

Financial Services Guide

Effective 30 November 2020

cua

BANKING | INSURANCE

What is the purpose of this Financial Services Guide?

This Financial Services Guide (FSG) is an important document that we are required to provide to you. It is designed to assist you in deciding whether to use the products and services provided by Credit Union Australia Limited (“we”, “us”, “our”) under our Australian Financial Services Licence. It contains important information about:

- How to contact us
- Product disclosures
- Financial products and services we offer
- Our business relationships
- How we are paid
- Our dispute resolution procedures and how you can access them

About CUA

We’re Australia’s largest customer-owned financial institution, providing an extensive range of everyday banking products and services.

We’re 100% owned by our customers so instead of paying dividends, our profits go back to customers as better rates and lower fees.

Just like a bank, CUA is an Authorised Deposit-taking Institution (ADI) supervised by the Australian Prudential Regulation Authority (APRA) under the Banking Act 1959. CUA is also supervised by the Australian Securities & Investments Commission (ASIC) under the Corporations Act 2001 and has been granted an Australian Financial Services Licence. We also hold an Australian Credit Licence under which we provide credit-related products and services which are outlined in our Credit Guide.

Product Disclosure Statements

We may also give you a Product Disclosure Statement (PDS) if we offer you or we recommend that you acquire a particular financial product. Before making a decision about whether to acquire the product, you should carefully read the PDS. The PDS will contain information about the particular product, including the costs, benefits and features. This information will help you to decide whether to acquire the product.

Our products and services

We are authorised under our Australian Financial Services Licence to advise on, and deal in, the following financial products and services:

Deposit products

Transaction, savings and term deposit accounts

Payment facilities

Visa Debit cards and rediCARDS, cheque books, BPAY, direct debits, direct credits, periodical payments, telephone and internet banking, and telegraphic transfers

Insurance

General insurance products including travel, home, motor vehicle, landlord, boat, caravan, commercial, motorcycle, life, accidental death and income protection.

Consumer credit insurance products including loan repayment insurance

Giving us instructions

You can generally give us instructions in person by contacting us through the contact details set out in this FSG. In some instances, you can also give us instructions through internet banking. Some products and services may have special requirements about how you can give us instructions. You should refer to the relevant PDS in those circumstances.

Our business relationships and associations

We generally provide the financial services detailed in this FSG on our own behalf under our Australian Financial Services Licence. However, there are a number of products which are issued by third parties and, in those instances, we act as a referrer, distributor or an agent for the third party product issuer as outlined in the table below:

Product group	Product issuer
Loan repayment insurance	Credicorp Insurance Pty Ltd and St Andrew's Life Insurance Pty Ltd
Ezicover Life, Funeral, Accidental Death and Income Protection Insurance	Zurich Australia Limited
General insurance (e.g. home or car insurance)	Allianz Australia Insurance Limited
Boat Insurance	Club Marine Limited as agent for the insurer Allianz Australia Insurance Limited
Multi-currency Cash Passport	Access Prepaid Australia Pty Ltd
Travel insurance	Insurance Australia Limited trading as CGU Insurance

Credicorp Insurance Pty Ltd ("Credicorp") is our wholly-owned subsidiary. We do not guarantee or otherwise support any of its financial or other obligations. Any claims payable under any policies issued by Credicorp are solely payable by Credicorp.

Our fees and other rewards

We do not charge fees when we provide any financial product advice to you. However, we may charge you transaction fees or other fees when you use our non-cash payment facilities. The applicable fees are detailed in our Schedule of Fees brochure.

All our representatives who give you advice are salaried employees and do not receive specific payments or commissions for giving that advice. However, they may receive a performance incentive dependent on achievement of certain core sales targets. In addition, from time to time our staff may be rewarded for their efforts in special promotional programs offered by third party product issuers.

We also receive commission from the third parties we refer you to, or on behalf of which we distribute products, as identified above. Commission is paid as follows:

Product group	Commission
Loan repayment insurance	20% of the base written premium paid
Ezicover Life, Funeral, Accidental Death and Income Protection Insurance	20% of the premium paid. In addition, we will receive bonus payments upon meeting certain performance criteria over a specific period.
General insurance <ul style="list-style-type: none">• home and/or contents• landlords• motor vehicle	0% to 21% of the base written premium. In addition, we will receive additional commission upon achievement of a certain level of profitability.
General insurance <ul style="list-style-type: none">• motorcycle• commercial• caravan and trailer	Between 10% and 15% of the base written premium
Boat Insurance	Between 10% and 20% of the base written premium

Travel insurance	0% to 25% of the base written premium
Multi-currency Cash Passport	1% of the amount loaded onto the card via BPAY® reload. In addition, we will receive a bonus payment upon us meeting certain performance criteria over a specific period.

Base written premium means the premium payable by you, net of CUA's administration fees, fire services levies, GST, stamp duties and other statutory charges.

Commission payments are generally received by us on a monthly, quarterly or annual basis.

We may also receive a marketing allowance from Allianz Australia Limited and CGU Insurance to conduct marketing campaigns from time to time. We may also receive from Allianz Australia Limited an upfront and ongoing payment for exclusive supply.

Compensation arrangements

As an APRA regulated entity, we are exempt from the requirement to have compensation arrangements as set out in section 912B of the Corporations Act 2001. However, we hold professional indemnity insurance in respect of the financial services we provide.

If you have a complaint

If you have a complaint, please tell us about your concerns by dropping into your local branch or calling us on **133 282**.

If you prefer to write to us, you can send your concerns to:

Customer Advocacy

Credit Union Australia Limited
GPO Box 100, Brisbane QLD 4001

If we are unable to resolve your complaint to your satisfaction, you can contact our independent external dispute resolution provider:

Australian Financial Complaints Authority

GPO Box 3
Melbourne VIC 3001
Ph: 1800 931 678
Email: info@afca.org.au
Web: www.afca.org.au

This service is available at no cost to you. Please refer to our Resolving Problems brochure for further details.

For more information:

Call **133 282**

Visit **www.cua.com.au**

Drop into your local branch



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