



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; and
- 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 Statement of Advice or a Product Disclosure Statement. These documents are described below.

Statement of Advice

A Statement of Advice is a document that sets out personal advice we give to you, the basis on which we give the advice, and any benefit or association that may influence the advice we provide to you. The Statement of Advice helps you to make an informed decision about whether to act upon that advice.

We must give you a Statement of Advice when we provide you with advice in relation to a financial product, after taking into consideration your objectives, financial situation or needs. We are not required to provide you with a Statement of Advice if our advice relates only to basic deposit products, non-cash payment facilities or general insurance products.

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; or
- 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 Licence 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, AMEX foreign currency; and cash passports;
- household and contents insurance;
- domestic motor insurance;
- travel insurance;
- consumer credit insurance; and
- 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?"*

Types of financial product advice

We can give you two types of financial product advice: personal and general.

Personal advice takes into account your objectives, financial situation and/or needs. For us to give you personal advice, we need to be aware of your individual financial objectives, financial situation and needs.

General advice does not take into account your objectives, financial situation and/or needs. We will tell you if the advice we are providing is general advice only.

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
Access Prepaid Australia Pty Ltd	Multi-currency prepaid cards (Cash passports)	1 % of the Australian Dollar amount transacted 1.1 % of the Australian dollar value or AUD 15.00, whichever is the greater, on each load or reload in branch.
American Express International Inc	Telegraphic transfers (inward and outward)	0.50% of all outward international telegraphic transfers and 0.50 % on all inwards international telegraphic transfers.
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• Consumer credit insurance (Disability and Involuntary Unemployment cover)• Landlord insurance• Pleasurecraft insurance• Small Business Advantage Pack• Trades and Services Pack• Office Pack• Commercial Motor insurance• Farm Pack	Up to 20 % 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 30 % of each premium (excluding government fees and charges, plus GST).
Allianz Australia Life Insurance Limited ABN 27 076 033 782 AFSL 296559	Consumer credit insurance (Death and Terminal Illness cover)	Up to 20 % of each premium (excluding government fees and charges, plus GST).

If you receive personal advice from us in relation to insurance products, we will be required to provide you with more detailed information about the amount of commission that we may receive or the method in which commission is calculated.

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. If you receive personal advice from us, we will be required to provide you with more detailed information about any relevant benefit in or with your Statement of Advice.

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 45 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 branch 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

Fax: 02 6672 2332

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