

## FINANCIAL SERVICES GUIDE AND CREDIT GUIDE

This Financial Services Guide and Credit Guide is designed to help you decide whether to use Fire Service Credit Union Ltd. (FSCU) products and services, and to provide you with an understanding of what to expect from us when we provide credit to you.

The guide includes obligations under the National Customer Credit Act 2009 (the National Credit Act) and the Corporations Act. This guide also contains information about the following

- How to contact us
- The products and services we offer,
- Remuneration that may be paid to us and others in relation to 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,
- Our procedures for dealing with complaints.

## OUR PRODUCTS AND SERVICES

FSCU is authorised to provide a range of services under its Australian Financial Services Licence (AFSL) including:

- Deposit products, such as Savings Accounts and Term Deposits.
- Non-cash Payment Products, such as Visa, BPAY®
- Cheque facilities, Internet Banking, Direct Debit facilities, Periodic Payment facilities.
- General Insurance Products, such as Home Building insurance, Home Contents insurance, Motor Vehicle insurance, Landlord insurance, Caravan insurance and Boat insurance
- Consumer Credit Insurance Products

The provisions of the Customer Owned Banking Code of Practice apply to these products and services.

## PRODUCT DETAILS AND ADVICE

You will receive a Product Disclosure Statement (PDS) brochure when you apply for any of our Savings, Term Deposit and Payment products.

This document describes our financial products to help your make decisions and includes as appropriate:

- Product Disclosure information, including Terms and Conditions
- Fees and Charges information, setting out costs for each product.
- Interest Rate information, listing our current interest rates.

Our staff can give you general advice and you will receive a PDS when you apply for insurance or travel products.

## ON WHOSE BEHALF WE PROVIDE FINANCIAL SERVICES

When we provide advice or issue our own financial products – deposit accounts and non-cash payment facilities – we do so on our behalf.

When we arrange to issue a third party's financial products, we do so on behalf of the third party products issuer. We act for third party issuers when we provide or arrange:

- General insurance
  - Home and content
  - Car / Caravan / Boat
  - Landlord
  - Business/Farm
- Travel Insurance
- Consumer Credit Insurance
- Financial planning
- Foreign currency/products

Details of who the relevant product issuer is will be included in the Terms and Conditions or Product Disclosure Statement for that financial product.

Allianz has authorised us to arrange, cancel and provide general advice on certain general insurance products issued by it. Allianz has authorised us to refer certain Commercial insurance products issued by it. Allianz has also authorised us to arrange, cancel and provide general advice on Club Marine Pleasure Craft cover. Club Marine Limited ABN 12 008 588 347, AFSL No. 236916, an Australian financial services licensee, is an underwriting agent for Allianz Australia Insurance Limited which is the insurer for Marine Pleasure Craft cover. Allianz has also authorised us to arrange, cancel and provide general advice on life risk insurance, limited to consumer credit insurance issued by the life insurer Allianz Australia Life Insurance Limited ABN 27 076 033 782 AFS License No 296559. Allianz acts as agent for Allianz Australia Life Insurance Limited in relation to the life insurance products that we arrange. Allianz has authorised us to arrange, cancel and provide general advice on travel insurance. This insurance is issued and managed by AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 2456321 trading as Allianz Global Assistance for the insurer Allianz.

We act as an agent of MasterCard Prepaid Management Services Australia Pty Ltd ABN 47 145 452 044, AFLS 386837 whenever we issue or arrange the issue of the Cash Passport product. We act as an agent of Travelex Limited ABN 36 004 179 953, AFSL 222 444 (Travelex) whenever we issue or arrange the issue of Travelex Payment products.

We act as an agent of Western Union Holdings Inc. ABN 24 150 129 749, AFSL 040492 whenever we issue or arrange the issue of Western Union Business Solutions Payment 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.

Through arrangements with CUSCAL Limited ABN 950 87 822 455 we offer cheque facilities. CUSCAL is a principal member of VISA International which allows us to offer VISA debit cards. Through CUSCAL, we offer BPAY facilities with BPAY Pty Ltd ABN 69 079 137 518.

## REMUNERATION OR OTHER BENEFITS WE RECEIVE FOR PROVIDING FINANCIAL SERVICES

We do not charge you a fee or receive commission for providing you with financial product advice or issuing you with our own financial products.

We may charge fees when you carry out transactions on a deposit account or when you use our non-cash payment facilities, such as cheque books, transaction cards etc. These fees are set out in our Fees and Charges brochure available to you on request or from our website [www.fscu.com.au](http://www.fscu.com.au)

We may also receive the following commissions:

- When we arrange to issue Foreign Exchange Products to you
  - Cash passport Cards \$15.00

In Branch loads and reloads only\*

*Total FX Revenue in the Current Contract Year	Percentage of FX Revenue payable to FSCU
Less than or equal to Base FX Revenue	5%
Greater than Base FX Revenue	30%

- Repurchases \$ 5.00
- Western Union transfers \$10.00
- Western Union Services, Draft services and Foreign cheque conversion 20% share of total foreign exchange revenue
- When you make payments using BPAY
  - Per transaction between \$0.37 & \$0.45
- When we arrange General Insurance for you through Allianz, the commission we receive from Allianz for General Insurance products is dependent on the products as follows:

Class of Insurance	Commission
Home & Contents	Up to 20%
Motor / Boat / Caravan	Up to 10%
Travel	Up to 30%
Business / Farm	Up to 10%

- We receive commission on transactions made using Visa debit card ranging from 0.0% to 1.60% of the value of the transaction. The commission rates vary depending on whether the transactions are performed within Australia or outside Australia.
- For each referral we make to Bridges Financial Services Pty Ltd we may receive a referral fee:
  - Comprehensive advice: \$1500
  - Single strategy advice: \$ 300

Our staff members are salaried employees. Staff members may at times participate in a bonus or other rewards scheme and may also receive benefits such as tickets to sporting & cultural events, corporate promotional merchandise and other similar benefits. Incentives vary but are usually a small proportion of overall remuneration. Otherwise, no payments are received by our staff that would influence the advice they provide Members of financial products and services.

## IF YOU HAVE A COMPLAINT

Your first step is to contact us FSCU has an internal dispute resolution process and is also a member of an independent external dispute resolution scheme. Our internal system can be accessed by telephone, email, fax, in writing or in person. In many cases this leads to a successful resolution. However, if you are unhappy with any decision or our handling of your complaint, you may lodge a complaint with:

The Australian Financial Complaints Authority

Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678 (free call)  
Mail: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

## BORROWING MONEY FROM US

FSCU has an Australian Credit Licence authorising us to provide credit. FSCU provides loans to its members only.

For our loan products we will provide you with documents which explain the product Terms and Conditions, features, and fees and charges for the product.

Under the National Credit Act we are prohibited from providing you with credit under a credit contract if the contract will be unsuitable for you. Similarly, we are prohibited from increasing the limit of an existing credit contract, if the new limit will be unsuitable for you.

A credit contract or credit limit increase is unsuitable for you if at the time the contract is entered into or the 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 at that time, or
- The contract or increase does not meet your requirements and objectives at that time.

## OUR OBLIGATION TO MAKE A CREDIT ASSESSMENT

Before providing you with credit, we must make a preliminary assessment as to whether the contract or increase in limit will be unsuitable for you. In order to make this assessment we must:

- Make reasonable inquiries about your requirements and objectives in relation to the credit contract, and
- Make reasonable inquiries about your financial situation,

- Take reasonable steps to verify your financial situation
- Obtaining this information helps us get a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees, charges and transactions associated with the proposed credit contract. The extent of the inquiries we undertake will depend on the circumstances.

## YOUR RIGHT TO RECEIVE A COPY OF THE CREDIT ASSESSMENT

You have the right to request a copy of our assessment of your suitability. We must give you a copy at no charge within 7 business days if your request is within 2 years of the credit quote or otherwise within 21 business days. You may request a copy of the credit assessment up to seven years after the day on which the credit contract is entered or the credit limit is increased. Note: you are only entitled to receive a copy of your assessment if your loan is approved or credit limit is increased.

## UPDATING THIS CREDIT GUIDE

All details are correct as at the date of this Credit Guide. We will update the Credit Guide if there are any material changes adverse to borrowers.

## PRIVACY

FSCU complies with the Privacy Act 1988 and the Australian Privacy Principles. Our Privacy Policy is available from our website [www.fscu.com.au](http://www.fscu.com.au) or our office.

## FINANCIAL HARDSHIP ASSISTANCE

If you are experiencing financial hardship or difficulty please contact us. FSCU is committed to assisting and supporting any members who face financial difficulties.

## HOW TO CONTACT US

You can contact FSCU by using the contact details set out below. Some products and services may have their own rules around how to provide us with instructions or carry out certain transactions. Where electronic transactions are an option, you should also note the terms and conditions of use, available on our website.

**Mailing Address:** 22 Chancery Lane  
ADELAIDE SA 5000

**Telephone No.:** (08) 8227 2222

**Fax No.:** (08) 8227 2422

**Website:** [www.fscu.com.au](http://www.fscu.com.au)

**E-mail:** [fscuhelpdesk@fscu.com.au](mailto:fscuhelpdesk@fscu.com.au)

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As at: 7/1/2020

**22 Chancery Lane, Adelaide SA 5000**

**Phone: 08 8227 2222 Fax: 08 8227 2422**

**[www.fscu.com.au](http://www.fscu.com.au)**

ABN 17 087 651 152

AFSL / Australian Credit Licence 237515