

# Financial Services Guide

1st December 2008



A change for the better

## What is the purpose of this Financial Services Guide?

This Financial Services Guide (FSG) is an important document that we are required to provide to you under the terms of our Australian Financial Services Licence. It contains important information on:

- How to contact us
- Product disclosures and advice
- Financial products and services we offer
- Our business relationships
- How we are paid
- Any potential conflicts of interest we may have
- Our procedures for dealing with disputes and how you can access them

This FSG does not provide information about our financial services in relation to basic deposit products and non-cash payment facilities, other than the information about our name and contact details and how we deal with complaints against us.

## Product Disclosure Statements and advice

We will give you a Product Disclosure Statement (PDS) if we recommend that you acquire a particular financial product or if we offer to provide you with a particular product. The PDS will contain information about the particular product, including the costs, benefits and features. This information will help you decide whether to acquire the product. If we provide personal advice, we may also give you a Statement of Advice (SoA) that takes into account any one or more of your objectives, financial situation and needs. The SoA will contain the advice, explain the basis of the advice and give you information about the fees, commissions and associations with others which may have influenced the advice. However, you will not receive a SoA where the product in question is a basic deposit product, a non-cash payment facility or travellers cheques.

## Our licensed products and services

We are licensed by the Australian Securities & Investments Commission (ASIC) to advise on, and deal in, an extensive range of products and services, including the following:

### Deposit Accounts

Our extensive range of savings, cash management and term deposit accounts.

### Payment Products

Visa Cards and Redicards, cheque books, BPAY, direct debits, direct credits, periodical payments, telephone and internet banking, travellers cheques and NAB deposit facilities.

### Insurance

General insurance products including travel, home, motor, CTP, landlords, boat, caravan, commercial, motor cycle, personal accident, consumer credit/loan repayment and Ezicover term, trauma, income protection insurance and needlestick cover plus.

## Other products and services

In addition, we also provide an extensive range of credit and non-credit related products such as:

- Real estate loans
- Investment loans
- Personal loans
- Car loans
- MasterCard (credit card)
- Payroll and payroll deductions
- International telegraphic transfers, drafts and cheques
- “Mortgage Freedom” facility
- Overdrafts
- Mortgage offset account
- Financial planning service
- Referral to life insurers
- Travel services and advice

Please refer to the appropriate product brochures for more information.

## Our business relationships and associations

When we provide advice on our range of authorised financial products or arrange to issue such products, we do so on our own behalf.

When we provide advice or arrange to issue you with a consumer credit insurance product we may do so on behalf of Credicorp Insurance Pty Ltd which is a wholly owned subsidiary of Credit Union Australia Limited or on behalf of a third party product issuer depending on the amount and type of cover.

When we arrange to issue other insurance or third party payment products, we do so on behalf of the third party product issuer.

## Our fees and other rewards

We do not charge fees when we provide any financial product advice to you. However, we may charge you transaction fees or other fees when you use our non-cash payment facilities. The applicable fees are detailed in our Schedule of Fees brochure.

All our representatives who give you advice are salaried employees and do not receive specific payments or commissions for giving that advice. However they may receive a performance incentive dependent on achievement of certain core sales targets. In addition, from time to time our staff may be rewarded for their efforts, in special promotional programs offered by third party product issuers.

We also receive commission as follows:

**Insurance products:** up to 49% depending on the product issuer and the type of insurance being sold.

## If you have a complaint

We have established policies and procedures to ensure that all enquiries and complaints are properly considered and dealt with quickly and efficiently.

If you have a complaint, in the first instance please contact your local branch or phone us on the number below. If you are not satisfied with the handling of your complaint at any stage, we encourage you to write to our Dispute Resolution Officer who acts under the terms and conditions of our Dispute Resolution Service.

We are also a member of an approved external Dispute Resolution Scheme which enables you to have an independent arbitrator determine the matter if our Dispute Resolution Officer is unable to help you. This service is available at no cost to you.

Please refer to our Resolving Problems brochure for further details.

### For more information:

Phone CUA Direct on **133 cua (133 282)**

Visit us at **[www.cua.com.au](http://www.cua.com.au)**

Drop into your local branch



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Credit Union Australia Limited  
ABN 44 087 650 959 AFSL No. 238317  
Registered Office:  
175 Eagle Street, Brisbane, QLD 4000