

# Financial Services Guide (FSG)

As at November 2018

## PRODUCT DETAILS

### *Fixed Term Deposits*

We will provide you with a Product Disclosure Statement (PDS) when you apply for any of our Term Deposit products. A PDS provides details on the product together with benefits and risks associated with the product.

### *Savings, Payment Service or Insurance Products*

We will provide you with a Conditions of Use booklet (COU) when you apply for any of our savings, payment service or insurance products. A COU provides details on the product together with benefits and risks associated with the product.

We may also provide you with a Fees & Charges and Transaction Limits brochure and Interest Rate Schedule as applicable to each product.

## PRODUCTS & SERVICES

We are licensed by the Australian Securities and Investments Commission to advise on and deal in:

- Savings & Term Deposit Accounts
- Payment services (VISA debit cards, member cheque books, direct credits, direct debits, BPAY, Bank@Post, Quick debit, internet, mobile and phone banking and travellers' cheques)
- Consumer credit insurance.

We are the product issuer for all products other than insurance products, share trading and foreign exchange and international payment products.

## COMMISSION AND OTHER INCOME

We receive commission and other income on some of our products and services as follows:

- We provide travellers' cheques and associated products through Travelex Limited and receive 1% commission on the sale or a minimum of \$10 on each sale of travellers' cheques or foreign cash.
- We provide BPAY facilities for our members to pay bills using BPAY via phone banking or Internet banking and receive commission of 0.27% of the dollar value of each transaction on credit transactions.

A commission of between 42 cents and 49 cents is paid on all transactions depending on what account funds are drawn from. The biller institution pays us these commissions.

- We can issue, vary, renew or cancel Consumer Credit insurance policies on behalf of QBE Insurance (Australia) Limited. ABN: 78 003 191 035 AFSL: 239545 and QBE Life (Australia) Limited. ABN: 83 089 981 073 AFSL: 245492 under a binder authority, and receive up to 20% commission based on the premium paid for each policy.
- We can issue, vary, renew or cancel General Insurance policies on behalf of QBE Insurance (Australia) Limited. ABN: 78 003 191 035 AFSL: 239545 under a binding authority and receive 10 - 25% commission based on the premium paid for each policy.
- We provide VISA Cards and receive commission 0.47% on electronic transactions, 0.57% on paper transactions and 0.80% on credit transactions.

- We charge transaction and service fees as detailed in our Fees & Charges and Transaction Limits brochure.
- We may refer you to E\*TRADE Australia Securities Limited for share trading services and we may receive up to 12.5% of the brokerage payable.
- We provide BankLink Service for our business members to supply transactional data to their accountants and we receive \$0.025 commission per transaction.
- We may also refer you to other licencees for other financial services.
- We provide insurance on behalf of Wesfarmers Insurance Ltd. and receive commission, 7.5% on motor insurance, 5% on crop insurance and 10% on other insurance business.
- We may refer you to Zurich Australia Limited for life risk insurance products and we receive commission of 20% of the premium paid for each policy.
- We provide traveller's cheques and other foreign exchange and international payment products through American Express International and receive 1% commission on the sale.

We pay our staff a salary and run incentive schemes linked to sales of insurance, loan or other products. Staff may then receive a bonus or an occasional non-monetary benefit such as a gift voucher.

Occasionally, we may allow third party product issuers to run promotion programs under which they may reward or provide benefits to our staff for success in arranging the issue of the third party's products during the promotion period. All commissions are paid to us by our business partners when you take out or use the product or service. When providing third party products to you we are acting on behalf of our business partners and not as your agent.

#### CHANGE OF NAME, ADDRESS OR EMAIL

Please advise us as soon as possible if you change your name, address or if applicable email.

#### IF YOU HAVE A COMPLAINT

We encourage you to contact us either at any Branch or at Head Office so we can make every attempt to resolve your complaint to your satisfaction. Should your complaint not be resolved to your satisfaction the Bank has an internal Dispute Resolution Service.

If we cannot resolve a dispute, the Bank is a member of the Australian Financial Complaints Authority (AFCA).

You can contact AFCA and have the dispute determined in an independent manner.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678

In writing: Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001



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The Financial Services Guide (FSG) has been designed to help in your decision as to whether to use Unity Bank, Reliance Bank or Bankstown City Unity Bank products and services. It also contains information on income we receive and details of our dispute resolution system. All details are current as at the date of this FSG. We will update & publish changes on our website. The Financial Services Guide is issued by Unity Bank Limited.