

Financial Services Guide

Credit Guide

effective 1 January 2011

This brochure incorporates our Financial Services Guide (FSG) and our Credit Guide (CG) and 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;
- Associations we have that could influence the recommendations we make;
- Remuneration that may be paid to us and others in relation to the products and services we offer;
- 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.

Financial Services Guide (FSG)

We hold an Australian Financial Services Licence which authorises us to advise on, and deal in:

- Deposit products, such as Savings Accounts and Term Investment Accounts;
- 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.

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 Accounts Interest Rates and Savings & Investment Accounts Fees & Charges brochure.

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.

Credit Guide (CG)

We hold an Australian Credit Licence (ACL) which authorises us to engage in credit activities as a credit provider.

Requirements

Under the National Consumer Credit Protection Act, we must not enter into a credit contract with you, or increase the credit limit of a credit contract with you, if the contract is unsuitable for you.

The contract will be unsuitable for you if, at the time the contract is entered into or the credit limit is increased, it is likely that:

- you will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship; or
 - the contract will not meet your requirements or objectives.
- We must make an assessment whether the contract will be unsuitable for you before entering into a credit contract with you or increasing the limit of an existing credit contract. You can request a copy of our assessment. If you ask for one we must give you a copy (at no charge to you):
- before entering into the credit contract or before the credit limit is increased;

- within 7 business days, if your request is made within 2 years of entering into the contract or the credit limit increase; and
- otherwise, within 21 business days.

We do not need to give you a copy of the assessment if:

- your request is made more than 7 years after entering into the contract or the credit limit increase; or
- the credit contract is not entered into or the credit limit is not increased.

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.

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.

We have an arrangement with SureSave Pty Ltd ABN 82 137 885 262 AR 339902 an Authorised Representative of Cerberus Special Risk Pty Ltd ABN 81 115 932 173 AFSL 308461 under which we arrange travel insurance.

Other associations we have

- We have arrangements with Zurich Australia Limited ABN 92 000 010 195 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 Zurich commission of 20% of premiums paid to Zurich by members referred by us.
- Bridges pay us up to 22.5% of the 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.
- We receive a commission from SureSave of up to 50% of the premium you pay for purchasing travel insurance.
- 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 rewards if and when they achieve particular sales targets. They are not paid any commission nor given any benefits for individual sales.

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

Mutual Banking Code of Practice

The relevant provisions of the Mutual Banking Code of Practice apply to all Credit Union SA products and services.

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



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