

What is the purpose of this Financial Services Guide?

We have designed this Financial Services Guide (FSG) to assist you in deciding whether to use any of the financial services we offer. This FSG must provide you with information about:

- our name and contact details
- the financial services we are authorised to provide
- any remuneration that we, or any other relevant person, may be paid in relation to the financial services we offer
- how we deal with complaints against us

However, this FSG does not provide information about our financial services in relation to basic deposit products and non-cash payment facilities, other than the information about:

- our name and contact details
- how we deal with complaints against us

What other documents might I receive?

When we provide you with a financial service, we may also have to provide you with a Product Disclosure Statement. These documents are described below.

Product Disclosure Statement

A Product Disclosure Statement (PDS) is a document that provides you with information about a financial product and the entity that issues the financial product (the Issuer).

We must provide you with a PDS about a financial product for which a PDS is available when:

- we recommend that you acquire the financial product
- we issue, offer to issue, or arrange the issue of, the financial product to you.

The PDS must contain information about the financial product so that you can make an informed decision whether or not to acquire it. A PDS about a financial product must include, amongst other things:

- the Issuer's name and contact details
- the significant features of the financial product and its terms and conditions
- any significant benefits and risks associated with holding the financial product
- the fees and costs associated with holding the financial product
- dispute resolution procedures, and how you can access them

What financial services can we provide?

Our Australian Financial Services License authorises us to deal in and provide advice about the following financial products:

- basic deposit products – our transaction, savings and term deposit accounts;**
- non-cash payment facilities – such as member cheque facilities, Visa debit card, telephone and internet banking, telegraphic transfers, cash passports
- household and contents insurance
- domestic motor insurance
- travel insurance
- Lenders mortgage insurance
- Commercial and consumer lending products

*** Please note that the only information we provide in this FSG about our basic deposit products and non-cash payment facilities is about our contact details and our dispute resolution system under "What should you do if you have a complaint?"*

As an Australian Prudential Regulation Authority regulated entity, we are exempt from the compensation requirements under the Corporations Act, 2001. However, we do hold professional indemnity insurance.

On whose behalf do we provide financial services?

We generally provide financial services on our own behalf. However, when we arrange to issue insurance products, we do so on behalf of the insurers who are the product issuers. Details of who the relevant product issuer is will be included in the Product Disclosure Statement for that insurance product.

What remuneration or other benefits do we receive for providing financial services?

We do not receive fees or commissions for financial product advice we give or for issuing our non-basic term or investment products.

We may also receive commissions and other benefits from other product issuers for dealing in financial products on their behalf. The following table indicates the ranges of commission we may receive, as set out below:

Who pays the commission	Product issued	Range of Commission
Mastercard Prepaid Management Services Australia Pty Ltd (ABN 47 145 452 044, AFSL 386 837).	Multi-currency prepaid cards (Cash passports)	5% and up to 30% of the currency amount loaded per annum.
Convera Australia Pty Ltd	Telegraphic transfers (inward and outward)	20% of revenue earned from all international telegraphic transfers and inward payments amounts.
Allianz Australian Insurance Limited ABN 15 000 122 850 AFSL 234708	<ul style="list-style-type: none"> • Home, contents and motor insurance • Caravan and trailer insurance • Landlord insurance • Small Business Advantage Pack • Trades and Services Pack • Office Pack • Commercial Motor insurance • Farm Pack 	Up to 14% of each premium (excluding government fees and charges, plus GST).
AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 245631 trading as Allianz Global Assistance, a member of global Allianz Group	Travel insurance	Up to 14% of each premium (excluding government fees and charges, plus GST).
Bridges Financial Services Pty Ltd ABN 60 003 474 977	Financial advice	Referral fee for single strategy advice \$300 Referral fee for comprehensive advice \$1,500

We have an arrangement with a subsidiary company of Allianz Australia Insurance Limited (Allianz) to provide marketing, administrative and support services relating to Allianz insurance products in return for a share of aggregate profits from insurance policies issued by Allianz that we arrange.

What remuneration or other benefits do our employees receive for providing financial services?

As a rule, our employees are remunerated principally by salary and do not receive any direct benefits for providing you with financial services in relation to our non-basic term or investment deposit accounts or insurance products. However our employees may also receive an incentive based on achieving certain set performance indicators.

Payment of any incentives earned will be subject to satisfactory adherence to regulatory and company compliance requirements. Incentives are paid by Southern Cross Credit Union and are not an added cost to you.

From time to time we may allow insurers to run promotion programs under which they may reward or provide benefits to our employees for their success in arranging the issue of insurance products during the promotion period. .

What should you do if you have a complaint?

We conduct a dispute resolution system to deal with any complaints you may have about any of our banking products or services, or about any

financial service we provide in relation to insurance products. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily, and sympathetically. We will seek to acknowledge receipt of the complaint immediately, or as soon as possible up to a maximum of 5 business days and to resolve your complaint within 21 days or up to 30 days for more complex matters (or in relation to a Visa dispute up to 60 days), although it is not always possible to resolve a complaint within these time frames.

If you are not satisfied with the way in which we have tried to resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution centre, with Australian Financial Complaints Authority.

If you want to make a complaint, contact our employees at any Financial Service Centre and tell them that you want to make a complaint. Our employees have a duty to deal with your complaint under our dispute resolution policy. Our employees must also advise you about our complaint handling process and the timetable for handling your complaint.

We have an easy-to-read guide to our dispute resolution system available to you on request, or you may read this on our website

www.sccu.com.au

How to Contact Us

Mail: Southern Cross Credit Union Ltd
PO Box 1602 Kingscliff NSW 2487

Phone: 1300 360 744

Email: info@sccu.com.au

Web: www.sccu.com.au

Australian Financial Complaints Authority

Mail: GPO Box 3 Melbourne VIC 3001

Phone: 1800 931 678

Email : info@afca.org.au

Web: www.afca.org.au