

MEDIA RELEASE

6 April 2011



CANSTAR CANNEX and consumers in agreement - Gateway is outstanding

While the banks focus on 'breaking up' stunts, Gateway Credit Union (Gateway) remains focused on providing great value and excellent service to Australians. This refreshingly honest and simple approach to banking hasn't gone unnoticed by industry analysts and consumers.

Today, CANSTAR CANNEX awarded Gateway a '5 star status' for its eMax Saver* deposit product. CANSTAR CANNEX star ratings are a consumer-friendly benchmark that help consumers compare financial products based on their rates and features. Only products offering outstanding value are awarded five stars and, as a consumer, this is a guarantee of a high-performance product.

Australian consumers also gave the thumbs up to Gateway for its value for money products and outstanding service. According to the findings from the latest Gateway Member (customer) satisfaction survey#, 88% of Gateway Members strongly agreed or agreed that Gateway offers competitive fees and charges compared to other financial institutions. This sentiment is mirrored on the service side too, with a staggering 91% of Gateway Members saying they were very satisfied or satisfied with Gateway.

Pleased to receive the thumbs up yet again from industry analysts and Australian consumers, Gateway CEO, Paul Thomas, says it's great that when it comes to banking, consumers have more choice now than ever.

"It's no surprise that many Australians are repeatedly upset or disappointed at being treated just like a number by their financial services provider. What is frustrating is that many of them stay put when there is an alternative – Credit Unions! Australian consumers deserve better - receiving poor service or unfairly priced products is a reason to move to a banking partner that has a genuine desire to help you achieve your goals.

"Today we see that keeping an honest and simple approach to banking and offering outstanding value products and service are recognised as a winning combination, where consumers come out the winners," says Thomas.

ENDS

* Gateway's eMax Saver Account allows anyone to boost their savings with a higher interest rate, and still get on call access to their money – fee free. To find out more visit www.gatewaycu.com.au/high_interest_savings/ or call 1300 302 474.
Findings from the 2010 Gateway Credit Union Member Satisfaction survey, conducted by Quantum Management Indicators.

For further information

Angela Sharkey, Gateway Marketing Communications Manager
Phone 02 9307 4250 or email angelasharkey@gatewaycu.com.au

About Gateway

Gateway Credit Union (Gateway) has been proudly servicing Australians' banking needs for more than 55 years and is serious about providing real choice to consumers and maintaining true competition in the market.

Gateway is fully owned by its Members and every Member is a customer. So everyone at Gateway benefits from the commitment to great service and great value, including access to award winning savings, home loan and investment products. Gateway goes above and beyond everyday to provide exceptional and personal service. For more information visit www.gatewaycu.com.au

See overleaf/below for CANSTAR CANNEX Star Ratings information.

About CANSTAR CANNEX Star Ratings

CANSTAR CANNEX star ratings are a consumer-friendly benchmark that helps consumers compare financial products based on their rates and features. Products offering outstanding value are awarded five stars. As a consumer, this is CANSTAR CANNEX's guarantee of a high-performance product.

CANSTAR CANNEX evaluates literally thousands of products from hundreds of finance institutions using a sophisticated ratings methodology which is under constant review by their financial analysts to ensure its accuracy and validity in the current market.