

# HBS | Bank Bulletin



*Customer services officer Rebecca Moyle delivers the award-winning service for which the team at HBS Bank is renowned.*

## We are Hawke's Bay's Local Bank

### LIMITED NUMBER OF FIRST 500 CHEQUE BOOKS AND CARDS STILL AVAILABLE!

Congratulations to all our members who have already signed up for everyday transactional banking through our limited edition First 500 offer.

We hope you are enjoying the new services with your distinctively branded cheque books and EFTPOS cards and thank you for the encouragement and confidence that you have shown us as we grow to expand our services.

If you haven't already signed up for the First 500, the good news is it's not too late! We still have a limited number of exclusive cheque books and cards available. You will receive one of our First 500 limited edition EFTPOS cards and cheque books with distinctive branding and a free First 500 loyalty pack when you sign up in branch and become part of HBS Bank history.

The HBS Bank transactional banking product suite provides you with a choice of interest-earning and flat fee products to suit your individual banking needs. Both products offer flexible solutions to support your individual needs with added support through our retail branches, the Contact Centre, telephone banking and internet banking.



You will be able to access your accounts online through your own HBS Bank branded website, send secure messages, make one-off payments using IB Gold and transfer between any HBS and SBS Bank accounts in real-time. The new HBS Bank transactional account won the Cannex Award for Best Fully Featured Transactional Account consecutively in 2009 and 2010.

If you have an existing, qualifying home loan with us and sign up for everyday banking, you'll also benefit from a variable home loan rate of just 6.15% as opposed to the standard 6.25%\*

Simply give us a call on **0800 427 2265** to make your appointment or pop into either our Hastings or Napier branch and we'll get the ball rolling!

# Enhancements to your existing accounts

When the HBS board of directors negotiated the terms of merger with SBS Bank last year, one of their objectives was to keep the benefits of the existing HBS products for existing HBS members. SBS Bank agreed and thereafter began a programme of work that would ensure product benefits could be retained.

As the product range of HBS and SBS Bank have been blended, two things have happened. Firstly, as promised, the existing benefits of the HBS product range have been retained AND further new benefits have been added from the SBS Bank product range.

We would like to take this opportunity to walk you through the extra benefits that applied from Monday 14 February 2011.

## Instant access account comparison

From February 14 your instant access account was renamed a Prospector Call account. Your funds are still available to you whenever you want by visiting a branch and your passbooks will continue to be updated by the great team at HBS Bank.

On top of these essential product features you will now receive:

- An improved interest rate applying at the top tier from 3.50% to 3.75%
- Interest paid four times a year rather than twice a year, improving your overall rate of return (from March 31)
- Reduced fees across all of the instant access fee range

## Fee reductions

	Instant Access	Prospector Call
Bill payment	\$0.50	No fee
Cash over \$5,000	\$25.00	\$0.00
Stop cheque	\$20.00	\$15.00
Inactive account fee	\$20.00	\$0.00
Interest payments	Six monthly	Quarterly

## Term deposit investors

Investors will be pleased to know that if your investment falls due for maturity during a weekend, we will extend the maturity date to the next available business day and now calculate and pay interest for each day of the weekend.

You will also see a reduction in the term deposit break fees.

## Term deposit fees comparison

	Previous fees	New fees
Term deposit break fee	2%	0% interest for first 30 days and 1.5% fee thereafter

One of the finest features of our new service to HBS Bank investors is the Best Rate Rollover and Minimum Rate Guarantee. Investors that choose Best Rate Rollover will receive advance notice of your maturing investment knowing you are being offered the best rate we can give. With this choice comes our Minimum Rate Guarantee promise whereby we protect investors in two ways. Firstly, if there is a rate increase after you receive our maturity advice but before your funds are reinvested,

HBS Bank will apply the new best rate rather than the one quoted in the advice. Secondly, if the interest rate decreases before your funds are reinvested, the interest rate we quoted in our maturity advice stands. It will not be reduced.

It's easy to get more details and register for Best Rate Rollover and our Minimum Guarantee Rate promise. Just call us on **0800 427 2265** or pop into one of our branches and we'll be happy to help.

## Home loan customers

While all of the existing product features our borrowers have enjoyed have been retained, the merger with SBS Bank has brought with it some great new product features.

- Borrowers with a residential home loan, that bring their everyday banking i.e. transactional account, cheque book, card, internet banking and telephone banking to HBS Bank will have their floating interest rate on their mortgage reduced from 6.25% to 6.15%. For an average loan of \$265,000 over 25 years this will be an annual saving of \$265 in one year. There are also widespread reductions across the lending services fee range. Changes and fee reductions include:

## Lending fees reductions

	Previous fees	New fees
Loan application	\$350	\$400
Discharge	\$199	\$100
Consent	\$199	\$100
Interest rate fix	\$250	\$100
Loan top-up	negotiable	\$200
Administration	\$50 payment	\$50 payment
Fixed rate pre-payment	\$250	\$100

## New statement layout

All HBS members will notice fresh new colours, branding and structure on your HBS Bank statements and correspondence. If you have your main everyday banking with us and have chosen to use our new HBS Bank internet banking service, you can now choose to save trees and the traffic through your letterbox by letting us know you do not want to receive a paper statement.

Also, Instant Access and investor customers will notice a new number appearing on their statement. This is a bank standard number that has always applied to HBS accounts but has never before been visible to HBS customers. Our newly upgraded banking system will now recognise both this number and the account number you have always used at HBS. So don't worry, you can continue to use the account number you have always used at HBS Bank branches and now at any branch of SBS Bank around the country.

## HASTINGS BRANCH UPGRADE

From Monday 21 February, our HBS Bank Hastings branch team relocated to 117 Market Street while the existing branch undergoes a major refurbishment to include comfortable couches, a fireplace and a welcoming coffee to make your banking experience even more exceptional.

The renovations are estimated to take six weeks and we know you will enjoy receiving our award-winning customer service in a more ambient and welcoming environment once the work is completed.

The Hastings car park will still be available for you to use and don't forget there is customer parking behind our Napier branch too.

## HAVELOCK NORTH HERE WE COME!

It's official. HBS Bank is coming to the 'village.' We take possession of our new premises on 1 April and after a bit of 'refurbishment' magic we could be opening the doors of HBS Bank by the middle of May.

It's our members who asked us to open in Havelock North. In fact one member who wants to transfer his transactional banking across from his current Australian bank has decided to hold back, stating that he will be one of the first to cross the threshold of our new Havelock North branch and he will be bringing his transactional banking account with him then.

We will welcome him and all of our loyal Havelock North members with plenty of gusto and perhaps a little coffee and cake.

## HOW CAN YOU GET YOUR NON-PROFIT CLUB UP AND RUNNING?



At HBS Bank we believe that non-profit organisations are the stars of our community. An enormous amount of voluntary goodwill is given freely by hardworking members of our community for its greater good. We believe banks can do a better job of recognising that contribution and their challenges, which is why we are introducing the HBS Bank Star package.

No non-profit organisation should pay bank fees. They have enough challenges stretching their funds to help as many people as they can. The HBS Bank Star Package has no bank fees. It also has a prize draw every month whereby 10 non-profit organisations throughout the country are gifted \$1000 into their bank account. And for the next six months an additional draw of one prize of \$1000 will be dedicated just to HBS Bank Star Account holders.

Treasurers of non-profit organisations have better things to do than chase up signatures for payments. The HBS Bank Star package comes with a clever internet banking package that allows two or more people to approve a payment online. You will have access to a seven day a week, 24 hour internet banking package because we know at times you are doing your community group work at the most unusual hours of the day and night!

There is so much more to our Star Package that you really need to know about. There is an in-branch community board and online website for your club to advertise its events, we have marquees, resources and importantly, non-profit organisations that bring their banking business to us get preferential access to our sponsorship support from HBS Bank.

AND watch this space because shortly HBS Bank will run an investment special whereby all HBS investors will get a chance to nominate a HBS Star non-profit organisation for a donation to top-up their bank account with HBS Bank.

### Summary of account features

- 10 monthly prize draws of \$1000\*
- No transactional account fees
- No minimum opening balance
- Transactional account
- Call account
- Investment account
- Funds transfer option
- AGM summary facility
- Internet banking dual signatory access for added security

\*Conditions apply. Full details are available on the HBS Star brochure and at [www.hbsbank.co.nz](http://www.hbsbank.co.nz). The first prize draw will take place on 15 April 2011. HBS Bank customers will be entered into a regional draw for the first six months. From October 15, 2011, HBS Star account holders will be placed in a combined draw with SBS Bank's SBS Star.

## OWN YOUR OWN HOME WITH THE 100% WELCOME HOME LOAN!



It's every New Zealanders dream isn't it? To own your own home. But the climb in house prices over the last decade has made that close to impossible for our young New Zealanders. That is why Housing New Zealand Corporation first released their 100% mortgage insurance package back in 2003.

We are proud to announce that the 100% insured Welcome Home Loan package is now available at HBS Bank and we welcome first home buyers in Hawke's Bay to come and talk to us about how it works.

Ask us today whether we can help you jump on to the property ladder with a Welcome Home Loan.

### Key features and criteria:

- Borrow up to \$200,000 with absolutely no deposit
- Borrow up to \$280,000 with a deposit of just 15% of the amount above \$200,000. (For example, a loan of \$250,000 would require a deposit of 15% of \$50,000. So you would only need \$7500)
- For one or two borrowers you can have a maximum household yearly income of \$85,000 (before tax).
- Borrowers must have an acceptable credit history
- Borrowers must be employed in NZ, and have been with their current employer for at least 12 months

## BUT THAT'S NOT ALL ... THERE'S EVEN MORE ON THE WAY!

Not only has becoming HBS Bank enabled us to provide you with everyday transactional banking products and services but we'll also be able to offer an extensive range of complementary banking products in the next few months. These include a comprehensive range of insurance policies, personal loans and even more investment options through our subsidiary relationships with Southsure Assurance, Finance Now and Funds Administration New Zealand (FANZ).

If you're planning a trip away this year you'll also be interested in finding out more about our partnership with global international services provider, Travelex. You'll be able to pop into one of our branches to send overseas drafts, order foreign currency and even take advantage of the pre-paid travel money card that lets you lock in the exchange rate and access your own funds from around the world!

We believe the extensive range of products and services available through these partnerships complement our everyday banking choices and provide our members with a one-stop-shop for all your needs so your banking experience is as effortless and enjoyable as it should be from your local bank.

All these new products will all be available through our HBS Bank branches over the next few months and full details will be posted on our website at [www.hbsbank.co.nz](http://www.hbsbank.co.nz). However, if you would like to be notified as soon as these products are available please contact us on **0800 427 2265** or pop into one of our branches and we'll be in touch to talk you through your options.

### Insurance

We will soon be offering you an extensive suite of insurance products because at HBS Bank we understand that the future is uncertain and that securing your own and the financial security of your loved ones is an extremely important decision. Our products are designed to help you achieve that goal.

#### These will include:

- Loan repayment insurance
- Term life insurance
- Payment protection insurance
- Funeral cover
- Travel insurance
- House insurance
- Contents insurance
- Motor vehicle insurance
- Pleasure craft insurance

### Personal loans

There will soon be an even greater opportunity to apply for a personal loan through our expanded HBS Bank products and services. The range of personal loans will offer competitive interest rates, flexible terms and payments to suit your needs. It might be a new car, a family holiday, home renovations, urgent repairs ... whatever it is, HBS Bank will be able to help.

#### These will include:

- Personal loans
- Debt consolidation
- Car loans
- Marine loans
- Home improvement loans
- Motorbike loans
- Holiday loans
- Life events

### International services

HBS Bank will be partnering with Travelex, a trusted, global name in international payment services to offer you a range of international services from overseas drafts to foreign cash and your very own PIN-protected Cash Passport.

#### These will include:

- Telegraphic transfers (wires)
- Drafts
- Foreign cheque deposits
- Cash Passport – a PIN-protected prepaid travel money card
- Ordering in foreign cash

\*To be eligible for this rate you must have your monthly income credited to your HBS Bank transactional account. Members who do not have their monthly income credited are eligible for a rate of 6.25%.

HBS Bank is a division of Southland Building Society. A copy of the current Investment Statement and Disclosure Statements are available on request and free of charge from any branch or agency of HBS Bank (Southland Building Society) or viewed at [www.hbsbank.co.nz](http://www.hbsbank.co.nz).

