



# Brighter Life 2024

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Hello 2024! This year we'll be improving our products and services, stepping-up our fight against financial crime and bringing you the latest tech that'll help you bank safer and better.

# Meet our new Chair Kerry Grigg



“I’m humbled to be the first female chair of Hume Bank.”

—Kerry Grigg

We recently announced the appointment of Dr Kerry Grigg as our new Chair of the board after Michael Gobel stepped down.

Dr Grigg joined the Hume Bank Board in July 2017.

She has a deep connection with the region, growing up in Albury and raising her family in the area.

Dr Grigg built her career in Albury/Wodonga too, as an academic at the Charles Sturt University School of Business, before moving into a global corporate career.

“I’m humbled to be the first female chair of Hume Bank,” Dr Grigg said.

“I look forward to the opportunity of serving in this capacity and leading the bank through the next exciting phase. And importantly, to continue the focus on positively impacting our region.”

# Introducing our refreshed Purpose and Values

With ambitious plans for the bank over coming years, our Hume Bank Purpose and Values have been refreshed to inspire and guide us.

We've always believed in fairness and providing banking services to those in our community who need it. This started back in 1955 when Hume Bank was formed to help people achieve their dream of owning their own home, when they struggled to get help from existing institutions.

And today, although we've grown a lot and many things have changed, the reason we exist is still much the same.

We want to help our customers to build a brighter future and to make progress for our community and all who are in it.



We empower and support each other, as we act with compassion and integrity.



We are inclusive and will act fairly and honestly for the equity of all, so we grow together.



We work together to improve everything we do and have a positive impact on today and tomorrow.

Our Purpose explains WHY we're in business.

Our Hume Bank Purpose is to create a secure tomorrow, by connecting people and community through fair and accessible banking.

And if our Purpose is WHY we're in business, our Values are HOW we do business.

We want our people to be empowered to use our Values every day when they are solving problems, interacting with our customers and making decisions.

→ [Watch our Purpose and Values video humebank.com.au/purposeandvalues](https://humbank.com.au/purposeandvalues)

# Changing for the better

We're excited to bring better and brighter things to our customers in 2024 as we continue to improve our products, services and experiences.

You'll see some big and small changes in the coming months, so watch out for updates. Stay up to date and in the know by following us on Facebook or visiting our website for key information.

Even with great planning and preparation, sometimes you may be inconvenienced for short periods of time whilst we're making important improvements. Just know we will be trying our best to get things back to normal as quickly as possible.

## Do your details need updating?

From time to time, we might need to get in touch to let you know about changes that impact you directly. So, it's important your contact details are up to date.

You can change your contact details at any time using iBank or the Hume Bank App. Or give us a call on **1300 004 863**.

## Here to help

We understand you might have questions about some of the changes being made. And while our branch and contact centre teams will always do their best to help, for the next few months the wait may be a little longer than usual.

Here are some tips to help get you on your way sooner!

### For questions

- Check out our customer help hub at [humbank.com.au/helphub](https://humbank.com.au/helphub)
- Send us a secure message through iBank
- Send us an email at [hume@humbank.com.au](mailto:hume@humbank.com.au)
- Drop into your nearest branch
- Call us on 1300 004 863
- We're open from 8am to 5:45pm Monday to Friday, and 9:30am to 12pm Saturday

### Self service options 24/7

- iBank, the Hume Bank App and any of our ATMs
- Register for Hume Connect, our automated and access code-protected 24/7 phone banking service

## Stay connected

The best way to stay up-to-date with all things Hume Bank is to follow us on Facebook. You can also opt-in to email and SMS communications - just give us a call or pop in to a branch.

### What will I receive when I opt-in?

Think important updates, special offers, customer competitions and great stories about our community!

 **Facebook: Hume Bank**





### New look bank cards

To reflect our new branding, we've given our cards a makeover.

Not only do the new bank cards look great. They're made right here in Australia from 82% recycled plastic.

They also include special new features to help customers with low vision.



### Introducing PayTo

PayTo is a new and easy way to pre-authorise payments straight from your bank account.

Like a direct debit, you can make automatic payments from your bank account.

Whether it's an ongoing payment, or a one-off, PayTo gives you the power to get it done in real time via iBank.

→ [Learn more humbank.com.au/tools-help/ways-to-pay/](https://humbank.com.au/tools-help/ways-to-pay/)

### Making saving easier

Saving doesn't have to be hard – and with our new online term deposits, it just got a whole lot easier. You can now kick start your savings journey all from the comfort of your own home.

All you need to do is log in to iBank, head to the Products page and select 'New Term Deposit.'

→ [Learn more humbank.com.au/savings/term-deposits](https://humbank.com.au/savings/term-deposits)



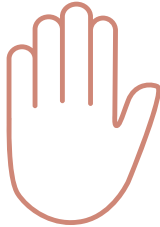
# Keeping you safe online

Keeping you safe online is a priority – and that's why we're proud to unite with customer owned banks across the country and the Australian Banking Association (ABA) in the fight against scammers.

The Customer-Owned Banking Association, which Hume Bank is proudly a member of, and the ABA have joined forces to launch a set of measures to protect customers and put scammers out of business.

→ [Learn more humebank.com.au/scamsafe](https://humbank.com.au/scamsafe)

# How can you help protect yourself?



## Stop

Scammers often pressure victims through a sense of urgency. It's vital to slow down, and not provide money, passwords, or personal information to anyone. Remember we'll never ask you for your personal details, such as your iBank password.



## Think

Ask yourself, could the message or call be fake? If in doubt. Say no, hang up or delete the message. Remember we'll never email or text you a direct link asking you to log in to your online banking or provide us with any personal information.



## Protect

Act quickly if something feels wrong. Contact us immediately on **1300 004 863** if you notice unusual activity, or you think you're the victim of a scam. If you want to ensure your safety, communicate with us via the Hume Bank App – it's authenticated and protected.

### Marketplace scam targets Taylor Swift fan

Taylor Swift fan and Hume Bank customer Brandi\* saw her friend selling tickets on Facebook Marketplace to the popular music star's upcoming concert. Brandi assumed it was the real deal because she was friends with the seller Tyrone.\* And he had sent a screenshot of the ticket with seating information and his name listed as the ticketholder.

Excited to score the ticket, Brandi sent Tyrone \$600. But she soon became suspicious when Tyrone insisted on an Osko (instant) transfer. Despite already sending him the \$600 via a standard transaction – which takes several days to clear.

Worried, Brandi contacted a mutual friend who confirmed Tyrone's Facebook had been hacked. And Brandi was dealing with scammers. Brandi contacted Hume Bank immediately. The swift action by Brandi, allowed Hume Bank to reverse the transaction. And return Brandi's money.

\*Customer names have been changed for privacy reasons.

For more tips and information grab a copy of our scam flyer in branch or on our website.



Learn more [humbank.com.au/scamsafe](https://humbank.com.au/scamsafe)



# Celebrating 10 years of the Hume Bank City2City



At Hume Bank, we love a fun community event. And for the past 10 years, the Hume Bank City2City has been no exception.

And we're proud to have been the major sponsor since the beginning.

With this year's event – set to be the organising committee's last – we're encouraging everyone to get involved.

All money raised will fund much needed medical equipment to help improve healthcare services for women across the Albury Wodonga region.

So come on, get on board and help make the 2024 Hume Bank City2City the best yet!

→ [Register now city2city.org.au](https://city2city.org.au)



1300 004 863  
[humbank.com.au](https://humbank.com.au)

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