

## Financial Services Guide and Credit Guide

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.

## The Services we provide

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®
- Internet Banking, Direct Debit facilities, Periodic Payment facilities.
- General 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 our General Terms and Conditions 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:

- 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.

### Who we act for

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.

We act as an agent of MasterCard Prepaid Management Services Australia Pty Ltd ABN 47 145 452 044 AFSL No. 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.

Fire Service Credit Union Limited has appointed Western Union Business Solutions (Australia) Pty Ltd trading as Convera (ACN 150 129 749; AFSL 404092) to assist it in fulfilling certain foreign exchange and payment services. These services are provided to you by Fire Service Credit Union Limited. Fees and charges may apply, please refer to the terms and conditions issued by Fire Service Credit Union Limited.

### Other Associations we have

We have an arrangement in place with of Calm Wealth Management Pty Ltd ABN 85 645 323 913. Calm Wealth is a Corporate Authorised Representative of Consultum Financial Advisers Pty Ltd ABN 65 006 373 995 AFSL 230323. to provide personal financial planning advice to members.

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® Registered with BPAY Pty Ltd ABN 69 079 137 518.

## Remuneration or other Benefits we receive for providing Financial Services

If we provide you with a product or service you may have to pay us fees and charges. Details of these fees and charges 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 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 0% to 18% of the premium.

When we arrange to issue a MasterCard Prepaid Card to you we receive \$15.00. In addition we may receive up to 30% of the funds reloaded on to the card in branch.

We receive commission on Travelex and Western Union Business Solutions products provided by us of up to \$10. In addition we may receive up to 20% of the revenue certain transactions generate.

When you make payments using BPAY we receive \$0.28 per transaction.

We are entitled to receive a referral fee for each referral that results in that person becoming a Calm Wealth client, of \$1500 if that client receives comprehensive advice or \$300 if that client receives single strategy advice. The details of this fee will be disclosed to you in a Statement of Advice (SOA). Where you are referred to Calm Wealth, we are not responsible for the financial services you receive those services are the sole responsibility of Calm Wealth Management Pty Ltd. Calm Wealth financial planners are required to act in your best interests when providing personal advice to you and to explain the risks associated with the investments or strategies recommended to you.

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.

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.

## Credit Guide

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.

## 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 (AFCA)

Phone: 1800 931 678 (free call)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)  
Mail: GPO Box 3, Melbourne Vic 3001

## 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.

## Contacting Fire Service Credit Union

For further information, our contact details are:

Phone: (08) 8227 2222  
Fax: (08) 8227 2422  
Email: [fscuhelpdesk@fscu.com.au](mailto:fscuhelpdesk@fscu.com.au)  
Website: [www.fscu.com.au](http://www.fscu.com.au)  
Mail: Level 1, 22 Chancery Lane, Adelaide

## Office Hours

Monday to Friday 8.30am – 4.45pm  
Tuesday 9.30am – 4.45pm

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.



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20 December 2023

Fire Service Credit Union Ltd  
ABN 17 087 651 152  
AFSL and Australian Credit Licence 237515