

Financial Services Guide



Defcredit
Service banking

Defence Force Credit Union Limited Financial Services Guide (FSG)

This FSG is an important document which advises you about the financial services we are licensed to offer you. It also helps you to decide whether to acquire any Defcredit product or service. This FSG contains information on:

- > products and services
- > product information and advice
- > our business partners and commissions
- > our associations
- > staff incentives and other rewards
- > our complaints and disputes resolution process
- > privacy and Mutual Banking Code of Practice
- > how to instruct us.

Products and services

We are authorised under our Australian Financial Services Licence (AFSL) to provide financial product advice on and deal in relation to **Basic Deposit Products and Non-Cash Payment Products (transaction), general insurance, consumer credit insurance and Retirement Savings Accounts**. Deposit Products comprise savings accounts and term deposit accounts. Transaction Products comprise Online Banking, Telephone Banking, Mobile Banking, BPAY®, Bank@Post™, Visa Debit Card, Redicard, direct debits, direct credits, auto transfers, member chequing and Cash Passport products.

General insurance products comprise home and contents, motor vehicle, travel, consumer credit and life risk insurance.

In addition to the financial products and services covered by our AFSL we are also able to provide to our members:

- > Credit facilities (personal loans, housing loans, overdrafts and credit cards)
- > Referral to Financial Planning advisers

Product information and advice

If we recommend a financial product to you, or you proceed to acquire a financial product, you will receive a Defcredit Products and Services Conditions of Use (DPS) brochure.

Where we recommend, offer or issue to you a First Home Saver Account we will also provide you with a **Defcredit First Home Saver Account Product Disclosure Statement.**

If we recommend, offer or issue to you a Retirement Savings Account we will also provide you with a **Defcredit Super Assured Retirement Savings Account Product Disclosure Statement.**

Additionally, we will ensure that you have received a copy of our **Fees and Charges Schedule** so that you are fully aware of the various fees associated with our products and services.

These documents will help you compare financial products and decide whether to acquire a particular product or service and are available at any Defcredit branch or by

visiting defcredit.com.au

These documents will contain:

- > product information, including terms and conditions
- > fees and charges information
- > information on our complaints and disputes resolution process.

Our business partners and commissions

Defcredit is responsible for the financial services we provide to you under our Australian Financial Services Licence.

Defcredit may, from time to time, refer you to another Australian Financial Services Licensee who can provide advice and deal in financial products outside Defcredit's authorisation. If there is any remuneration payable to Defcredit as a result of the referral, you will be advised at the time of your initial consultation.

Defcredit may offer products that are not issued by Defcredit. Such products include:

- > General Insurance
- > Foreign exchange and related services.

CGU Insurance Limited (CGU) and Swann Insurance (Aust) Pty Ltd (Swann)

Defcredit acts as agent for CGU and Swann (the insurer). These arrangements allow us to enter into general insurance contracts with you on their behalf.

Bridges Financial Services Pty Ltd (Bridges)

Bridges have arrangements in place to pay referral fees to Defcredit in respect of any members referred to them. Bridges may pay Defcredit a fee ranging from 0% - 30% of the entry and/or on-going fee.

Chartis Australia Insurance Limited (Chartis)

Defcredit has arrangements in place to act as a referrer for Chartis general insurance products such as sickness and accident insurance.

Defcredit will receive commission as follows:

- > Initial and Renewal Marketing Fee: 13% of insurance premium for the first four years or part thereof of an active insurance policy

Secure Sentinel Pty Ltd (Secure Sentinel)

If you are a member of Defcredit you are eligible to apply for Secure Sentinel services. Secure Sentinel offers an immediate reporting service for important items in the case of loss or theft. Defcredit receives the following in respect of this service (excluding GST):

- > 50% of the new membership fees
- > 15% of renewed membership fees

Our associations

Defcredit is a shareholder of Credit Union Services Corporation (Australia) Limited (CUSCAL), which is the major industry association body in Australia for credit unions.

Through our association with CUSCAL, we are able to provide you with the following financial services:

- > Visa Debit Card > Redicard > BPAY
- > Visa Credit Card > Member Chequing

Visa International Service Association Inc. (Visa)

Visa Debit Card

When you use your Visa Debit Card to pay for goods or services, if you select the credit function, Defcredit receives a commission from the owner of the EFTPOS terminal.

The commission rate depends on the type of transaction:

- > Electronic transaction \$0.088 per transaction
- > Standard, card not present 0.33%
and paper transactions
- > Foreign currency conversion fee 1.00%

Visa Credit Card

Defcredit receives the following commission in respect of Visa Credit Card transactions:

- > Electronic transactions 0.44%
- > Standard, card not present 0.495%
and paper transactions
- > Foreign currency conversion fee 1.00%

BPAY® Limited (BPAY)

Defcredit receives commission from Cuscal when you use BPAY from:

- > Credit card accounts \$0.37 per transaction plus
0.27% of the dollar value
- > Other accounts \$0.41 per transaction

Staff incentives and other rewards

Our representatives are salaried employees and do not receive any commission or benefits in respect of the products which they issue, arrange or provide advice. Any commissions are paid directly to Defcredit.

Notwithstanding, Defcredit or its business partners may offer incentives, including movie and event tickets, meals, wine, etc, related to the sale of products and services.

Our complaints and disputes resolution process

If you have a complaint about any of our products or services, Defcredit has established complaints resolution procedures that aim to deal with and resolve your complaint promptly, thoroughly and fairly.

To make a complaint:

- > call Defcredit on 1800 033 139
- > talk to the staff at your local Defcredit branch
- > email info@defcredit.com.au or
- > send a letter to Defcredit's Complaints Officer
by mail at: PO Box 14537 Melbourne, VIC 8001

For more information about Defcredit's complaints resolution procedures, please refer to the 'Complaints and Disputes Resolution Guide' which is available at any Defcredit branch or by visiting defcredit.com.au

If you are not satisfied with the steps taken by Defcredit to resolve the complaint, or with the result of Defcredit's investigation, you are entitled to have your complaint resolved free of charge by Credit Ombudsman Service Limited (COSL), an external dispute resolution body of which Defcredit is a member. COSL may be contacted as follows:

Credit Ombudsman Service Limited

PO Box A252

Sydney South NSW 1235

Phone: 1800 138 422 or 02 9273 8400

Fax: 02 9261 2798

Email: info@creditombudsman.com.au

Website: www.creditombudsman.com.au

Alternatively, for a complaint in relation to our Retirement Savings Account you may contact the Superannuation Complaints Tribunal as follows:

Superannuation Complaints Tribunal

Locked Bag 3060

Melbourne VIC 3001

Phone: 1300 884 114

Email: info@sct.gov.au

Website: www.sct.gov.au

Privacy

We will collect personal information about you when you apply for membership, open a deposit account or establish any other product and service offered by Defcredit. We will use the personal information you provide to process your application and assist us in providing you with the required product or service.

If you are unable to provide us with the personal information requested then we may be unable to process your application and provide the product or service requested.

We may also use personal information collected from you in order to tell you about other products and services. We may engage third party service providers to assist in the provision of products and services to you.

Mutual Banking Code of Practice

Defcredit has adopted and abides by the National Privacy Principles and the MBCOP. A copy of our privacy statement and the MBCOP is available on request or via our website defcredit.com.au.

How to instruct us

You can give us instructions by using the contact details set out on the last page of this FSG. Some products and services may have their own rules around how to provide instructions or execute certain transactions. Please refer to the PDS or other documents for the product details.

Dated: 1 August 2011

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We're here to help

If you have any questions about anything covered in this brochure please contact us and we'll be happy to help.



1800 033 139, 8am to 6pm AEST weekdays



defcredit.com.au



Visit your local Defcredit branch.



info@defcredit.com.au

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