



YOU TALK – WE LISTEN

We wanted to know what you think, what you want and how you want it

In a recent phone survey of 300 BCU members, we asked for your thoughts on the *Let's Talk* magazine, and for feedback on how you would like to receive information from BCU in the future.

Generally, the members surveyed said the magazine was easy to read and informative and many suggestions were made regarding the topics you would like to read about in future. Members said they wanted to know more about investing and budgeting in tough times; more member feedback; and more information about the benefits of being a BCU member.

In response to the feedback gathered through the survey, BCU is taking a close look at *Let's Talk* and will be identifying ways to improve our communication to members in the future.

In this issue you will find that we have adopted many of your suggestions – we've dedicated two

pages to budgeting with the announcement of our winners in the Tell Us Your Tip competition. You'll find an article on taking care of business in tough times and another on the benefits of banking with BCU.

We would also like to broaden the way we communicate with members and urge you to visit our website at www.bcu.com.au for regular updates on branches, products, services and information on how BCU is providing a better banking alternative.

Keeping you secure online

Continuing with the feedback theme, BCU recently surveyed 200 *iBank* users on the effectiveness of our on-line security software, TrustDefender, which is free to download for all members.

The survey identified several areas where improvements to the software were necessary

and, as a result, updates are underway and will be available shortly.

Of the 200 respondents to the on-line poll, 100 members had downloaded TrustDefender, but only 50% of them continued to use the software.

Members were quizzed on how easy the program was to download and install, to use on an ongoing basis and how users generally felt about the program.

Executive Manager of People, Brand & Culture, Gillian French, said by finding out why members had chosen not to use TrustDefender after downloading it, BCU had identified ways to improve the program to make it more user-friendly.

"We found that most of their issues could have been solved by ringing the TrustDefender helpline – because it's a helpline where you actually talk to a person," Gillian said.

"So our first message to members is simple – if you have a problem with TrustDefender, or something in the installation has left you unsure or confused, give the helpline a call."

"TrustDefender makes me feel much more relaxed when using internet banking"

Several of the members surveyed said they had uninstalled the program in the early days, before it was compatible with Windows Vista, while some said TrustDefender had slowed their computer's function when surfing the web. Both of these issues will be addressed through the latest program updates.



yourtutor

"Helps heaps"

School students are making the most of the yourtutor free on-line tutoring service made available through local libraries by BCU and Griffith University with almost 200 Coffs Harbour students logging on to get help with maths, English, science and study skills this year.

High school maths was by far the most popular subject for discussion along with assignment research and essay writing.

Students who used the service commented:

"My tutor did a very good job. Thank you very much, and please keep this site running." - Year 6

"I got help with facts you can't find anywhere on the web. These tutors are very smart. THANKS." - Year 5

"It's good to know that whenever I am having difficulty with my work when I'm at home and there is no teacher to ask, I can just log on here and get the same level of help." - Year 12

Students from Tweed to Nambucca can access yourtutor using their local library card. Visit your library's website or www.bcu.com.au for more information.

"This is a great example of how, by seeking feedback from members, we can improve the service we offer," Gillian said.

The launch of TrustDefender v3.0 with improved stability and better performance is expected in July.

A TrustDefender spokesman said the new version would include a redesigned user interface to provide a better user-experience.

Existing users will be automatically upgraded.



You said, TrustDefender...

"...is quite simple"

"... is excellent"

"...makes me feel much more relaxed when using internet banking"

"... makes me feel safer, one or two glitches have been fixed by contacting the providers"

"...does its job extremely well"