

fees and commissions they earn on investments made through Bridges by Credit Union SA members and other people referred to Bridges by us. We also receive a trailing commission of up to 0.20% per annum of all funds held under management in The Portfolio Service on behalf of such people.

- We receive interchange fees from VISA. These fees include an average \$0.12 per transaction for VISA Debit Card transactions and approximately 0.50% of the value of purchases made using a Credit Union SA VISA Credit Card.
- For each payment made through BPAY we receive a fee paid by the organisation receiving that payment of \$0.41 cents plus GST.
- Our employees receive salaries. Sometimes some employees receive awards if and when they achieve particular sales targets. They are not paid any commission nor given any benefits for individual sales.
- All of our school representatives are entitled to a standard package of product discounts for acting in that role.

Our Dispute Resolution system

If you have a complaint or concern about our services, please contact your nearest Credit Union SA branch or phone us on (08) 8202 7777 and our staff will address your complaint immediately. If they are unable to satisfy you, they will refer the matter to management to deal with the complaint. If you are not satisfied with the resolution, you can ask the manager to submit your complaint to our Internal Dispute Resolution process. You will need to submit your complaint in writing.

If you are not satisfied with the outcome of the internal review, you can ask for an independent review of your complaint by the Financial Ombudsman Service Limited. Contact details are:

Telephone: 1300 780 808 9am - 5pm AEST
Fax: (03) 9613 6399
Email: info@fos.org.au - General enquiries only
Mail: Financial Ombudsman Service Ltd
 GPO Box 3
 Melbourne VIC 3001



How to Contact Us

For more information please contact the Credit Union SA Member Service Centre on (08) 8202 7777, visit your local branch or creditunionsa.com.au

Financial Services Guide

effective 3 May 2010

Financial Services Guide (FSG)

Contains important information about:

- Documents you may be given;
- The products and services we offer;
- Other providers we act for when providing some products and services, such as insurance;
- Remuneration that may be paid to us and others in relation to the products and services we offer;
- Associations we have that could influence the recommendations we make;
- How any complaints made against us are dealt with; and
- How to contact us.

It is designed to help you decide whether to obtain any of the products or services we offer.

Documents you may be given

Conditions of Use (COU)

You will be given Conditions of Use (COU) whenever we recommend or offer to issue you a financial product. These products include savings accounts, term deposits, and facilities for making payments other than by cash. The COU will contain information about the product. It is designed to help you to compare products and to decide whether or not to acquire the product.

Conditions of Use are to be read in conjunction with our Schedule of Savings & Investment Interest Rates and Fees & Charges.

Product Disclosure Statement (PDS)

We may provide you with a PDS in certain situations where we recommend or offer to issue you certain products, for example, insurance. A PDS contains information about the product including its cost, benefits, risks and features. The PDS will allow you to compare products of similar nature to assist you in deciding whether to acquire the product.

Statement of Advice (SOA)

If we give you personal advice about an insurance product you will be provided with a Statement of Advice (SOA). Personal advice takes into account

your objectives, financial situation or needs. The SOA will set out the advice we have given you, explain the basis for the advice, and gives you information about any remuneration, commission or associations with others that may have influenced the advice.

Terms and Conditions

For loan products, you will be given documents that explain the product's features, the terms and conditions applying to the product, and any fees and charges that are payable.

Financial services we are authorised to provide

We hold an Australian Financial Services (AFS) licence which authorises us to advise on, and deal in:

- Deposit products, such as Savings Accounts, Investment Accounts and Term Deposits;
- Non-cash Payment products, such as VISA, Redicard, BPAY, Telephone Banking, Cheque facilities, Internet Banking, Direct Debit facilities, Auto Transfer facilities, Travellers Cheques; and
- General Insurance products, such as Home Building Insurance, Home Contents Insurance, Motor Vehicle Insurance and Consumer Credit Insurance products.

We also advise on and deal in loans and other credit products, for which an AFS licence is not required.

Detail about our Associations

When we act as agent

We act as the agent of Allianz Australia Insurance Limited (Allianz), AFS Licence No. 234708 (ABN 15 000 122 850) whenever we issue, or arrange for the issue of, General Insurance products and Consumer Credit insurance.

Other associations we have

- We have arrangements with Zurich Australia Limited ABN 92 000 010 195, and AIG American Home Assurance Company ARBN 007 483 267 (AIG) under which we promote their products (term life/income protection/personal accident

insurance) and refer to them members who are interested in taking up those products.

- We also have arrangements with Bridges Financial Services Pty Ltd ABN 60 003 474 977(Bridges) under which we refer to them members who are interested in obtaining investment and financial planning advice.
- Credit Union SA is a shareholder of Credit Union Services Corporation (Australia) Limited ABN 95 087 822 455 (CUSCAL), a company that provides services to us and to many other credit unions. Through arrangements with CUSCAL, we offer cheque and Redicard facilities. CUSCAL is a principal member of VISA International and we offer VISA products as a result of that relationship.
- Credit Union SA is a member of the BPAY electronic payment scheme operated by BPAY Pty Ltd ABN 69 079 137 518 and therefore offers BPAY facilities.

Remuneration that may be paid to us and others in relation to the products and services we offer

If we provide you with a product or service you may have to pay us fees and charges. Details of our fees and charges are set out in the Schedule of Savings & Investment Interest Rates and Fees & Charges, and on our website. If an insurance policy is issued to you by or on behalf of our insurance partners, you will have to pay a premium or premiums to them, details of which are set out in the PDS for those products.

- We receive commission from Allianz. If and when you take out a policy with Allianz, through us, Allianz pays us commission at rates which range from 5% to 22.75% of the premium. We may also receive a component of 'profit share' which depends on the performance of the portfolio of policies referred by us to Allianz.
- We receive from AIG commission of 15% of premiums paid to AIG by members referred by us.
- We receive from Zurich commission of 20% of premiums paid to Zurich by members referred by us.
- Bridges pay us between 6% and 22.5% of the