13 61 91
www.australianmutual.bank
info@australianmutual.bank



Help us rebuild Australia's forests

In partnership with Greenfleet, a leading environmental non-profit, we're planting a native tree or plant for every new member who joins our community. To kick things off, we've made an initial pledge of 720 native trees and plants, all to be planted at the Three Cedars project in NSW, on behalf of Australian Mutual Bank members.

Located on Bunjalung Country west of Nimbin in the Northern Rivers, this project will restore an ecosytem that is home to conservation-significant plants including the critically endangered scrub turpentine (Rhodamnia rubescens) and the endangered Davidson plum (Davidsonia pruriens).

This revegetation work will support various endangered and vulnerable fauna, such as rose-crowned fruit doves, koalas, and giant barred frogs. By restoring the riparian areas, we will also enhance potential habitat for species like platypuses and native fish.

Around 26 different locally native species are going to be planted at Three Cedars. These include:

- **Forest red gum (Eucalyptus tereticornis)** - an important canopy species that will help provide habitat for endangered koalas.
- **Turpentine tree (Syncarpia glomulifera)**, while this species is considered adequately preserved, some of the vegetation communities it exists in are threatened.
- **Weeping bottlebrush (Melaleuca viminalis)** - forming part of the midstory of the forest, this bottlebrush produces masses of flowers that will provide nectar to native birds as they return to the forest.
- **Forest oak (Allocasuarina torulosa)** - another tree that will form part of the midstory, this species is an important food source for the glossy black cockatoos known to the region. These iconic birds are listed as vulnerable in NSW, making the restoration of their habitat species even more important.

This initiative is part of our ongoing commitment to being The Ethical Alternative. Every tree planted helps restore Australia's natural landscapes, supports biodiversity, and provides vital habitat for native wildlife, all while celebrating the growth of our member community.

Already a member? Help us grow the forest even faster.

If you love banking with us, why not spread the word? Tell your friends, family, or co-workers: every new member you refer means another tree planted and another step towards a greener future. Together, we can make a real difference - one new member (and one tree) at a time.

Who is Greenfleet?

Greenfleet is an environmental charity that plants legally protected forests in Australia to remove carbon and restore nature. Since 1997, Greenfleet has planted over 11.2 million trees to create 550 forests on behalf of their supporters. These forests are legally protected for up to 100 years, and will remove over 5 million tonnes of carbon as they grow.

A note about the program: For every new membership, a contribution is made to Greenfleet to support native reforestation. The number of trees planted at each of Greenfleet's revegetation project differs depending on the species, ecosystems, and geology.



Protect yourself from tax scams

Tax time is well and truly here, and many Australians are busy gathering documents, receipts, and tax statements. But it's just as important to prepare for something else: protecting yourself from tax scams.

With over $119 million lost to scams in just the first four months of 2025, scammers are exploiting every opportunity, including the tax system. To help keep you and your money safe, COBA's Financial Crimes and Cyber Resilience team share expert tips on how to spot and avoid tax scams.

What is a tax scam, and how do they work?

Tax scams often involve criminals impersonating government agencies like the Australian Taxation Office (ATO) or myGov. These scammers send phishing emails or text messages to trick you into sharing personal information – such as your myGov username, password, or other sensitive details – or to get you to click on malicious links.

How can you protect yourself from tax scams?

- **Verify the source** – Always double-check the sender's email address. Official messages from myGov typically come from addresses ending in @my.gov.au. Don't respond unless you're certain it's legitimate.
- **Avoid clicking on links** – If you receive an email or text with a link claiming to be from myGov, don't click it. Instead, type the official website address directly into your browser: www.my.gov.au.
- **Be wary of urgency or threats** – Scammers often try to pressure you with urgent messages – like threats to suspend your account or offers of unexpected refunds. These are red flags. Stay calm and verify the claim independently.
- **Never share personal details** – myGov and government agencies will never ask for your password, Tax File Number (TFN), or bank details via email or text. Never share this information in response to unsolicited messages.
- **Use two-factor authentication** – Enable two-factor authentication (2FA) for your myGov account if possible. This adds an extra layer of security by requiring a second form of verification, such as a code sent to your mobile device, in addition to your password.
- **Educate others** – Spread awareness about myGov phishing scams among your friends, family, and colleagues. Encourage them to be vigilant and to report any suspicious emails they receive.
- **Regularly monitor your accounts** – Keep a close eye on your myGov account activity and regularly review your linked services, such as the ATO, Centrelink, Department of Veterans' Affairs and Medicare. Report any unauthorised activity or changes to your account immediately.

MyGov have provided further information about active scams and examples of myGov impersonation scam on their website to help you stay vigilant. You can review them at www.servicesaustralia.gov.au/active-scams.

By being aware of the risks associated with myGov phishing emails and taking proactive measures, members can safeguard their personal information and minimise the likelihood of falling victim to scams.

How do you report a tax scam?

If you receive a suspicious message claiming to be from myGov or another government agency, it's important you report it to protect yourself and others from being scammed.

- Report it to the Australian Cyber Security Centre (ACSC) or the myGov Help Desk.
- If it's related to the ATO:
  - (a) Call the ATO's dedicated scam line: 1800 008 540;
  - (b) Forward suspicious emails to ReportScams@ato.gov.au;
  - (c) Take a screenshot of fake social media posts or phishing messages and email them to ReportScams@ato.gov.au.

More information about how to report a tax scam can be found on the ATOs website at www.ato.gov.au/online-services/scams-cyber-safety-and-identity-protection/verify-or-report-a-scam.

Protect yourself from tax scams continued...

What to do if you suspect a scam

If you believe you may have been a victim or lost money to a scam, it's important to notify your financial institution as soon as possible.

Australian Mutual Bank members can speak to our team by calling 13 61 91 (Monday to Friday 8:00am - 7:00pm, Saturday 8:30am - 11:30am, Sydney time) or by emailing info@australianmutual.bank.

Seek support from IDCARE at www.idcare.org/contact (a free government-funded service) who can help you develop a response plan to limit the damage. IDCARE will never contact you out of the blue.

Beware of follow up scams (refer to our blog article at www.australianmutual.bank/news-blog/articles/money-recovery-scam-alert, particularly ones promising to help you get your money back. One in three victims of a scam have been scammed more than once according to Scamwatch.

If you or someone you know has been impacted and may need ongoing help, there are support services available at www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx. These avenues of support are available to help, listen and believe.

For more advice on how to avoid scams, see our Security Advice section at www.australianmutual.bank/Security-Advice or visit the Scamwatch website at www.scamwatch.gov.au.

Customer-owned banks are dedicated to help safeguard their customers from scams and fraud. Find out more about the banking industry's Scam-Safe Accord (at www.customerownedbanking.asn.au/banks-unite-to-declare-war-on-scammers), an initiative that represents a united front against scammers and reinforces the banking sector's determination to strengthen consumer protection.

How financially fit are you, really?



As part of our commitment to supporting our members' financial wellbeing, we've partnered with Your Financial Wellness (YFW)* to offer free access to the Personal Financial Wellness Scale™ - a simple eight-question survey that helps you better understand how you're feeling about your current financial situation.

We believe financial literacy is key to building confidence and long-term security. That's why we're making tools like this available - to empower you with insights and practical support to take control of your financial future.

Once you've completed the survey, you'll receive a personalised Snapshot Report along with access to clear, easy-to-follow resources, plans, and guides to help you set and achieve your financial goals.

Getting started is quick and easy. Just scan the QR code below to activate your free YFW membership, it only takes a few minutes, and the results might just surprise you!

The YFW service is available at no cost to all Australian Mutual Bank members.

*Before you decide to use the Your Financial Wellness service, please note that:

- The service (www.yourfinancialwellness.com.au) is owned and operated by My Online Guides Pty Ltd. ABN 81 613 643 100.
- Australian Mutual Bank and My Online Guides Pty. Ltd. are independent of each other. Any information you decide to share with My Online Guides Pty. Ltd. is confidential to them and is not shared with the Bank.
- Australian Mutual Bank does not provide any opinion or recommendation regarding the information or services provided by My Online Guides Pty. Ltd.
- You should carefully read and understand the My Online Guides Privacy Policy, the User Agreement and any other documentation provided by My Online Guides Pty. Ltd.
- All advice provided is only general in nature and does not take into account your personal circumstances. Please consider if the advice provided is appropriate for your needs before making any decision.



Helping Yurungai kids get to where they need to be

At Australian Mutual Bank, we believe in the power of community - and there's no better example of this than our recent support of Barnardos Australia's Yurungai Learning Centre in Waterloo.

The Yurungai Learning Centre is a safe, supportive space where Aboriginal and Torres Strait Islander children aged 5 to 12 can access homework help, cultural learning, life skills development, and nutritious meals.

For many of these kids, their journey to a better future quite literally begins on the bus that gets them to the Centre each day. But recently, that journey has hit a bump in the road. The Yurungai bus - used by the children for many years - is in dire need of replacement. In fact, one of the older kids put it best: "*The bus is older than me!*"

To raise the $120,000 needed for a new bus, Barnardos appealed to its network of corporate supporters. As a proud partner and long-standing supporter of Barnardos, the Australian Mutuals Foundation (AMF), established by Australian Mutual Bank in 2016, stepped up and kicked off the campaign with a generous $50,000 donation.

Australian Mutual Bank has made the decision to cover the remaining $55,000 through a donation via the AMF, helping to purchase of the bus and ensuring that no child misses out on the support, education, and care the Yurungai Learning Centre provides.

This contribution is more than just a new vehicle - it's a statement of our shared commitment to equity, opportunity, and respect for culture. We're proud to stand beside Barnardos and the incredible team at Yurungai as they continue their essential work.

We'll be sure to share photos of the new bus once it arrives- but for now, we'd like to thank our members for making this kind of support possible. Together, we're not just driving change - we're helping shape a better tomorrow for some amazing kids.

To find out more about Australian Mutual Bank's commitment to social responsibility, please visit [www.australianmutual.bank/ethical/creating-social-impact.](www.australianmutual.bank/ethical/creating-social-impact)

Advance notice of 2025 AGM

The Annual General Meeting of Australian Mutual Bank Ltd is scheduled to be held on Wednesday, 26th November 2025. The meeting arrangements, notice of meeting and voting information will be advised no later than 21 days prior to the meeting.

Notice of update to Account and Access Facility Conditions of Use

Effective 30 June 2025, changes have been made to the Account and Access Facility Conditions of Use under the "Account Operations" heading.

1. Section 1: Information about your ePayment facilities

The paragraph under "Important Information about Chargebacks for VISA Card" was updated.

The previous wording:

"If you wish to dispute a Visa Card transaction you should notify us as soon as possible."

has been revised to:

"If you wish to dispute a Visa Card transaction you should notify us as soon as possible but within 120 days."

2. A new section titled "Confirmation of Payee" has been added. Information added under this new heading:

Confirmation of Payee service

1.1 Confirmation of Payee is a service that applies when sending money to an account using BSB and account number. It is designed to help payers avoid scams or mistaken payments.

1.2 The Confirmation of Payee service matches the account details entered (which must also include an account name) with the account details held by the recipient's financial institution and displays the outcome, which could be a match, a close match or a no match.

1.3 If the intended recipient is a business or other organisation, or the outcome is a match or close match, then the account name will be displayed to the payer.

Conducting a Confirmation of Payee lookup

1.4 When making a payment from your account using BSB and account number it is the user's responsibility to ensure they provide the correct BSB and account number.

1.5 The Confirmation of Payee service will provide the user with a match, a close match or a no match outcome. If the user thinks the account details were entered incorrectly, they can check them again before making the payment. If something does not seem right, the user should check the account details with the intended recipient before proceeding, or choose not to proceed with the payment.

1.6 You must not use, and must ensure any other user does not use, the Confirmation of Payee service other than for its intended purpose, or in breach of these Conditions of Use. We may limit or suspend use of the Confirmation of Payee service from your account if we believe it reasonably necessary to protect you, us or a third party from possible fraudulent activity, scams or other activity that may cause loss or damage.

1.7 We are not responsible for the accuracy of the recipient's account details provided to us from the recipient's financial institution.

Use and disclosure of your account details

1.8 You authorise, and provide consent to:

(a) us to use, store and disclose your account details in the Confirmation of Payee service; and

(b) payers' financial institutions to use and disclose your account details for the purposes of the Confirmation of Payee service and prior to making payments to you.

1.9 In special circumstances we may allow you to opt-out of the Confirmation of Payee service. Please contact us on 13 61 91.

1.10 However, even if you do opt-out of the service, we will still confirm, disclose, store and use your account details through the Confirmation of Payee service for use by government agencies for the purposes of making a payment to you.

1.11 In some circumstances you may provide alternative names to be recorded on your account for use in the Confirmation of Payee service. Please contact us on 13 61 91.

3. Section 14: International transaction fees

Information added to this section:

"You agree to reimburse us for any costs, fees or charges of any nature arising out of a failure to comply with any exchange control requirements or tax laws."

While we've highlighted the changes that we think are the most relevant to our members, we recommend you review the full document available on our website at www.australianmutual.bank/about-us/disclosures-and-reports.

Rate and fee change information

- Deposit Rates Schedule has changed effective 1 June 2025
- Legacy Deposit Rates Schedule has changed effective 1 June 2025
- Loan Interest Rates Schedule has changed effective 15 July 2025
- Fees & Charges and Transaction Limits has changed effective 22 May 2025.

Please visit www.australianmutual.bank/disclosures for the latest rates & fees detail.



Celebrating International Day of Cooperatives 2025

The International Day of Cooperatives (#CoopsDay) is celebrated annually on the first Saturday of July to raise awareness of cooperatives and promote the movement's successes in advancing social and economic development.

First commemorated in 1923 by the International Co-operative Alliance (ICA), and officially recognised by the United Nations in 1995, CoopsDay showcases how cooperative enterprises, including financial co-operatives, empower people, strengthen communities, and uphold the values of democracy, solidarity, and sustainability.

What is a financial cooperative?

Financial cooperatives, including mutual banks, credit unions, building societies – are financial institutions that are owned and controlled by their customers/members.

Unlike traditional banks, where profits go to external investors, customer-owned financial institutions like Australian Mutual Bank reinvest profits to benefit their customers and the communities they serve.

As customer-owners, members of financial cooperatives benefit from better services and competitive rates, while also supporting a banking model that invests in their communities. The official theme for the 2025 CoopsDay is **"Cooperatives: Driving Inclusive and Sustainable Solutions for a Better World."**

In a time of growing global challenges, this year's theme is a timely reminder of the power of cooperative enterprise. Coops - businesses owned and run by and for their members - are delivering real-world solutions across sectors like health, housing, agriculture, finance, and clean energy, by putting people, planet, and purpose before profit.

Facts & Figures*

- More than 12% of humanity is part of any of the 3 million cooperatives on earth;
- The 300 largest cooperatives or mutuals report a total turnover of 2,409.41 billion USD while providing the services and infrastructure society needs to thrive;
- Cooperatives contribute to the sustainable economic growth and stable, quality employment, providing jobs or work opportunities to 280 million people across the globe.

Australian Mutual Bank's impact

As a member-owned cooperative, Australian Mutual Bank has always placed its members at the heart of everything we do. Since 1953, we've proudly delivered quality banking, loan, and investment services - adapting to a changing financial landscape while staying true to our commitment to exceptional service.

We believe in our shared responsibility to uphold the values that contribute to a fairer, safer society. Guided by this belief, Australian Mutual Bank established the Australian Mutuals Foundation. The Foundation supports Australian children and youth, assists remote and disadvantaged communities in impoverished South East Asian and South Pacific countries, and provides a mechanism for members of cooperatives and mutuals, and the general public, to make donations to assist those affected by natural disasters, in Australia or overseas.

To learn more about the Australian Mutuals Foundation visit [www.australianmf.org.au.](http://www.australianmf.org.au)

*Source:
www.ica.coop/en/cooperatives/facts-and-figures

THINGS TO KNOW

Any advice or information in this newsletter does not take into account your personal objectives, financial situation or needs and you should consider whether it is appropriate for you. Please review our Terms and Conditions and Financial Services Guide which can be found on the website. Australian Mutual Bank Ltd ABN 93 087 650 726 Australian credit licence 236 476 AFSL 236 476 BSB 611-100.

GET IN TOUCH

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