

A message from the CEO

I hope that you and your families are keeping safe during the evolving coronavirus pandemic. In the interest of our Members' health and wellbeing, Gateway has chosen to host the 2020 Annual General Meeting (AGM) as a hybrid event – a restricted physical meeting with a live webcast.

The Board of Directors of Gateway Bank Ltd have resolved to hold the 2020 AGM of the Bank on Thursday, 26 November 2020 at The Grace Hotel, 77 York Street, Sydney, commencing at 5:30pm. All Members who participate in the AGM, whether it be via the live webcast, or in person, will have the opportunity to ask questions and cast direct votes at set times during the meeting. Due to social distancing requirements, if you do plan to attend the physical event, **it is essential that you book your attendance** by emailing us at AGM@gatewaybank.com.au, on or before 25 November 2020.

The Notice of AGM containing details of the meeting agenda and associated papers are available online at gatewaybank.com.au/2020AGM. Here you will also be able to find additional resources to assist you in attending the live webcast, including how to access



the webcast, instructions on how to vote, and instructions on how to ask a question.



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Buy nothing new month

October marks the start of Buy Nothing New Month, a month-long challenge to buy nothing brand new (apart from essentials like food, hygiene and medicines).

Founder, Tamara DiMattina, started Buy Nothing New Month in 2010 after an expedition to Antarctica to learn about climate change. She wanted to create an inspiring way for people to be a part of repairing our planet and we couldn't agree more!

To learn more about shopping less, living more or taking the pledge, visit the Buy Nothing New website www.buynothingnew.com.au. 428190

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Complete Gateway's 2020 Annual Member Survey for your chance to win

We pride ourselves on being a customer-centric organisation and are always looking for ways to improve our service to you. Four lucky Members who complete the survey will be randomly selected to each win a \$200 Eftpos Gift Card. The survey opens on Thursday, 1 October 2020 and closes Friday, 23 October 2020 (5pm AEDT).

For full terms and conditions and to complete the survey, visit gatewaybank.com.au/2020MemberSurvey.

Financial scams on the rise

Australians lost over \$634 million to scams in 2019, this is a 30 per cent increase on 2018. Scammers use personal data to steal identities, open loans, and steal or launder money. Australians are being urged to watch out for government impersonation scams as well as scammers using the spread of COVID-19 to take advantage of people. Scammers are hoping that you have let your guard down during these uncertain times, so be sure not to provide your personal, banking, superannuation details or remote access to your computer to anyone. Scammers often pretend to have a connection with you, so it's important to stop and check, even when you are approached by what you may think is a trusted organisation.

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If you do come across suspicious activity, report it on the ACCC Scamwatch website www.scamwatch.gov.au. If you believe you have been directly affected, please contact us as soon as possible.

Christmas Club Accounts

For our Christmas Club account holders, we would normally be reminding you that the accounts will be open for withdrawals from 1 November. This year due to the challenges caused by COVID-19, as part of our range of measures to support Members through this period, we have made the decision to allow access to Christmas Club accounts at any time.

Now printed on 100% recycled paper



**Spot your
Member
number to
win \$50***

If you find your own Gateway Member number printed in its entirety in this edition of *gatepost*, you are a winner. Call our Customer Service team on 1300 302 474 before 31 December 2020 and your Gateway account will be credited with \$50.

Note: Five different Member numbers have been randomly selected and printed in this edition of *gatepost*.

* Eligibility is limited to current Gateway Members aged 16 years and over.

1300 302 474 gatewaybank.com.au memberservices@gatewaybank.com.au

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Australian Credit Licence Number 238293