

A letter from the Chairman

Dear Member,

It is my pleasure to invite you to the 2020 Annual General Meeting (AGM) of Credit Union Australia Limited (CUA) on Tuesday, 17 November 2020.

The CUA executive team, the Board, our CEO Paul Lewis and I will provide you with an overview of your company's performance for the last financial year, and an update on our strategic plans and outlook for the year ahead.

CUA has maintained its strong performance in a year of unprecedented challenges. We welcomed more than 19,000 new members, grew our assets and loan portfolio, increased retail deposits and strengthened our capital position. Member satisfaction has also increased, reflecting our commitment to delivering the things valued by you, our members.

We've invested in the long-term foundations and technology that ensure we can provide you with the services you need - today and tomorrow.

Our members and communities remain core to our purpose. Since March, we have provided financial assistance to more than 4,300 members and directed more than \$1 million to improving financial inclusion and tackling socioeconomic issues exacerbated by COVID-19.

Please spend some time exploring our digital Annual Report at cua.com.au/2020, including videos with our members and more of CUA's highlights from the past year.

Register for our online 2020 Annual General Meeting

In line with Government health advice and travel restrictions, this year's AGM will be held entirely online.

You will be able to see live presentations from the CEO and Chairman, as well as submit your questions via the online meeting portal. If you'd like to ask questions you will need to register with your member number.

Registration will open 30 minutes prior to the commencement of the meeting.

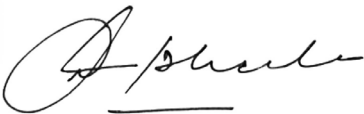
Instructions on how to access the online AGM are included in the Notice of Meeting and are also available at cua.com.au/agm.

Switch to our digital Annual Report

Members who switch to our digital Annual Report gain access to great member stories, interviews and other information not found in the print edition. You also help CUA operate more sustainably by reducing paper and energy use. In order to receive the digital edition instead of the print version next year, please send your email address to CUAproxy@linkmarketservices.com.au.

If you have any questions about the AGM or want to provide an email address for future notices, please phone our AGM Information Line on **1300 494 781**.

Yours sincerely,



Nigel Ampherlaw
Chairman
12 October 2020

*If you have 'opted in' to receive a hard copy of our Annual Report you will find a copy enclosed. To enjoy more content, you can easily make the switch from a hard copy to the digital edition by providing CUA with your email address to be notified electronically of next year's report. Opting out of the hard copy reduces costs for CUA while helping the environment through saving valuable resources including paper, energy and ink.

2020 Notice of Annual General Meeting

Credit Union Australia Ltd (ABN 44 087 650 959)

Notice is hereby given that an Annual General Meeting (AGM) of Credit Union Australia Limited (CUA) will be held online at:

Virtual Meeting: www.agmlive.link/CUA20

We recommend logging in to our online platform at least 30 minutes prior to the scheduled start time for the Meeting using the instructions set out in this Notice.

Date: Tuesday, 17 November 2020

Time: 2.30pm (AEST)
(with registration opening at 2.00pm)

Items of Business

1. Chairman and CEO Presentations
2. Financial Statements and Reports

To receive and consider CUA's Financial Statements and Reports for the year ended 30 June 2020.

3. Appointment of Directors

- (a) To appoint Wayne Stevenson as director of CUA. His appointment will be for the period commencing at the end of this AGM until the end of the third AGM thereafter.
- (b) To appoint Deborah O'Toole as director of CUA. Her appointment will be for the period commencing at the end of this AGM until the end of the third AGM thereafter.

NOTE: The CUA Constitution provides that where the number of candidates is equal to or less than the number of positions to be filled each candidate shall be declared elected by the Chair during the AGM.

Please refer to the attached Explanatory Notes.

By Order of the Board



Nicole Pedwell
Company Secretary
12 October 2020

Member Guide to Proxies

PROXIES

Any member entitled to attend the Annual General Meeting may appoint a proxy to attend the meeting for them.

A proxy does not need to be a member of CUA.

A Proxy Form and Reply Paid envelope are enclosed with this Notice of Meeting.

You can appoint a proxy to attend the meeting and ask questions on your behalf. At this year's AGM there are no resolutions for members to vote on.

WHAT IS A PROXY?

If a member of CUA cannot attend a general meeting of members, they can appoint a person to attend on their behalf. If you are a member jointly with another person, only the 'primary joint member' can sign the Proxy Form. You are the primary member if CUA notices are addressed to you. The person appointed is called your 'proxy'.

Your proxy is entitled to ask questions at the meeting.

WHO CAN YOU APPOINT AS PROXY?

You can appoint the Chair of the meeting or any other person. That person need not be a member of CUA.

WHEN A PROXY DOES NOT APPLY

Your proxy will not apply if you attend the meeting.

Your proxy will not apply if your proxy fails to attend the meeting.

Your proxy may not apply if you have not completed the Proxy Form correctly.

SPECIAL REQUIREMENTS – INCORPORATED BODIES AND ATTORNEYS

Where an incorporated body is giving the proxy, the Proxy Form must be completed in accordance with the requirements of that body's Constitution. If an authorised person signs the proxy on behalf of the incorporated body, the original or a certified copy of the authorisation, along with the signed Proxy Form, must be received by CUA.

If you have appointed someone else as your Attorney, your Attorney can sign the Proxy Form on your behalf provided that the original or certified copy of the Power of Attorney, along with the signed Proxy Form, is received by CUA.

MEMBER QUESTIONS

Members will have the opportunity to submit questions prior to the meeting via any of the options listed below.

All written questions must be received by the Company or Link Market Services Limited by **5pm on Monday, 9 November 2020**.

The Chair will seek to address as many of the more frequently raised question topics as possible during the AGM.

Members may also register, using their member number, to ask questions during the meeting. Members are reminded that only questions relevant to the business of the Meeting, including matters arising from the Financial Report, Directors' Report and Auditor's Report, and general questions about the performance, business or management of the Company will be considered. Members should not ask questions at the Meeting regarding personal matters.

WHAT TO DO NEXT

In accordance with best practice Corporate Governance for member owned institutions, CUA has outsourced the administration of our Annual General Meeting and associated communications to Link Market Services. Link has extensive experience delivering meeting services for clients in the public, private and government sectors, conducting over 600 events in the previous financial year. Link also holds an ISO27001 accreditation – the highest global standard – for its information security management systems.

Proxies and Questions may be lodged by:

- Online: www.linkmarketservices.com.au
- Emailing to CUAproxy@linkmarketservices.com.au
- Using the Reply Paid envelope enclosed
- Posting to the Company Secretary, Credit Union Australia Limited, C/- Link Market Services, Locked bag A14, Sydney South NSW 1235

IMPORTANT

Proxy Forms must be received by Link Market Services Limited **no later than 2.30pm (AEST) on Friday, 13 November 2020**.

Virtual Meeting Guide

Step 1 - Open your web browser and go to <https://agmlive.link/CUA20> and select the relevant meeting.

Step 2 - Log in to the portal using your full name, member number and post code.

Please read and accept the terms and conditions before clicking on the blue 'Register and Watch Meeting' button.

- On the left – a live video webcast of the Meeting
- On the right – the presentation slides that will be addressed during the Meeting
- At the bottom – a button to 'Ask a Question' and a list of company documents to download

Note: If you close your browser, your session will expire and you will need to re-register. If using the same email address, you can request a link to be emailed to you to log back in.

How to ask a question

Note: Only members and proxy holders are eligible to ask questions. You will only be able to ask a question after you have registered with your member number or proxy code.

To ask a question, click on the 'Ask a Question' button either at the top or bottom of the webpage.

The 'Ask a Question' box will then pop up with two sections for completion.

In the 'Regarding' section click on the drop down arrow and select the category for your question.

Click in the 'Question' section and type your question and click on 'Submit'. A 'View Questions' box will appear where you can view your questions at any point. Only you can see the questions you have asked.

If your question has been answered and you would like to exercise your right of reply, you can submit another question. Note that not all questions are guaranteed to be answered during the Meeting, but we will do our best to address your concerns.

Explanatory Notes

ITEM 2: FINANCIAL STATEMENTS AND REPORTS

The Financial Reports for the year ended 30 June 2020 include the Directors' Report, Statement of Financial Performance, Statement of Financial Position, Directors' Declaration, Notes to the Financial Statements and the Independent Auditor's Report for Credit Union Australia Limited (CUA) and of the Group, being CUA and its controlled entities.

Copies of CUA's 2020 Annual Report are available:

- online at cua.com.au/2020
- by emailing company.secretary@cua.com.au
- by calling the **AGM Information Line on 1300 494 781**

ITEM 3: APPOINTMENT OF DIRECTORS

In accordance with CUA's Constitution, Wayne Stevenson and Deborah O'Toole retire at the conclusion of this AGM and offer themselves for re-election.

The CUA Constitution requires that all persons nominated for appointment as a director pursuant to rule 13.3 be assessed by the CUA Board to determine their fitness and propriety to act as a CUA director in accordance with the requirements of the Board's Fit & Proper Policy. Once they have been assessed as having the appropriate fitness and propriety they become 'candidates' for appointment under CUA's Constitution.

In addition, the Australian Prudential Regulatory Authority (APRA), which regulates Banks, Building Societies and Credit Unions requires the Board, through the APRA Governance Standard CPS 510, to ensure that it maintains a sound governance framework. To achieve this Standard, the CUA Board regularly reviews its composition to ensure an appropriate mix of skills, experience and knowledge to meet the good governance and strategic demands of the CUA Group.

The Board has assessed Wayne Stevenson and Deborah O'Toole as being fit and proper with the appropriate set of skills, experience and knowledge to act as a CUA director.

As the number of candidates is less than or equal to the number of positions to be filled, the chair of the meeting shall declare each candidate elected at the AGM under paragraph A3-3(1) of Appendix 3 of the CUA Constitution.

2020 Annual Report

A copy of CUA's 2020 Annual Report for the year ended 30 June 2020 is available on CUA's website at: cua.com.au/2020

CREDIT UNION AUSTRALIA Ltd

ABN 44 087 650 959

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