

Product and Services Update



Long Service Leave Accumulator

Churches of Christ Vic/Tas (CCVT) are currently working through the transition of MEBS accounts to Victoria, with the majority of account holders electing to utilise the CCFS LSL Accumulator account. Many treasurers and church administrators have found the calculations required to complete the form challenging. If this is true for you, please contact CCVT for assistance on 03 9488 8800. MEBS is aiming to have all Victorian account transferred by March 31, so if you haven't initiated the transfer process yet your prompt response is appreciated.

Donation Station – Tap & Go

As mentioned in earlier reports, the Donation Station was piloted at the 2018 CCVT Summit. It was well received, and CCFS received several applications for the machine. What we were unaware of was the infancy of the product's integration with the NAB payment gateway that facilitated payments on the machine. This was only revealed when attempting to process these applications. Customer service was impacted, and it did cause some frustration. However, the work since completed by CCFS, NAB, and Quest has overcome these issues. Applications are again being processed and if you would like a machine for your church, contact CCFS.

CCFS App

The CCFS App continues to provide a cost-effective alternative for mobile giving. CCFS is currently working

with the App developers to activate 'tokenisation' to expand the functionality of the app. The increased functionality will enable retention of card details and recurring transactions, both of which have high customer demand.

CCFS Prepaid Visa Card Replacement Program

The CCFS Prepaid Visa cards expire on December 31, 2018, and new cards are currently being produced. If we haven't already been in contact with you, your employer organisation will need to contact CCFS to request the re-issuance of your card.

Important facts about your new card:

1. Your employer needs to contact CCFS to have your card re-issued
2. Once your new card arrives you will need to activate it via the card portal on the CCFS website
3. Your replacement card will have a new number
4. The recharge/top-up account number and BSB will remain unchanged
5. Any balances on the current card will automatically transfer to the new card if your card is re-issued prior to expiry
6. If your card is being used for direct debits, you will need to advise the biller of your new card details

FRANC 2018

Finance Representatives of Australian National Churches



The third FRANC meeting, and second for 2018, was held in October at the Catholic Leadership Development Centre in Melbourne.

(Continued over page)

Pictured, Churches of Christ's team at the FRANC gathering. From left to right: Tony Rule, Stuart Campbell, Joel Plotnek, Janet Woodlock, Frank Morabito, and Robert Palma.

FRANC 2018

(Continued from front page) Presentations were provided on the Banking Royal Commission by Mark Sneddon (Holley Nethercote and Adjunct Professor of Law, Monash University), and religious freedom by Patrick Parkinson (Professor of Law, University of Qld). Also presenting were Allen Kupke (CEO, Lutheran Layperson's League) on their journey to obtaining a banking licence and Willem Popp (GM, Catholic

Development Fund) on integrating the IT operations of 20+ Catholic Diocese around Australia.

It was the largest gathering to date, with over 40 attendees from the Anglican Church, Baptist Church, Catholic Church, Churches of Christ, Christian Community Churches, International Network of Churches, CRC, Lutheran Church and the Uniting Church.

Shot of Inspiration

“ *By the grace God has given me, I laid a foundation as a wise builder, and someone else is building on it. But each one should build with care. For no one can lay any foundation other than the one already laid, which is Jesus Christ.* ”

– 1 Corinthians 3:10-11 NIV

Helpful Hints

Users of CCFS Online can update their own details via the maintenance tab, found at the top right of the internet banking home page. After logging in, click on the link to update details such as address, phone, work and personal details. Users can also change their password and register for Secure SMS. Take some time to explore the function and feel free to contact us if you have any questions.

Contact Details

Stuart Campbell National Relationship Manager
T: (03) 9488 8877 E: scampbell@ccfsaustralia.org.au

Gillian Rowe State Coordinator SA/NT
T: (08) 8443 7572 E: growe@churchesofchrist-sa.org.au

Mara Novembre Client Liaison Officer
T: (03) 9488 8877 E: info@ccfsaustralia.org.au

Karen Wilson Banking Services Officer
T: (03) 9488 8877 E: info@ccfsaustralia.org.au

Victoria Office:
1st Floor 582 Heidelberg Road, Fairfield VIC 3078

South Australia Office:
114 Henley Beach Road, Torrensville SA 5031