

STAFF MEMBER of the Year

Congratulations to Janelle Warren

Senior Customer Service Consultant and Loans Assistant at Wide Bay Australia's Tewantin Branch, for being awarded the 2006 Staff Member of the Year Award.

Since joining the Wide Bay team in 1995 Janelle has been a 'tower of strength' to her customers, several loans consultants and many other staff she has expertly mentored. Thank you Janelle!

(l) Managing Director Ron Hancock, and (r) Executive Manager/Director Frances McLeod present Janelle her plaque and a \$150 shopping voucher.



insurance claims

by John Chenhall - Widecover Insurance

we're on your side!

Wide Bay Australia can assist clients with competitive quotes on insurance including for our clients' homes, contents, motor vehicles and businesses. We act as an agent of one of Australia's largest general insurers, Allianz.

One of the reasons we selected Allianz was to ensure that if our clients did have a claim, they would receive a professional and speedy claims service. No matter the size or complexity of a claim, Allianz has the ability and experience to manage it. As one of the world's largest insurers, Allianz' technical expertise spans the globe.

So whether it is a small inconvenience or a major drama, Allianz responds to business and domestic property claims like no other insurer.

Preferred suppliers means no quotes for the majority of replacement items!

- ✓ no running around getting quotes
- ✓ replacement organised by Allianz direct with the supplier
- ✓ customer contacted within 24 hours of placing order

Temporary accommodation and emergency funds receive the top priority in times of need.

Major weather events or catastrophe - we're prepared!

You, our customer, may not have planned for a major event, but Allianz has.

Allianz's event response plan is activated immediately and a fast, efficient response is supported nationally:

- ✓ Australia-wide 'virtual claims team' to manage customer calls
- ✓ loss adjusters form part of the response team
- ✓ comprehensive communication plan 'ready to roll'

Superior service for existing claimants is also paramount. Allianz electronic claims system means claims can be managed from anywhere in Australia.

High performance capability

Training is critical to Allianz' success, which is why every staff member receives extensive customer service and technical training in an endeavour to deliver an easy Allianz claims experience.

Wide Bay Australia customers can rest easy knowing that Allianz is on our side!

To find out more about how Wide Bay Australia can help you with Allianz insurance for your home or car - contact a Wide Bay Australia branch or free-call us on 1800 673 799 (during business hours).



memo

Allianz awarded Best General Insurer 2006

Wide Bay Australia's general insurance provider, Allianz Australia Limited, was awarded 'Best General Insurer 2006' at the recent Australian Banking and Finance Insurance Awards held in Sydney.

Accepting the award on behalf of Allianz was Mr Niran Peiris, the company's Chief Financial Officer, who explained that the customer service efforts of Allianz's 3000 employees had contributed to the company receiving this Award. "At Allianz, we strive to be the best, but we know we can always be better tomorrow than we are today" said Mr Peiris. As part of its Customer Focus Initiative, Allianz Australia regularly asks its customers one simple question - Would you recommend Allianz to a family member, friend or colleague?

In the past twelve months the company has asked that question to approximately 5700 direct customers, 2100 claimants and 3300 business partners. The feedback enabled Allianz to deliver superior customer service. Wide Bay Australia offers Allianz home, car, boat, caravan, travel and commercial insurance covers through its Widecover brand.

widecover insurance Allianz

Widecover is available from Wide Bay Australia Ltd (AFS Lic No 239686) ABN 40 087 652 060. We act as an agent for Allianz Australia Insurance Limited (AFS Lic No 234708) ABN 15 000 122 850 (Allianz) - not as your agent. To help you make an informed decision about whether to acquire an Allianz insurance product through Wide Bay Australia Widecover you should read our Financial Services Guide. We do not provide advice about this policy based on any consideration of your personal objectives, financial situation or needs. To decide if it is right for you please carefully read the relevant Product Disclosure Statement available at our branches or www.widebayaust.com.au

a sweet credit card offer... just in time for Christmas!

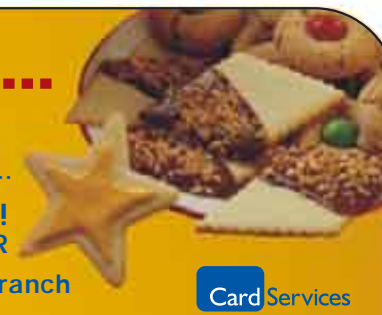
A Wide Bay Australia 'Rewards' MasterCard with the lowest introductory rate around...

0% for the first 6 months! * FOR A LIMITED TIME ONLY! OFFER CLOSES 24 NOVEMBER

That's right! 0% on purchases, balance transfers and cash advances for the first 6 months. Plus all the benefits and features of the Wide Bay Australia 'Rewards' MasterCard still apply, such as a superior rewards program and free purchase cover!

visit a Wide Bay Australia branch for a '0%' application form

Card Services



The Wide Bay Australia 'Rewards' MasterCard is supplied by arrangement with Card Services a division of Citigroup Pty Ltd ABN 88 004 325 080 (AFSLN 238098) ('Citigroup'). Credit Card approval is subject to Citigroup credit criteria. Term and conditions available upon request - fees and charges apply. *The 0% p.a. interest rate applies for six months. At the end of the six months introductory period the interest rate will revert to the standard 'Rewards' MasterCard interest rate, currently 18.7% p.a. which is variable and subject to change. Existing Card Services (including Wide Bay Australia MasterCard) and Citigroup cardholders are not eligible for this introductory offer.



help preserve our environment by reducing paper use!
you can choose to receive your way by email!
simply send an email to marketing@widebayaust.com.au stating your full name, residential address and preferred email address (subject: your way)

Wide Bay Australia Ltd ABN 40 087 652 060 AFS Lic No 239686
HEAD OFFICE » Wide Bay Australia House 16-20 Barolin Street Bundaberg Qld 4670 Australia telephone (07) 4153 7777 facsimile (07) 4153 7714 email widebay@widebayaust.com.au
HOTLINE » 1300 wide bay (943 322) **WEBSITE** » www.widebayaust.com.au

Disclaimer - The information in this publication has been prepared by Wide Bay Australia Ltd and includes information about Wide Bay's products and services as well as estimates and forecasts. Wide Bay has made every effort to ensure the accuracy of all published information. Full terms and conditions of Wide Bay's products and services including any applicable fees and charges are available on application. To decide if our Accounts or Non-Cash Payment facilities are right for you please carefully read the booklet 'Your Guide to Wide Bay Australia's Accounts and Banking Services' available at our branches or website. The information contained in this publication is collected from a variety of sources, some of them external third parties. The opinions and information provided by those third parties should not be treated as advice and do not necessarily reflect the views of Wide Bay Australia Ltd. Contents of this publication should not be used as the sole basis for financial decisions. We advise you seek independent advice. The information is current at date of publication but may change without notice.

14
SPRING 2006

your way »



INSIDE THIS ISSUE 01 Wide Bay Australia celebrates our 40th anniversary 02 a new face in Townsville 02 managing director's message 02 new Noosa Civic branch opens 02 helping you enjoy financial security 03 loans talk - managing your home loan 04 2006 Staff Member of the Year Award 04 insurance claims - we're on your side! 04 fantastic credit card offer - 0% for the first 6 months!

celebration

"SUCCESS is the SUM of small efforts repeated day in & day out" ROBERT COLLIER

Wide Bay Australia celebrates 40 years of banking your way!

Wide Bay Australia, which has over \$1.64 billion in assets, has its roots in the Bundaberg-based Burnett Permanent Building Society which became operational in 1966.

Founder, Ron Hancock, who has managed Wide Bay Australia since its formation said Burnett Permanent, along with the other regional building societies which had merged with Wide Bay, was created to provide some competition to banks.

"In the 1960's, it was hard for people to get a housing loan. The banks had a policy that required a 25% deposit and you had to have banked with them for 2 years.

Then in December 1965, the Government introduced the Housing Loans Insurance Corporation and encouraged institutions to lend on 5% or 10% deposit - they basically guaranteed the loans.

However the banks didn't take much notice and stuck to the old rules so, together with a few other Bundaberg business people, I saw an opportunity to move into that market.

We held our first Meeting on 10 March 1966 and secured funding from Commercial Union Insurance in August that year enabling us to issue our first home loans. We also accepted our first passbook account.

We had a mile-long queue of people trying to get into a house on 10% deposit. As \$10,000 or \$20,000 was invested we were able to take some more loan applications and it just kept on growing from there.

The formation of the building society meant many more people found that they could now afford their first home!

In 1979, we merged Burnett Permanent with Maryborough Permanent Building Society to form Wide Bay Capricorn Building Society. In 1981, Wide Bay Capricorn merged with the Gympie and North Coast Building Society and then again in 1983, another merger occurred with the Gladstone-based Port Curtis Building Society."

On a much larger scale Wide Bay Capricorn continued to foster the aims of its predecessor societies - to co-ordinate the joint savings of members to foster home-ownership in the community by providing affordable, low deposit home loans.

"We changed our name to Wide Bay Australia Ltd in December 2003 to reflect our growth into the Sydney, Melbourne and Adelaide home loan markets and possible future expansion.

Our 40th celebration is really a recognition of all the people - investors, borrowers and staff who are playing their part in the Wide Bay Australia success story."

Wide Bay Australia now operates 35 branches, agencies and loan centres, and employ over 230 people from Townsville to Adelaide



Wide Bay Australia's Managing Director (and a founding Director of Burnett Permanent Building Society in 1966) Ron Hancock (r) and the society's first passbook-holder, Bundaberg's John Holland, reminisce and peruse the first account register.



www.widebayaust.com.au



1300 wide bay
business hours 9 4 3 3 2 2



to your nearest branch and say hello

making banking easy for everyday Australians!

a new face in Townsville!

Wide Bay Australia is pleased to introduce our new Townsville regional Loans Consultant - Julian Tickle.

Julian is based at our premises at Hermit Park Business Centre, 134 Charters Towers Road, Hermit Park and is now available to discuss your existing home loan questions or any of your additional finance requirements.

Julian joins the Wide Bay Australia team with over 9 years experience in the North Queensland finance industry.

Until recently he was employed by a local mortgage broker which had a major focus on personalised customer service. Julian says in that respect he is very committed to being approachable - a quality which Wide Bay Australia home loan customers value.

Plus, as a Townsville local and with his previous lending experience Julian believes he has a strong understanding of the local property market.

With a young family of his own, Julian also says that he understands the commitment it takes to have a home loan.

He said he will ensure that Wide Bay Australia's customer's on-going loan needs are being met fully and on time.

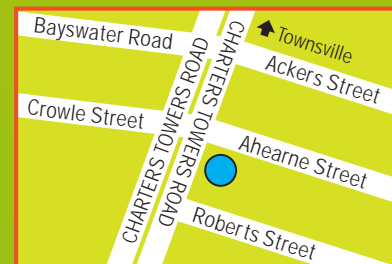
If you live in the Townsville region and you haven't met Julian in the last few weeks - feel free to give him a call.

He can answer questions about your loan or help with other finance needs such as home upgrades, purchase of investment properties, equity loans and debt consolidation.

He is also keen to assist your friends and family with their home and business finance needs.

Julian's phone contact details are (07) 4772 3283 or mobile 0439 663 979 or you can drop into the Wide Bay Australia serviced office at Hermit Park.

We welcome Julian to our team as another 'real person' that our local loans customers can deal with and who is committed to delivering loans designed 'your way'!



new Noosa Civic branch opens!

Say hello to Wide Bay Australia at the all new Noosa Civic!

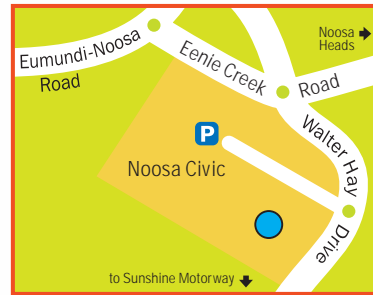
Noosa Civic is an exciting new shopping complex at Noosaville on Queensland's Sunshine Coast.

Sherie Cooke and our local branch staff can assist with competitive quotes on our range of term deposits and savings accounts, credit cards, foreign exchange or insurance. Sherie and her team have already opened a number of new accounts and look forward to helping many more Sunshine Coast residents bank *their way!*

Greg Duff, our Loans Consultant, is also available to talk to you about your home loan.

If you live, work or shop on the Sunshine Coast - call into the branch and say hello when you visit Noosa Civic.

With the opening, Wide Bay Australia has closed our branch at Noosa Junction.



the 96.1 fm Zinc Crew were there to help with our opening day celebrations



l-r Katrina Brigg, Sherie Cooke, Johanna Lyle - your friendly Noosa Civic customer service consultants

enjoy financial security

In previous issues of 'Your Way' we discussed Wide Bay Australia's acquisition of a 25% stake in a successful licensed financial planning company, Financial Technology Securities Pty Ltd.

This relationship creates some great opportunities for Wide Bay Australia customers and attached to this issue of 'Your Way' is some information about Financial Technology and how they can help you enjoy financial security.

Among other things they can help with:

- ✓ debt management
- ✓ estate planning
- ✓ budget and cashflow management
- ✓ redundancies and rollovers
- ✓ pre and post retirement planning
- ✓ taxation planning
- ✓ superannuation and salary packaging
- ✓ investment advice and planning



We recommend you take a moment to read the attached information. Find out more by contacting a Wide Bay Australia branch or calling one of the Financial Technology offices - and tell them you're a Wide Bay Australia home loan customer.

Financial Planning provided by Financial Technology Securities Pty Ltd
ABN 48 097 317 069 AFSL No. 300219

our 2005 - 2006 annual report and financial statements are available now for your interest download a copy from the 'about us' section of our website



managing director's message



Wide Bay Australia recorded growth in our loan book of 8.24% for the 12 months up to 30 June 2006.

That means we now have \$1.425 billion in mortgages for properties in Queensland, New South Wales, Victoria and South Australia.

A significant aspect of that result is that apart from many new customers - we have seen a reduction in 'churning' of existing loans and that points to a high degree of satisfaction among our loan customers. It is particularly pleasing for me and our staff to receive a number of positive letters and emails about new customer loan experiences with Wide Bay Australia.

During 2006/2007, we are targeting even more growth in lending and our Loan Product Development Committee is continually monitoring the mortgage market and looking for opportunities.

We hope to attract more customers with new loan products, promoting the availability of commercial lending and increasing our use of broker introduced loan approvals to represent up to 25% of our total loans.

Our existing customers also play an important role in our loan growth through additional and equity lending, wealth creation loans and through the many referrals of friends and family members.

As a lender, we continue to be a very efficient operator with our cost to income ratio further improving from 57.8% to 56.7% and this represents one of the best ratios achieved in our industry.

Our assets and funds under management also showed an increase of 7.87% during the the year for a total of \$1.645 billion with continuing support of our term deposits and on-call deposit accounts.

We intend to continue to expand our branch network organically with new branches planned for Gympie in December 2006 and the Robina Shopping Centre on the Gold Coast early in 2007. Other options are currently under consideration, including a branch in Townsville where we already have a lending operation and a number of customers.

In this our 40th year as a lending alternative, I am enthusiastically looking forward to helping many more people meet their finance needs and I extend my personal appreciation for our existing customers' continuing support.


Ron Hancock Managing Director



managing your home loan

loans talk



with Bill Beimers - Assistant Loans Manager

Is your home loan still working for you?

Since your home loan usually represents a significant portion of your monthly expenses, it's worth considering whether your current loan is still the most suitable for you. Changes in your lifestyle and personal financial circumstances may mean you could benefit from changing your home loan too. In light of recent interest rate rises it's wise to look at options for managing your home loan better. Don't forget that Wide Bay Australia offers a variety of flexible loan products and packages. Below are some tips you might consider should you need to reduce payments or wish to pay your home loan off sooner. Your Wide Bay Australia Loans Consultant can talk you through some of these options and help you make the right decision for your circumstances.

ten tips for managing your home loan better

1. Consolidate your debts

As interest rates rise on property loans they also rise on personal loans and credit cards. Depending on the amount of equity on your property, consider rolling all debts into your property loan, so instead of paying a higher rate you are paying around 10% pa less. This option requires discipline around future use of credit cards, reducing limits and so on.

2. Spring clean your bank accounts

If you have a number of accounts with several banking institutions, you may be in a position to save on loan interest, by transferring those funds to your 'Mortgage Muncher' account, which offers 100% offset benefits on your Wide Bay Australia home loan. Check with your local branch to find out more about this account.

3. Restructure your home loan to reduce Minimum Loan Payments

If you have been making extra loan repayments and have reduced the loan amount significantly, you may be eligible to restructure the loan so repayments reflect what you owe currently, not your original loan amount. For example, assume a loan has 18 years remaining and is scheduled to be at \$250,000. However, extra repayments have reduced the balance to \$200,000, so refinancing the loan over the same 18-year period at \$200,000 will reduce your repayments by approximately \$408/month.

4. Consider fixing the interest rate of your Home Loan

If you have a tight budget and want peace of mind on being able to afford repayments for a fixed period, you may consider fixing your loan. Unlike many lenders, Wide Bay's fixed rates do not attract a penalty for making extra repayments.

5. Use your tax return to save Loan Interest

By now most of us have had the pleasure of receiving a little or perhaps a considerable amount of tax refund on our annual tax return. Why not pay your tax refund off your home loan? It will reduce your principal loan balance; therefore also reduce the interest that is charged to your loan each month. Any lump sum deposit such as this will give you the ability to use the "Redraw Facility", which means simply withdrawing these funds back out of the loan, should the need arise. Redraw of advance payments is available on your loan if your overall repayments are in advance at the time of applying for the redraw. Check with your local branch for terms & conditions.

6. Factor further rate rises into repayments

If you are looking at taking out a property loan or reassessing your current one it is a good idea to factor in further rises in interest rates and, if possible, start making contributions at the higher rate. It will ease the stress when repayments do increase and will also put you ahead of the scheduled loan term as will making extra contributions. Your Wide Bay Australia Loans Consultant will only be too pleased to assist you in this area.

7. Make your Loan Payments fortnightly or weekly

Just because your minimum Loan repayment is due by the 24th day of each calendar month, you can split the amount up into two fortnightly or four weekly payments. This will result in making one extra monthly payment over one year, thereby reducing your loan term by approximately 5 years, based on a 30 year Home Loan. The term reduction translated into considerable interest savings, which mean you pay less, and will own your home sooner!

8. Contribute a larger deposit towards your purchase

If you sell and make another purchases - by contributing more than the minimum required deposit, your loan amount is going to be less (which means your repayments will be less). It will take you less time to pay off your loan as you'll be paying less interest. And the more deposit you contribute towards your property purchase price, the lower your Lender's Mortgage Insurance (LMI) premium will become.

9. Don't be fooled by honeymoon rates

If you are making another purchase, don't be led into a false sense of security by taking out a loan with a very low one-year honeymoon rates. Often these rates default to a higher-than-standard variable rate after the honeymoon period has expired so check comparison tables for all fees and costs associated with your loan product. If you choose to take advantage of a honeymoon rate make your loan repayments according to the 'post one-year period rate' from the start - you'll be ahead on repayments and will avoid a shock when the honeymoon rate is over. Wide Bay's Australian Home Loan offers a .86% 12 month discounted variable interest rate, which reverts to the usual 7.85% pa, not an inflated rate. This can help you save thousands in interest.

10. Take out a property loan term of 30 years

With additional loans or your next home loan - consider the maximum loan term of 30 years. Based on a \$250,000 loan at 7.40% (1 year fixed), extending your loan term five years - from a 25-year loan term to a 30-year term - will reduce your repayments by \$100 per month.

Terms, conditions, fees and charges apply to our home loans - details on application.