



Message from the Chief Executive

First of all, I hope that you are all keeping safe and healthy and that your family is similarly secure.

I want to update you on what we are doing to help Members through this crisis. Despite being classified as an essential service by the Government, we have been told to close all our branches. If you want to contact us your first option should be to email us on enquiries@nzcuaukland.co.nz or phone us on 579 1026.

Along with the banks, we will be allowed to open one site on one day per week (and then only for a few hours) for the duration of the lock down. However, this will only be to deposit/withdraw cash and issues relating to Accesscard or debit cards.

We will therefore open our main Penrose branch and access will be available each Thursday from 10.00am - 2.00pm for essential services. To protect everyone and comply with the Government's orders, we will have set rules in place for anyone visiting Penrose which they must follow:

1. You will need to explain to a staff member the reason for your visit and if it is something that could be handled by phone or email, you will not be admitted. Only one person will be allowed into the branch at a time;
2. If you are admitted, you must immediately sanitise your hands;
3. There will only be one counter space available to use and at all times, you must maintain a minimum 2 metre space between yourself and any staff member;
4. If you are not prepared to accept these conditions, please do not visit the branch. If you do not follow our instructions in the branch, you will be asked to leave. We risk being prosecuted and fined if we do not require these procedures to be followed.

As our Prime Minister has said, "Your job as a New Zealander is to **save lives**".

Government Support Package

The Government has released a support package for employees and beneficiaries. The package includes leave and self-isolation support, wage subsidies for eligible employers and increases to Government benefits. To protect your savings for later in the lock down you should [check here](#) first to see how you can benefit from the package.

Home loan holidays

The Government this week announced that they were supporting the banks to strengthen the financial help they could offer people with home loans including

payment holidays. Unfortunately, the Government has not extended this help to Credit Unions but we are working our way through what we can do.

One thing we will be doing is reducing the interest rate on all Credit Union mortgages on 1st April to 5.45%pa. One of the benefits of a floating interest rate is that you are able to repay your mortgage by making additional payments.

Therefore, unless you request us to change the amount, we will keep your payment the same as now so that you can repay the mortgage much quicker and save on interest.

Access to savings

We are very aware that Members may want to access their savings if they have lost their job or face reduced hours. We will help as many Members as possible who are experiencing hardship. We ask that you remember the following if you are thinking of withdrawing any of your savings from your call accounts:

1. Check what Government and employer assistance is available from the link above;
2. Do not withdraw all your money now and leave yourself short in later weeks. The lock down will last a minimum of 4 weeks and may be extended if the Government thinks that cases of Covid-19 are not reducing;
3. If you are not experiencing immediate hardship and thinking “just in case...” think of others who may be in hardship and need our help more. We are about “people helping people” and sometimes we need your help to do that.

Loyalty Saver and Christmas Saver accounts and Term Deposits are not on call and any withdrawal is at the discretion of the Credit Union.

Overdrafts

Within the criteria of our lending policy, we can offer some Members overdrafts on their Everyday account. Please talk to your Branch Manager.

Loan repayments

If you need any help with loan repayments, contact us as soon as possible. Talk to your Branch Manager and in addition, our Collections Manager Uma Wati and Financial Services Manager Ruth Rogers are also available to advise and help.

In the meantime, take care of yourself and your family and keep healthy; follow the guidelines put out by the medical advisers and the Government and call us if you need advice.

Best wishes

Rob Collins
Chief Executive