

CCFS Partners with Churches of Christ in WA



December marked the end of a long journey for both CCFS and the Churches of Christ in WA's Building Extension Mutual Fund (BEMF).

In Board meetings conducted by BEMF and the Churches of Christ in Western Australia on the 4th and 5th of December respectively, final approval was given for BEMF and CCFS to merge.

Pieter Brink, CEO of the BEMF, said of the merger, *"Key considerations in support of the merger were the tide of increasing regulation and compliance within the banking sector and the growing scale of church developments."*

"Through CCFS, Western Australian churches and affiliated entities will have access to an enhanced suite of products and services that are currently not available through BEMF."

Collaboration among the states in the area of investments and finance creates economies of scale that addresses both regulation and funding. Working together with churches, agencies, and individuals, states can expect an increase in available loan funding which both BEMF and Churches of Christ WA anticipate will assist in the expansion of the Churches of Christ vision in Western Australia.

Both CCFS and BEMF will be working closely together in early 2020 to ensure a seamless integration and transition, ensuring BEMF customers can continue to focus on fulfilling their ministry and mission objectives.

Below are the Churches of Christ Executive Minister Dr Tania Watson with Stuart Campbell and Frank Morabito (CCFS).



Tania Watson hands signed documents to Stuart Campbell & Frank Morabito (CCFS)

CCFS Phone System Upgrades

Following the feedback provided via the recent Customer Insights Survey, CCFS have considered options available to improve our responsiveness to inbound phone calls.

As a result, the CCVT/CCFS offices will be reconfigured to place the team in closer proximity to one another. This will also provide greater privacy for the CCFS team and the important data we manage. Secondly,

the phone system will be reprogrammed to enable customers direct access to the CCFS Customer Service Team, incoming call rotation and group pick-up. We will monitor the impact of these changes and are hopeful that anyone calling CCFS will have a quicker and more streamlined experience. Changes are expected to be implemented in February.

STAFF PROFILE

Meera may be familiar to some of you through her role as a Project Officer with CCVT. She has been doing that role for approximately 2 years and has recently joined the CCFS team in a part time capacity as our Customer Service Advisor.

Meera received a Bachelor's Degree in Commerce (Management & Finance) from the University of Melbourne then spent a year in Sydney completing a Certificate IV in Ministry (Worship) at Hillsong College. She is passionate about facilitating and empowering the local church through worship and youth ministry.

She is newly married and finds joy in music and spending time with her family. We have included one of her favourite verses in our Shot of Inspiration below.



Shot of Inspiration

“ *Therefore do not worry about tomorrow, for tomorrow will worry about itself. Each day has enough trouble of its own.* ”

– Matthew 6:34 NIV

Helpful Hints

Upgrade to Batch Processing

As a result of the recent Customer Insights Survey a number of upgrades are planned. The first of these was implemented on Monday 4th November 2019 and relates to batches processed via Cemtex. Cemtex files may include payroll files created in accounting software packages such as Xero or MYOB.

Cemtex batches will now be displayed as a single transaction record of the total amount of the posted transactions in a batch making account reconciliations easier.

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