



# COMMUNITY UPDATE

SEPTEMBER 2020



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# CEO'S NOTES

## **2020 – What a year!**

We hope that you and your families are all safe and well during these difficult times.

## **Our commitment to safe customer service.**

Our team has been working from home since March so that we can ensure they and their families are kept as safe as possible. They have done an outstanding job in maintaining our high standards of service and for that I thank them. I also thank you, our members, for your understanding and cooperation over recent months, we have greatly appreciated your kindness. Thank you!

## **Our financial position is sound.**

We have assisted almost 200 members with loan payment deferrals during this period, but pleasingly we now have only 45 members who are still on reduced or deferred repayment plans. We will continue to work with these members and get them back on track once their income returns to normal.

## **Allocating a bonus to members.**

We are pleased to advise members that, even in these difficult times, the Board in consultation with the actuary has determined to pass on a bonus to members. The Covid 19 pandemic has had an impact on business and consumer confidence, and this has resulted in a reduction in the demand for personal loans, which in turn impacts our income and profitability. We expect an increased interest in personal loans as lockdown restrictions ease.

# CEO'S NOTES

## **A new and improved website experience.**

Thank you to those members who continue to provide us with constructive feedback as to how we can improve our service and the member experience. This has led to us building more online forms and simplifying processes. However, the biggest amount of feedback we received was in relation to our website and how hard it was to find what you needed quickly.

So, we are very pleased to launch the new APS Benefits Group website!

We encourage you to take a look at it here [www.apsbenefitsgroup.com.au](http://www.apsbenefitsgroup.com.au) and to provide us with regular feedback as to how it can be improved.

## **A different format for our AGM this year.**

Our AGM will be held via video conference this year, so I look forward to meeting more of you in that forum. Details are included elsewhere in this email.

Thanks for your ongoing support and please keep safe.

Kind regards,  
Craig Walden





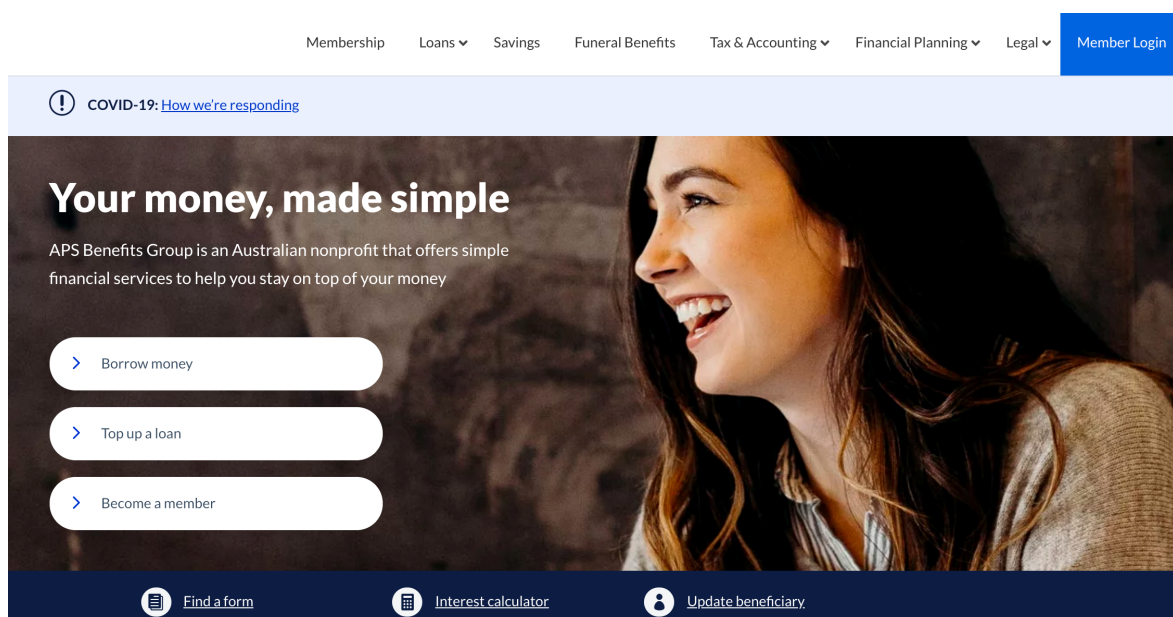
# NEW APS LOGO AND BRANDING

## The new APS Benefits website is now live.

We are the same APS Benefits Group that has served members and clients for over 100 years, but it was time to refresh our logo and website to make your APS experience as enjoyable and seamless as possible. Accessing your account via the APS website, learning about our services and contacting the team is now as easy as it has ever been.

We know that these are challenging times for all Australians, so we want to make it as easy as possible for you to access the financial support and advice that you need. Whether you are topping up your loan, applying for a term investment or wanting to know more about APS services, you can find everything in the one place.

If you have any questions or feedback, we would love to hear from you. We are committed to making any updates that will enhance your experience with the APS brand. [www.apsbenefitsgroup.com.au](http://www.apsbenefitsgroup.com.au)



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# UPDATING YOUR WILL AND POWER OF ATTORNEY: WHY IT IS EVEN MORE IMPORTANT DURING COVID-19



The COVID-19 pandemic has prompted Australians to think about their life planning and finances, with many APS members and clients choosing to take this time to update their Will and Power of Attorney. It is no surprise that Australians are now more concerned about their health, finances, job security, retirement and long-term wealth. Protecting ourselves from unexpected life events is something that more and more people are taking into consideration. If you haven't already thought about it, now is the perfect time to pause and reflect on whether your Will and Power of Attorney need to be reviewed.

## Updating your Will

We encourage our clients and members to think about their Will as family and life planning. As you reach significant milestones such as marriage, divorce, buying a house, buying a business or having children, it is important to also update your Will accordingly. Without a Will, you are effectively forgoing your right to have a say in how your assets are distributed which can cause added stress on your family during a time of bereavement.

# UPDATING YOUR WILL AND POWER OF ATTORNEY: WHY IT IS EVEN MORE IMPORTANT DURING COVID-19

## Assigning a Power of Attorney

Assigning a Power of Attorney is a part of your Will preparation and planning. At some point in your life, you may be faced with significant changes that might impact your ability to make important financial decisions. Appointing an attorney gives your nominated attorney the legal authority to look after your financial affairs, medical decisions and any other personal matters on your behalf if you are not in a position to make these important decisions yourself. This provides peace of mind that you are in safe hands, no matter what unexpected events arise later in life.

## We are here to help

Updating your Will and Power of Attorney is one thing that you can do to create a safety net during these uncertain times. The team at APS Wills & Estates can help you prepare your Will for as little as \$385 (including GST) for a single person or \$550 (including GST) for a couple. Get in touch to learn more at <https://apsbenefitsgroup.com.au/>





# HOW FRANK AND JENNY SKYROCKETED THEIR INHERITANCE WITH APS SAVINGS



## Meet Frank and Jenny

After receiving a significant inheritance, Frank and Jenny were keen to put their money into a high-interest account while they decided what they wanted to do with their funds. They struggled to find a bank that offered them a worthwhile interest rate with most major banks offering 1% p.a.

After discussing their challenges with family and friends, a relative suggested APS Savings with a 4% p.a. interest rate on a 24-month term. This interest rate was rate four times more than what the major banks were offering and provided the perfect solution for growing their savings over a short period.



# HOW FRANK AND JENNY SKYROCKETED THEIR INHERITANCE WITH APS SAVINGS

This investment also allowed their interest to be paid monthly, creating an income stream if needed. An extra incentive was the renewal bonus if they decided to reinvest after the 24 months. Extending the term would mean that they could earn an additional bonus rate of 0.25% p.a. with their funds then earning an attractive 4.25% p.a. rate in total.

## How much did they save?

For a significant investment, choosing an account with an interest rate of 4.25% p.a. compared to 1% p.a. can be the difference between earning a few hundred dollars and a few thousand dollars. By taking the time to compare accounts, Frank and Jenny were able to find the perfect solution with APS Savings. They have confidence in the growth of their savings and feel proud to be investing with APS as opposed to one of the major banks.

Get in touch to learn more about growing your savings with APS.



# MAKE THE MOST OF YOUR APS MEMBERSHIP



**Loans:** We offer Personal Loans, Car Loans, Special Purpose Loans and Home Loans to help you when you need it most.



**Savings:** We have several investment options to help you boost your savings with an interest rate of up to 4% p.a. for 24-month term investments.



**Financial Planning:** Save more, invest smarter and build wealth with APS Financial Planning. We can also help you with Income Protection, Life Insurance, Superannuation and much more.



**Wills & Estates:** Ensure that everything is in order by creating or updating your Will and Power of Attorney. We also offer other legal services including conveyancing, leases and trusts.



**Tax & Accounting:** Whether you need help with your Tax Return, Accounting, Bookkeeping or Tax Planning, we are here to help you manage your money efficiently.

*\*APS Savings disclaimer: This is not a bank product it is an unlisted APS note. No independent assessment has been made about the risk of investors losing their original investment. Application for APS Notes can only be made on the Investment Application form which accompanies the Prospectus issued by APS Savings Ltd. Please read the Prospectus carefully before deciding whether to make an investment.*