

investing in a rental home or units? spend a little... to protect the lot!

by John Chenhall **widcover insurance**

It only takes a week's rent to protect your investment property against damage by your tenants or their sudden departure without notice.

These are things that are not usually covered under a normal home policy. When you have a mortgage on your investment property it's important that you don't have any hiccups in your cash flow.

There are horror stories of properties being vandalised or the theft of landlords' fixtures and fittings. Could you afford to cover the loss of rent if your property could not be occupied, even for a short time, due to the damage your tenants caused?

Tenants sometimes leave suddenly without notice. Could you cover your loan payments if there were any shortfalls in rent?

Landlords Insurance is a great solution - covering not only malicious damage by the tenant but also departure of your tenants without notice and default in rent.

Wide Bay Australia can easily arrange Allianz Landlords' Insurance for you.

Benefits of Allianz Landlords' Insurance include*...

Default in rent

- ✓ up to 15 weeks cover, limited to 20% of building sum insured

Departure without Notice

- ✓ up to 6 weeks cover, limited to 20% of building sum insured

Malicious damage by tenant or other persons

- ✓ up to 10% of building sum insured

Legal expenses

- ✓ up to \$3,000 for expenses with the purpose of minimising loss of rent

Protection for you and your dwelling

- ✓ current building replacement value to protect against accidental breakage of glass: earthquake, explosion; fire or smoke, impact damage; lightning or thunderbolt; riot or civil commotion; storm, rainwater or run-off, theft, burglary or housebreaking, water or other liquid damage
- ✓ legal liability up to \$10 million
- ✓ replacement of locks and cylinders up to \$500
- ✓ fusion of fixed electric motors up to 15 years old
- ✓ professional rebuilding fees and removal of debris following damage
- ✓ automatic annual adjustment of sum insured with Consumer Price Index
- ✓ reinstatement of sum insured after loss

Protection for Contents

- ✓ 'new for old' replacement on most items up to 10 years
- ✓ cover for contents in the open air
- ✓ fusion of electric motors in household items e.g. refrigerators, washing machines up to 15 years old

Flexible payment options

- ✓ pay monthly from an account (for no additional policy fee) # OR pay the total premium by cash, cheque, credit card (or BPAY® on renewal)

Flexible excess options

- ✓ nominate a higher claim excess and your annual premium will be reduced

Speedy claims service

For peace of mind and to help you maintain control over your property, consider asking us about Landlords Insurance today.

Call into a Wide Bay Australia branch or phone our Widcover Insurance Hotline on **1800 673 799**.

congratulations to the winners of our 'win back your insurance premium' competition!



Josephine and Joseph Noonan with their children Samuel, Benjamin, Joshua, William, Chloe and Nevaeh receive back their premium from our Gladstone loans consultant Leanne Janke and senior customer service consultant Sue Harris

Monika Birch receives back her insurance premium from our Maryborough customer service consultant Emma Hinchliff

Allianz Australia Insurance Limited (Allianz) AFSL 234708 ABN 15 000 122 850 is the insurer of this policy. We act as an agent of Allianz - not as your agent. * This is a summary of benefits only - full details of cover, limits and exclusions are available in the "Landlords" Product Disclosure Statement (PDS). To help you make an informed decision about whether to acquire an Allianz product through Wide Bay Australia and decide if it is right for you, please carefully read the PDS available at our branches. We do not provide advice about the policy based on any consideration of your personal objectives, financial situation or needs. Minimum premiums apply. # The total premium may vary due to rounding - financial institution fees or charges may apply. BPAY® registered to BPAY Pty Ltd ABN 69 079 137 518

last issue we told you about the the fantastic Wide Bay Australia Low Rate MasterCard

We had such a positive response that we thought we would remind you again about the Low Rate MasterCard - with one of the most competitive interest rates available in Australia...

it starts at just **4.9% p.a.** for six months then moves to a very low ongoing **9.99% p.a.**

Choose the credit card that's right for you!

The popularity of low rate cards is increasing as many customers are prepared to forego rewards and opt for a lower interest rate!

cards	interest p.a.	interest cost on a \$5000 balance for six months	LOW RATE savings in the first six months 4.9%
ANZ Frequent Flyer - Visa	19.24%	\$476.00	\$358.00
Westpac Altitude	18.65%	\$461.00	\$343.00
Coles Myer Source - MasterCard	18.99%	\$470.00	\$352.00
CBA Commonwealth Awards	18.90%	\$467.00	\$350.00
National Visa/MasterCard	17.49%	\$431.00	\$314.00

Current at 18/05/2006. Competitors' information sourced from CANNEX and subject to change. Interest costs and savings assume monthly payments of 2.5% of outstanding balance. Savings represent our competitor's annual interest charges less Card Services annual interest charges on a balance transfer. Savings will vary depending on fees and actual account usage. Information is for illustrative purposes only.

to find out more about the Wide Bay Australia Low Rate MasterCard...

1300 wide bay business hours 9 4 3 3 2 2 **come in** to your nearest branch

The Wide Bay Australia 'Low Rate' 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.

at a glance

- ✓ 4.9% p.a. introductory rate for six months on purchases - includes balance transfers, and cash withdrawals
- ✓ 9.99% p.a. ongoing interest rate
- ✓ choice of Silver or Gold card
- ✓ up to four additional cards FREE
- ✓ up to 55 days interest free on retail purchases generous credit limits - up to \$7,000 for the Silver, while the Gold limit is up to \$25,000
- ✓ FREE international Travel Insurance with the Gold option, for trips purchased with this MasterCard - this means members could save hundreds on their travel insurance



the way 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)

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16
AUTUMN 2007

your way »

wide bay
AUSTRALIA LTD
banking your way

INSIDE THIS ISSUE 01 we're opening doors - not closing them! 02 managing director's message 02 meet 3 new loans consultants and 3 happy new customers 03 consider financial planning for a rewarding future 03 loans talk home equity loans - an affordable option 04 landlords insurance - spend a little to protect the lot 04 our fantastic 'low rate' credit card - have you switched yet?

we're opening doors... not closing them!

by Ron Hancock - Managing Director

Wide Bay Australia Ltd has opened 4 new banking outlets in Queensland since Christmas!

We've opened new branches at the Gold Coast and Gympie as well as agencies at the Whitsundays and Mackay.

This brings our total number of outlets to 38.

Our new branches and agencies all have banking hours of 8.45am to 4.45pm Monday to Friday which is generally earlier and longer than most banks.

Our investment creates additional employment opportunities in several communities and reflects our commitment to maintaining a strong retail banking and loan network.

I invite our customers living in these areas to call in to meet our local staff and find out how Wide Bay Australia might continue to assist you in meeting your banking and finance needs.

Our new Gold Coast Branch located in the banking sector at **Robina Town Centre** offers full retail branch banking facilities, a 24 hour ATM and a full time Loans Consultant. The branch replaced our existing Gold Coast agency arrangement.

We look forward to expanding our presence on the Gold Coast. We already have a number of local borrowers and investors who have been introduced to Wide Bay Australia as an attractive banking and home loan alternative over past years. Our new branch will deliver our existing and new customers with superior customer service.

In Gympie, we opened our third local branch at the new **Centro Gympie** shopping centre - giving Wide Bay Australia more branches in Gympie than any other financial institution.

The branch offers full retail branch banking facilities and an ATM. Our Gympie Loan Consultant, Jodie McKean has also relocated to the new branch. Barry Truscott, our Gympie Regional Manager will attend to loan enquiries at our existing branch at 102 Mary Street.

Locally, we continue to provide an alternative to the major banks, having our roots, in part, in the Gympie and North Coast Building Society which was established locally in Gympie in 1968.

Our new branch not only better services the needs of our existing customers but we look forward to welcoming even more local people as customers.

Wide Bay Australia agencies were also opened at **Cannonvale** at the Whitsunday Business Centre, Shute Harbour Road and at **Gordon Street, Mackay**. Both agencies were opened in conjunction with the Partners of Macrossan & Amiet Solicitors.

They offer full retail branch banking facilities and full time Loan Consultants to attend to home and business finance needs.

We are very excited about expanding our presence to the Whitsunday region so that local people, families and businesses have an alternative to the major banks. Cannonvale is recognised as the commercial hub of Airlie Beach and the Whitsundays.

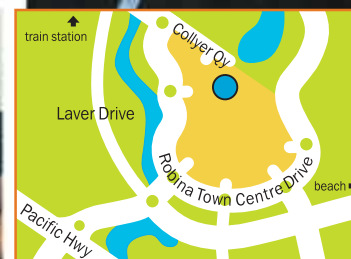
An outlet in the Mackay City Centre will also benefit our growing number of Mackay customers and, together with Mt Pleasant and Caneland Central, gives us 3 outlets in that city.

LC = loans consultant
SCSC = senior customer service consultant
CSC = customer service consultant



ROBINA - GOLD COAST

L-R Carolyn Jillett (CSC), Lesley Muir (CSC) and Jan Pinel (SCSC)



Level 4 (banking sector) Robina Town Centre Robina Town Centre Drive, Gold Coast phone (07) 5656 5200



CENTRO GYMPIE

L-R Lorraine Ryan (CSC), Sacha Fabian (SCSC), Jodie McKean (LC) and Karren Messer (CSC)

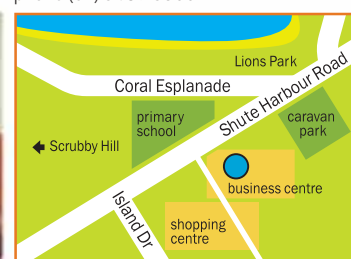


Shop 38 Centro Gympie, Bruce Highway phone (07) 5489 6300



CANNONVALE

L-R Jami Sullivan (CSC) and Amani Fanous (LC)

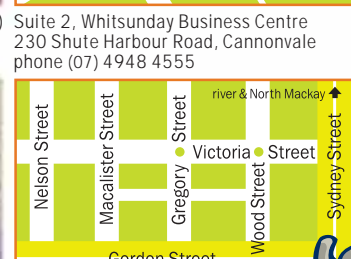


Suite 2, Whitsunday Business Centre 230 Shute Harbour Road, Cannonvale phone (07) 4948 4555



MACKAY CITY CENTRE

L-R Hayley Ewart (CSC), Nicole Klages (CSC) and Jenny Moohin (LC)



55 Gordon Street, Mackay phone (07) 4953 2666

OPEN NOW



www.widebayaust.com.au



1300 wide bay business hours 9 4 3 3 2 2



to your nearest branch and say hello

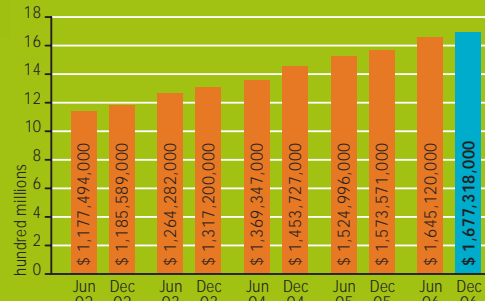
real people, real smiles, real service!

managing director's message



Wide Bay Australia Ltd recently reported our half year results for the six months to 30 December 2006. I am pleased to advise that we lifted our loan approvals to \$225.7 million. The result compares to \$194.7 million for the corresponding period ended December 2005 and represents an increase of 16% over that period. Our outstanding loans have now reached \$1.462 billion meaning that we are helping more and more Australians to secure their own homes or create wealth through investment.

assets and loans under management



Current indicators are that loan demand will be consistent for the remainder of this financial year, particularly given Wide Bay Australia's recent expansion of our branch network and additional resources at our Sydney and Melbourne branches. Our cost to income ratio, a recognised measure of efficiency, fell to 54.1% for the period, compared to an annual cost to income at 30 June 2006 of 56.7%. This is an excellent result compared to other building societies and credit unions. Our management team has been active in expanding selected areas for growth. As featured on page 1 new branches were opened at the Gold Coast in February and Gympie in March. Agencies were also opened at Cannonvale in February and Mackay in March. We also continue to expand our range of products and services. In February, we advanced our first margin loan. This product was developed in conjunction with our associated financial planning company Financial Technology Securities Pty Ltd and provides investors applying through selected financial planners with loans to invest in managed funds. 2007 has started off very positively for Wide Bay Australia and I would extend my appreciation on behalf of the Wide Bay Australia Board to you, our customers, for your support.

Ron Hancock Managing Director

welcome to the 'wide bay australia family' meet another 3 new faces to our lending team...

Rae-Lee Curtis, our new **Sunshine Coast (Qld)** Loans Consultant, is committed to building a better future for both herself and her customers! Rae-lee moved to the Sunshine Coast in 2000 from Bundaberg and lives in Buderim (home of Australian ginger) with her husband of 16 years, Gavin. She joined Wide Bay Australia in March 2004 as a Customer Service Consultant at our Nambour Branch. During that time she formed many close relationships with our customers and other members of the Wide Bay team at our Sunshine Coast branches.

Her 16 years in the finance industry will be put to good use with her appointment as our Sunshine Coast Loans Consultant in January 2007. "I was after a challenge and now I have one," said Rae-Lee. "I like to take the bull by its horns and do the job to the best of my ability. I am a people-person and I'm looking forward to catching up with our customers and meeting the new ones and helping them make their dreams come true."

Rae-Lee said she is also committed to increasing Wide Bay Australia's profile on the Sunshine Coast and letting as many people as possible know what Wide Bay Australia can do for them.



Murat Bayari joins our home loans team in **Parramatta (Sydney, NSW)** as a Loans Consultant. Murat entered the finance industry in 2004 changing from a career in marketing tourism and telecommunications. Since making that change Murat has gained invaluable experience in attending to high volume inquiry, first home purchase applications and managing a small team of loan writers and referrers.

"I found that although the actual products are absolutely different, the underlying nature of all services made the switch to lending relatively easy. I have come to learn that the personal nature of home loan consulting, in which the help and expertise you provide to the customer forms the foundation of a trusting and long lasting relationship, is a source of great job satisfaction.

Having settled several loans with Wide Bay Australia along the way as a broker, I came to appreciate the unique benefits - the unique selling proposition as they say in marketing - of Wide Bay Australia.

I remember when I found Wide Bay Australia for the first time as a lender who would consider my customer's application based on its real merits. This pleasant and most rewarding experience of dealing with Wide Bay as a broker is the single major reason why I moved to Wide Bay as a Loans Consultant.

In my new role, my task will be to spread the "approved by real people" message, sharing my own personal experience of Wide Bay.

I look forward to working as a part of the Sydney team."



If you're counting on someone with great experience to help you with a home loan - you couldn't look further than Wide Bay Australia's new **Mackay (Qld)** Loans Consultant, **Joy Huxham**.

Joy is based at our Caneland Central shopping centre branch in Mackay and will help our Regional Manager Garth Morgan attend to our growing number of clients in that area.

Joy has extensive experience with several major banks plus 3 and a half years as a self employed loan broker. "My broking business which was based on the Gold Coast was an award winner. I attribute that success to the fact that I love home lending and enjoy working with people to assist them in achieving their dreams and goals.

I think it's important to educate my customer so they really understand the product they have purchased and how it will work best for them. I also try to establish a good rapport so they feel they can come to me at any time with any problem. All that hopefully means that my customer stays happy with their home loan choice."

Joy relocated to Armstrong Beach near Mackay with her husband from her 5 acres at Tamborine on the Gold Coast and intends to relocate to her property at Cape Palmerston (266 acres on the coast one hour south of Mackay) in the future.



and 3 of our new customers...

When a home loan settles its time to celebrate! That's why **Danielle Pitt** of **West Mackay (Qld)** and our Mackay Regional Manager, Garth Morgan, chose to enjoy a quick cup of coffee together!

Danielle and husband Jason are Mackay business owners (Pitty's Paint Shop of South Mackay) who were looking to buy their first home. Being self employed they wanted a lender who would look at them as individuals.

Garth was not only able to approve their application using our flexible lending policies but ensured a high level of service throughout the loans process. Garth said that his local team will strive to continue to deliver that service to the Pitt's and Wide Bay's other local customers - Danielle and Jason are already personally known to all the branch staff!



David and Samantha Phillips can't wait to move into their new home in **Maryborough (Qld)**. David and Samantha had previously had a loan with Wide Bay Australia and said they are really happy with the level of personal service and ease of dealing with the Wide Bay Australia team, in particular our Fraser Coast Regional Manager Barry Hancock.

IT'S ONLY A MATTER OF PLANNING

Wide Bay Australia enhances financial planning services

Since Wide Bay Australia became a shareholder in the financial planning and wealth creation business of Financial Technology Securities Pty Ltd (Fintec) we have received lots of interest and enquiries from both staff and customers of Wide Bay. So, we want to tell you a little about us, our people and how we can show you the way to create financial security and prosperity.

At Fintec we believe in a fully integrated financial planning service. Our objectives are the same as yours - to build you an effective financial plan that will secure your financial future and that of your family.

At times, we all need to step back so that we can see the whole picture. We need to take into account both financial objectives and lifestyle objectives, so that we can put the jigsaw together. We'll show you the strategies, and set in place the actions to achieve your financial goals.

This means we assist and advise you on key areas such as...

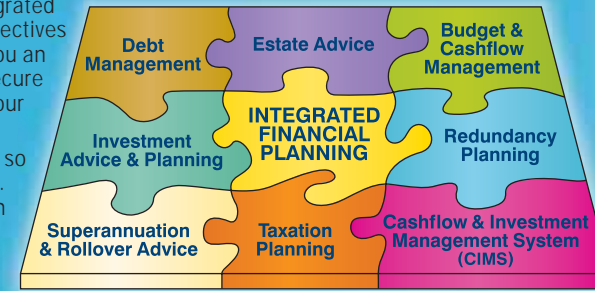
- tax effective investing to minimise personal income tax
- paying back your home loan mortgage sooner
- showing you how to move from being a saver to an investor
- that vital area of funding your retirement lifestyle
- funding the major events in your life such as children's education, family weddings, a second honeymoon

Your financial future is dependent upon understanding where you are and what you want to achieve.

Fintec has a network of branches in Queensland covering Mackay in the north all the way to the Gold Coast. Our qualified financial advisers visit clients from Melbourne to Sydney and as far North as Cairns and Townsville.

What should you do now?

Act now to secure your financial future. Find out more about taking the first step towards a secure and prosperous financial future by:
Telephone - 1800 063 185
Email - info@financialtech.com.au
or call into your local Wide Bay Australia branch.



objectives strategies action

strategy without tactics is the slowest route to victory... tactics without strategy is the noise before defeat

Sun Tzu, the Art of War, 500 BC



can you afford a comfortable retirement?

Having enough income in retirement is an issue that has been well documented in the press and media. Despite such extensive coverage however, a lot of people still don't give enough thought to their retirement needs until it's too late. While many people may have a substantial amount of money in superannuation, investments and other assets, it's often not enough to fund a comfortable retirement.

How much is enough?

To have a comfortable lifestyle in retirement, a recent study conducted by the Association of Superannuation Funds of Australia (ASFA) indicates that in retirement, singles need to spend \$35,430 a year and couples \$47,507 a year. This assumes retirees own their own home. In effect, those needing to fund a "feet up", 20 to 30 year retirement will need a hefty nest egg.



Terms & conditions, fees and charges apply to our home equity loans and lines-of-credit - details on application.

The information in this article reflects Financial Technology Securities Pty Ltd (ABN 48 097 317 069 AFSLN 300219) understanding of existing legislation, proposed legislation, rulings etc as at the date of issue. While it is believed the information is accurate and reliable, this is not guaranteed in any way. The information is not, nor is it intended to be comprehensive or a substitute for professional advice on specific circumstances.

The information given in this article is of a general nature and has not taken into account the investment objectives, financial situation or particular needs of any particular person. Before making an investment decision on the basis of the advice above, a prospective investor needs to consider, with or without the assistance of a professional adviser whether the advice is appropriate in the light of their particular investment needs, objectives and financial circumstances.

talk to your loans consultant about your dreams today!

They love Maryborough and believe it's a great environment to raise their four children (inc daughter Elizabeth pictured). "We would recommend Wide Bay to anyone!"



Say hello to **Dallas Hogan** pictured here with our Rockhampton Loans Consultant, Sue James, outside her newly constructed rural retreat at **Pink Lilly (Qld)**.

For Dallas this is the fruition of a dream where her and her family (husband Max and son Flynn) live in the country with their horses and cattle. Having owned the land for several years Max's father built their dream home for them with Wide Bay Australia's support.

Sue said it was a privilege for her to go to the Hogan family home to see their dream come to reality!

home equity loans... an affordable option!

loans talk

with Bill Beimers - Assistant Loans Manager



A Home Equity Loan generally provides an easy source of funds for people who own their home outright or have built up equity in their property.

The interest rate on a Home Equity Loan is much lower than most credit cards and other consumer loans available today.

In fact, one of the reasons consumers borrow against the value of their homes via a Home Equity Loan is to pay off credit card balances and high-rate personal loans. Of course, a Home Equity Loan also remains a primary option if you are considering home improvements, purchasing shares or for any other worthwhile purpose. By consolidating all your debts into your home loan you only need to make a single monthly payment over a term that suits you.

Of course you can pay this off as fast as you want to but can rest in the knowledge that your minimum monthly payment is much lower than your combined commitments would have been.

A Wide Bay Australia Home Equity Loan (L2), is just as flexible as our Wide Bay Home Loan (L1) offering competitive variable and fixed rates, extra loan payments without penalty, a redraw facility, and even a 100% offset account - with NO monthly account fee!

A Home Equity Loan can be a valuable tool for responsible borrowers. If you have equity in a property, a steady, reliable source of income and know that you will be able to repay the loan, a Home Equity Loan usually makes for a sensible alternative.

So if you need help to cover the cost of a single, large purchase, such a new roof on your home or the purchase of a new car, talk to your local Wide Bay Australia Loans Consultant.

Alternatively, if you're looking at short-term, recurring costs such as the quarterly tuition for a four-year college degree or ongoing personal expenses or investments - we could assist with a Wide Bay Australia line of credit facility, using your home equity as security. I'll discuss that in the next issue of "Your Way"!