

# Financial Services Guide

Effective 1 December 2023



Great Southern  
Bank

## 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, trading as Great Southern Bank (“we”, “us”, “our”, “GSB”) 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 Great Southern Bank

We’re a customer-owned financial institution that’s been helping Australians for over 75 years, 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.

GSB is an Authorised Deposit-taking Institution (ADI) supervised by the Australian Prudential Regulation Authority (APRA) under the Banking Act 1959. GSB 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.

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## Product Disclosure Statements

We will 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 eftpos Debit Card, cheque books, BPAY, direct debits, direct credits, periodical payments, telephone and internet banking, and telegraphic transfers.

### Insurance

Insurance products including travel, home, motor vehicle, landlord, caravan, and life 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
Ezicover Life Insurance	Zurich Australia Limited
General insurance (e.g. home or car insurance)	Allianz Australia Insurance Limited
Travel insurance	Insurance Australia Limited trading as CGU Insurance

## 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.

Our employees may receive performance incentives measured via a 'balanced scorecard'. Scorecards may include sales targets where products are appropriate for customers, and also include quality and customer service targets. Compliance is a critical component of these scorecards and we do not market products to customers who fall outside the applicable 'target market determinations'.

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
Ezicover Life Insurance	20% of the premium paid plus GST.
General insurance <ul style="list-style-type: none"><li>home and/or contents</li><li>landlords</li><li>motor vehicle</li></ul>	0% to 20% 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"><li>caravan and trailer</li></ul>	0% to 10% of the base written premium
Travel insurance	0% to 25% of the base written premium

Base written premium means the premium payable by you, net of GSB'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**

Great Southern Bank  
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](mailto:info@afca.org.au)  
Web: [www.afca.org.au](http://www.afca.org.au)





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

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## How to contact us

-  Call Great Southern Bank on **133 282**
-  Visit **[greatsouthernbank.com.au](https://greatsouthernbank.com.au)**
-  Through **online banking**
-  Drop into your local branch

Great Southern Bank  
a business name of Credit Union  
Australia Limited  
**ABN 44 087 650 959**  
**AFSL** and Australian Credit Licence 238317  
Registered Office:  
Level 27, 300 George St, Brisbane, 4000

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