



Association of Building Societies and Credit Unions

MEDIA RELEASE

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Railways Credit Union Wins Customer Service Excellence Award

Abacus – Australian Mutuals congratulates Railways Credit Union on its achievement as Queensland winner in the Customer Service Institute of Australia's Service Excellence Awards for 2008.

Railways Credit Union is Overall State Winner in the Small Business Category.

Abacus CEO Louise Petschler said the award was further proof of the success of the mutual model in retail banking, combining a strong and secure business platform with excellent personal service.

"Credit unions and building societies consistently outperform the major banks in customer satisfaction surveys because, as mutuals, they are focused on providing excellent customer service," Petschler said.

The Customer Service Institute's Service Excellence Awards are open to businesses in all industries nationally and are an extensive study of an organisation's culture, processes and innovation. They look at how customer needs are met on a daily basis and how the business strives to improve these services to their customers.

Railways Credit Union CEO Julianne Plath is ecstatic with the win.

"This award belongs 100% to every single staff member at Railways Credit Union," Plath said. "To receive this Award from the Institute is wonderful recognition of the ongoing efforts by all our staff in their day to day dealings with our members."

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Abacus is the industry association for Australian credit unions and mutual building societies. There are 138 credit unions and mutual building societies around Australia with more than four and a half million members. For more information see www.abacus.org.au.