may appoint a proxy to vote on their behalf. Proxy forms are available online at [www.gatewaybank.com.au/2022AGM](http://www.gatewaybank.com.au/2022AGM), by emailing [agm@gatewaybank.com.au](mailto:agm@gatewaybank.com.au) or by calling our office on 1300 302 474.

## Deposit Account Rate Changes

Effective 16 August Gateway increased interest rates on a number of deposit products. Please see details below:

Product Name	Tier	New Rate
eMax Saver	Up to \$999.99	0.10%
eMax Saver	\$1,000 and over	0.75%*
Dollaroo Savings	Any Balance	1.75%
Everyday Savings	Up to \$2,499.99	0.10%
Everyday Savings	\$2,500 up to \$49,999.99	0.25%
Everyday Savings	\$50,000 and over	0.50%

\* Effective 20 September 2022 eMax Saver \$1,000 and over interest rate increased to 1.25% p.a.

According to the Australian Competition & Consumer Commission's latest Targeting Scams report, Australians lost a record amount of more than \$2 billion to scams in 2021. Investment scams were the highest loss category (\$701 million) in 2021, followed by payment redirection scams (\$227 million), and romance scams (\$142 million).

## How do these scams work? 8792561

### Investment scams

Tell-tale signs include the lure of high, quick returns with zero to low risk. If something sounds too good to be true, it often is. Scammers will often have sleek resources, including a functioning website and glossy brochures. Make sure to research and complete due diligence prior to investing, after all it's your money.

### Payment redirection

Payment redirection scammers impersonate a business or its employees via email and request an upcoming payment be redirected to a fraudulent account. Always call via a known number to confirm if the request is genuine before sending funds. This doesn't take long and could save you thousands.

### Dating and romance

Social media and apps have become effective tools for scammers to target unsuspecting users looking for relationships. Fraudsters play on emotions to get money, gifts or personal information. While it's lovely to be caring, transferring money to someone you've just met on a dating site might cost you more than you think.

Unfortunately, money sent to scammers is unlikely to be retrieved as it's quickly sent to other accounts, transferred overseas or used to buy cryptocurrencies, so take a moment before you send.

Since August 2021, another common scam many Australians have fallen victim to is Flubot texts. These include receiving text messages about missed calls, voicemails, or deliveries that encourage you to tap on a link to download or access something. Doing so will download a specific type of malware to your mobile device that gives scammers access to your mobile device.

With Australians becoming savvier, scammers are having to become more creative, therefore, staying vigilant and protecting yourself is paramount.

If you do come across suspicious activity, report it on the ACCC Scamwatch website <https://www.scamwatch.gov.au/report-a-scam>. If you believe you have been directly affected, contact Gateway as soon as possible.

## Annual Member Survey

We pride ourselves on being a member-centric organisation and are always looking for ways to improve our service to you. Your feedback is an essential part of our continuous improvement.

Members who complete the survey will go into a draw for the chance to win \$1,000. The survey closes on 14 October 2022 at 5pm.

For full terms and conditions and to complete the survey, visit <https://www.gatewaybank.com.au/2022MemberSurvey>.

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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 31 December 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.