



Defence
Bank

defencebank.com.au
1800 033 139

Financial services guide.

Products and Services.
Effective 18 September 2023.

Defence Bank Limited

Financial Services Guide (FSG)

This FSG is an important document designed to:

- assist you to decide whether to use any of our financial products or services
- inform you about how Defence Bank and others are remunerated in relation to those products and services
- inform you about our complaints and disputes resolution process.

Products and services

We are authorised under our Australian Financial Services Licence (AFSL) number 234582, to provide advice and deal in financial products in relation to:

- Deposit and payment products including:
 - Basic deposit products
 - Deposit products other than basic deposit products
 - Non-cash payment products
- General Insurance products
- Retirement Savings Account products
- Superannuation.

Product information

Depending on which products and services you choose, you may also receive a Defence Bank Products and Services Conditions of Use Brochure (DPS), a Product Disclosure Statement (PDS), a Summary of Account and Access Facilities, a Visa Debit Card Conditions of Use, our Target Market Determinations, or a Terms and Conditions brochure.

In addition, we will ensure that you receive a copy of our Fees and Charges Schedule (Domestic Transactions) and Fees and Charges Schedule (Overseas Transactions) so that you are fully aware of the various fees associated with our products and services.

These documents will assist you with comparing financial products and decide whether to acquire a particular product or service. They are all available at any Defence Bank branch or by visiting **defencebank.com.au**.

These documents will contain:

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

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 appropriate PDS or other documents for the product details.

Remuneration or other benefits

Defence Bank is responsible for the financial services we provide to you under our AFSL.

Defence Bank may refer you to another Australian Financial Services Licencee/s who can provide advice and deal in financial products outside those Defence Bank is licenced to provide.

If there is any remuneration payable to Defence Bank as a result of the referral, you will be advised at the time of your initial consultation.

Arrangements with external providers

Defence Bank acts on behalf of other product issuers when it arranges to provide you with the following products and services:

- General Insurance products
- Foreign currency services
- Superannuation

Detailed below are the business partners and commission arrangements that Defence Bank has in place where we arrange for you a financial product or service.

In addition to these arrangements Defence Bank may also from time to time receive other benefits from our business partners which may include training assistance and payment for expenses incurred through marketing and promotional materials.

Insurance Australia Limited trading as CGU Insurance (CGU)

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

While we can arrange insurance cover for you, your contract of insurance will be with the insurer and not Defence Bank. The insurer will be responsible for the performance of the insurance contract. Insurance products available from CGU Insurance include home and contents, motor vehicle, travel, barrack room, caravan/trailer, boat insurance products and more.

We receive commission on insurance products as a percentage of the premium paid (excluding stamp duty, fire service levy and GST) as follows:

- **CGU** (excluding Travel) 7.5% - 20%
- **CGU Travel** 25%

The level of commission varies depending on the type of policy that is taken.

Travelex Limited (“Travelex”) and Convera

- When you use the products and services provided by Travelex and Convera as detailed below, Defence Bank receives a commission of 30% of Travelex and Convera currency exchange margin.

Global Business Payment Products

- outbound Telegraphic Transfers, inbound Telegraphic Transfers, Foreign Currency Documents conversion.

Currency Services Products

- foreign cash.

Mastercard Prepaid Management Services Australia Pty Ltd (“MPMS”)

MPMS arranges for the issue of the Cash Passport in conjunction with the issuer, Heritage Bank Limited. When you acquire a Cash Passport product, MPMS pays Defence Bank a commission. Commissions received by Defence Bank are detailed as follows:

- 1% of the initial load/reload amount

In addition, Defence Bank will receive a \$20 payment for each successful “online” acquisition of a Cash Passport product. Online specifically relates to a Cash Passport product that you receive when accessing MPMS uniform resource locator (URL) through the Defence Bank website.

Apex Group Limited

Defence Bank has an arrangement in place with Apex Group Limited to act as a referrer to Apex Group Limited for retirement savings account administration services.

Our associations

Defence Bank is a shareholder of Credit Union Services Corporation (Australia) Ltd (CUSCAL), which is a major provider of transactional banking services to financial services institutions across Australia.

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

- Visa Debit Card
- Visa Credit Card
- Member Chequing
- BPAY®

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, Defence Bank receives a commission from the owner of the EFTPOS terminal. The commission rate depends on the type of transaction:

Visa Debit.	
Charity	0.0%
Strategic merchant program	1.4c - 8.8c*
Tokenized	
• contactless purchase amount ≤ AUD 15	5.5c
• contactless purchase > AUD 15	0.22c
• recurring	5.5c
• online	0.11c
Standard	0.22%
Recurring payments	6.6c
Electronic	8.8c
Standard, card not present and paper	0.22%
Cash out	26.4c

*Rate dependent on merchant

Commission rates are inclusive of GST

Visa Credit Card

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

Visa Credit.	
Charity	0.0%
Strategic merchant program	0.231% - 0.33%*
Segment specific rate	
• Government	0.231%
• Transit	0.231%
• Supermarket	0.275%
• Service Station	0.275%
• Education	0.231%
• Insurance	0.231%
Recurring payments	0.264%
Electronic	0.231%
Standard, card not present and paper	0.231%

*Rate dependent on merchant

Commission rates are inclusive of GST

Please note: further fees are applicable for Visa Debit/Credit Card foreign currency transactions.

BPAY Limited (BPAY)

Defence Bank receives commission from Cuscal when you use BPAY from:

Credit card accounts	\$0.31 per transaction plus 0.27% of the dollar value
Other accounts	\$0.31 per transaction

Staff incentives and other rewards

Our representatives are salaried employees and do not receive any direct commission or benefits in respect of the products which they provide advice on or deal in on behalf of Defence Bank.

Any commissions are paid directly to Defence Bank. Defence Bank or its business partners may offer incentives, including bonuses, movie and event tickets, meals, wine, etc, related to the sale of products and services. Any incentive payments made to employees are determined based on performance against both financial and non-financial metrics.

Your Privacy

We comply with applicable Privacy laws. General information about how we collect, use and disclose personal information about you is set out in our Defence Bank Products and Services – Conditions of Use. Our Privacy Policy provides additional information about how we handle your personal information. Both of these documents can be viewed on our website at defencebank.com.au or are available on request. When you access our website the terms of our Website Privacy Notice also apply. When you apply for a loan product we will ask that you give us various privacy permissions.

Dispute Resolution Procedures

Defence Bank has an internal dispute resolution process and is also a member of AFCA (the Australian Financial Complaints Authority), an independent external dispute resolution scheme. The dispute resolution system covers complaints by persons to whom we provide credit.

Our internal system can be accessed by

- by visiting your local branch
- calling our Contact Centre on 1800 033 139
- emailing info@defencebank.com.au (for the attention of the Complaints Officer)
- sending us a direct message on one of our social media channels, including Facebook, Twitter, Instagram or LinkedIn.
- writing to us at the following address:

The Complaints Officer
Defence Bank
PO Box 14537
Melbourne VIC 8001

In lodging a complaint with us, we will usually need your full name, member number (if applicable), contact details, a short description of your complaint and your desired resolution for us to help you.

In many cases this leads to a successful resolution. However, if you are unhappy with any decision or our handling of the complaint, the complaint may be referred to the AFCA scheme which can be contacted:

- on their website at www.afca.org.au
- by emailing them at info@afca.org.au
- in writing to:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

- by calling them on 1800 931 678.

The AFCA scheme can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us. This service is available at no cost to you.

The AFCA scheme cannot deal with your dispute unless you have attempted to resolve the problem with us first.

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We're here to help.

It's easy and convenient
to contact us.

Here's how:

- 1800 033 139
- visit your local Defence Bank branch
- defencebank.com.au
- info@defencebank.com.au