

# Financial Service Guide (FSG)

Effective date: 1 July 2023

## Bank of Heritage Isle

### Contact Centre

134 374

### Email

[info@heritageisle.com.au](mailto:info@heritageisle.com.au)

### Website

[www.heritageisle.com.au](http://www.heritageisle.com.au)

## 1. Our Financial Services Guide

This Financial Services Guide (FSG) is designed to help you decide whether to use our products, services and advice. The FSG contains information on:

- Product details;
- Our products and services;
- Our business partners and commissions;
- Our fees and other rewards;
- What to do if you have a complaint;
- How to contact us.

This document should be read in conjunction with our *Schedule of Fees and Charges brochure* (available on our website, at our Branches and upon request).

### Product Details

Our Financial Services Guide (FSG) is designed to give you information you need to make decisions about our products.

You will receive a Product Disclosure Statement (PDS) which serves the same purpose for insurance products including your policy terms and conditions.

Terms and conditions will also be provided to you before taking out products including Transaction accounts, Savings accounts, Home Loans, Personal Loans, Car Loans, Credit Card and Overdraft Facilities.

### Our Products and Services

We are licensed by the Australian Securities and Investments Commission (ASIC) to advise on and deal in a range of products:

- Savings Accounts: basic S1 Easy Access savings account and other specialist accounts;
- Payment Services: Direct Debit, Periodic Payments, Redial, Visa Debit Card, BPAY® and Internet Banking.
- Investment Accounts: from 3 months to 60 months;
- Insurance: general insurance (home/contents, travel, landlord, motor vehicle) and consumer credit (loan repayment) insurance.

We are the product issuer for all products other than insurance products.

### Our Credit facilities

We also provide a range of credit facilities. Please refer to <https://www.policebank.com.au/> for further information.

## Our business partners and commissions

### Insurance

Insurer	Product	Commission Per Policy
Allianz Australia LTD	Motor and Caravan Insurance	10%
Allianz Australia LTD	Home & Contents Insurance	18%
	Landlords Insurance	18%
AWP Australia Pty Ltd ABN 52 097 227 177#	Travel Insurance	14%
Allianz Australia Life Insurance Limited~	Life Insurance	10%
AIG Australia	Personal Injury Cover	20% of premium
QBE Insurance (Australia) Limited Group*	Credit Protect Insurance	20%
	Mortgage Protect Insurance	20%
	Continuing Credit Insurance	20%
St Andrews Insurance	Term Life and Accidental Death Insurance	20%

#AWP Australia Pty Ltd ABN 52 097 227 177 (trading as Allianz Global Assistance), act as agent for the insurer Allianz Australia Insurance Limited ABN 15 000 122 850.

Allianz Australia Insurance Limited ABN 15 000 122 850 AFS licence No. 234708

~ Life Insurance is underwritten by Allianz Australia Life Insurance Limited ABN 27 076 033 782, AFS License No. 269559. We receive up to 10% commission based on the premium paid for each policy, and up to 10% for renewals.

\* We do not distribute and/or issue Consumer Credit Insurance policies any longer. Consumer Credit Insurance was underwritten by QBE Insurance (Australia) Limited. ABN: 78 003 191 035 AFSL: 239545 and Integrity Life (Australia) Limited. ABN: 83 089 981 073 AFSL: 245492 under a binder authority and we receive up to 20% commission based on the premium paid for each policy.

**Payment Services Travelex Ltd**

We provide foreign currency through Travelex Ltd. We receive commission equal to 1% to the value issued to you inclusive of GST (\$10.00 minimum). Please refer to Schedule of Fees and Charges brochure for more information.

**Payment Services Western Union Business Solutions**

We provide Drafts, Telegraphic Transfers, International Inward Funds and International Cheque Deposits through Western Union Business Solutions. Refer to the Schedule of Fees and Charges brochure for more information. Please note that Telegraphic Transfers are sent via a network of correspondent banks, which sometimes levy a small handling charge on your payment. Any such fees, and payment delays are out of our control.

**Pre-Paid Australia Pty Ltd**

We provide Cash Passport through Access Pre-Paid Australia Pty Ltd. We receive commission equal to 1% of the value issued to you inclusive of GST (\$10.00 minimum). Please refer to the Schedule of Fees and Charges brochure for more information

**BPAY**

We receive commission from BPAY on Visa credit transactions of .27% dollar value of each transaction plus \$0.32 of the payment per transaction and on debit transactions we receive \$0.44 payment per transaction. For each individual BPAY View transaction we receive a delivery fee of \$0.04.

**Visa**

We also receive commission from Visa International on card transactions in the range of .12% to .57% of the relevant transaction amount.

**Who we act for and when we are paid**

When providing these products to you we are acting on behalf of our business partners and not as your agent. All commissions are paid to us by our business partners when you take out or use the product or service.

The Bank, as a mutual organisation, is bound to act in the interest of its Members. Our Members are our owners. We provide good value products and services to Members. We usually only have one provider of each product or service as set out in this FSG. Commission income and staff incentives are designed to serve Members by promoting Member satisfaction and commercial viability - they should never undermine the quality of the advice and service we provide.

**Our fees and other rewards**

We charge the service fees applicable to our products and services as set out in our Schedule of Fees and Charges brochure (available on our

website, at our Branches and upon request).

We pay staff a salary and run incentive schemes linked to sales of insurance, loans or other products. Staff may then receive, as a small proportion of overall remuneration, a monthly bonus or an occasional non-monetary benefit such as a pre-paid holiday or gift voucher.

**What to do if you have a complaint**

Firstly, contact a Member Service Officer (see front page for contact details). If you need further assistance, you can use our internal dispute resolution service (see our Complaints Handling & Dispute Resolution Guide for details available at [www.heritageisle.com.au/pdf/HDT12.pdf](http://www.heritageisle.com.au/pdf/HDT12.pdf)).

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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

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

Telephone: 1800 931 678 (free call)

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

**2. About your Financial Services Guide****Savings, Investment Accounts and Payment Facilities**

Your Financial Services Guide is designed to help you make an informed decision on whether to use our products. It includes product information and terms and conditions. You should also read our:

- Schedule of Fees and Charges detailing costs related to each product and service;
- Interest Rates available online at <https://www.policebank.com.au/interest-rates>.

You will also receive Access Methods Terms and Conditions for BPAY, Redidial, Internet Banking, Visa Debit Card, Redicard and Member Chequing.

Details on our rules, constitution and how to join are available on request.

**Member Care Statement**

Please read the Terms and Conditions for our products carefully before making decisions. Always retain a copy of the Terms and Conditions or a FSG for future reference. Each relevant provision of the Customer Owned Banking Code of Practice will apply to your accounts and payment facilities.

These Terms and Conditions need to be read with other applicable terms and conditions of use for specific products and the relevant codes that apply. If you are in any doubt, please call us on 131 728 and talk to one of our Member Services Officers.

## **Our Identity**

We are a Mutual Bank. Our central governing document is our Constitution which sets out our major rules that govern how we operate as a Bank. We are a Member of Cuscal Limited. We are also a corporation and as such, we are subject to the Corporations Act and regulated by the Australian Securities and Investment Commission (ASIC) along with the Australian Prudential Regulation Authority (APRA).

As a Mutual, we have adopted the Customer Owned Banking Code of Practice (COBCOP) as a set of standards or promises that relates to all our dealings with you. For more information about COBCOP - please visit our website [www.policebank.com.au](http://www.policebank.com.au) ([www.borderbank.com.au](http://www.borderbank.com.au) for Border Bank Members and [www.heritageisle.com.au](http://www.heritageisle.com.au) for Bank of Heritage Isle Members).

## **Other Important Information**

You can confirm the opening or closing of any account or payment facility by calling us on 131 728 and requesting written confirmation.