

# We've changed our name to Geelong Bank.

## A few things you should know

When did this happen?

FCCS became known as Geelong Bank on Monday, 26 November 2018.

What's changing and what will it mean?

Fundamentally, not much will change at all. We're the same organisation, with the same people, products and services you've come to know and trust. Your deposits are covered by the Australian Government's \$250,000 guarantee.

You are already experiencing our new website; easy to use, intuitive and full of engaging information that's relevant to you. Best of all, this state-of-the-art website mean you get quick and easy access to new technology.

And of course, we look different too. Our new Geelong Bank brand will be seen in our branch and in any communications with you.

Will my bank account details change?

No. All of your bank account details with us will stay the same. Our BSB will not change. That means you can still use your current rediCARDS and chequebooks until they're due for renewal.

How do I bank online?

From 26 November 2018, you can access online banking at **geelongbank.com.au**. There's a login button on the top right hand side. Aside from the aesthetic changes, the functionality of online banking remains unchanged.

Should you visit [fccs.com.au](http://fccs.com.au) on or after 26 November, you will be redirected automatically to **geelongbank.com.au**.

Do I need to do anything?

No. While we don't expect any changes to the way you do your banking as a result of the rebrand, we'll contact you directly should a change impact you.

However, if you've bookmarked any FCCS pages bookmarked in your favourites or saved email addresses you can update them to **geelongbank.com.au** from 26 November.

Is Geelong Bank still a credit union?

Yes, we are still an independent, strong, 100% customer owned credit union. From 26 November 2018, Geelong Bank is the trading name of Ford Co-operative Credit Society Limited.

Are the contact details the same?

Yes. You can still contact us on **1300 361 555** and our local direct lines will stay the same. From 26 November, our email addresses will change from [name@fccs.com.au](mailto:name@fccs.com.au) to [name@geelongbank.com.au](mailto:name@geelongbank.com.au). Any emails you send to FCCS email addresses will be automatically redirected for an extended period of time.

I have more questions. Who can I contact?

Our branch team can help with any questions you might have. Alternatively, you can reach us by email at [info@fccs.com.au](mailto:info@fccs.com.au) or at [info@geelongbank.com.au](mailto:info@geelongbank.com.au) from 26 November.