

Police Credit Union Financial Services Guide

As at 01 November 2018



Information contained in this document

Our Financial Services Guide (FSG) is designed to help you decide whether to acquire the products and services we offer.

It contains information about:

- the products and services we offer,
- other providers we act for when providing some products and services, such as - insurance,
- remuneration that may be paid to us and others in relation to the products and services we offer,
- associations we have that could influence the recommendations we make,
- how complaints made against us are dealt with, and
- how to contact us.

Other documents you may be given

You will be given an Information Statement whenever we recommend or offer to issue to you a savings account, term deposit or non-cash payment product.

The Information Statement will contain information about the product, including:

- the terms and conditions that apply to it,
- any fees and charges that are payable, and
- any interest rate/s that apply.

The Information Statement will help you compare financial products and decide whether you wish to acquire the product. Before you acquire any other type of product from us, such as a loan or credit card, you will be given documents that explain the product's features, the terms and conditions applying to the product, and any fees and charges that are payable.

You will be given a **Product Disclosure Statement (PDS)** whenever we recommend or offer to issue to you an insurance product authorised by our Australian Financial Services licence. The PDS provides information on the actual product including product details affecting the product or service and how to resolve a dispute. The PDS will help you to compare insurance products to assist you to decide whether you wish to acquire the product.

If we provide you with personal advice about consumer credit insurance products, you will be given a **Statement of Advice (SOA)**.

Personal advice is advice that takes into account your objectives, financial situation or needs. The SOA will set out the advice we have given you, explain the basis for the advice, and give you information about any remuneration, commission or associations with others that may have influenced the advice. The SOA will be your record of the advice and help you understand why the advice was given.

Financial services we are authorised to provide

We hold an Australian Financial Services (AFS) licence, which authorises us to advise on, and deal in:

- Deposit Products, such as Savings Accounts and Term Deposits.
- Non-Cash Payment Products, such as Visa, BPAY®, Telephone Banking, Cheque facilities, Internet Banking, Direct Debit facilities and Periodic Payment facilities.

- General Insurance Products, such as Home Building insurance, Home Contents insurance, Motor Vehicle insurance, Landlord insurance, Caravan insurance, Boat insurance and Motorcycle insurance.

- Consumer Credit Insurance Products

Who we act for

PCU acts as the agent of **Allianz Australia Insurance Ltd** ABN 15 000 122 850 (Allianz) AFS Licence 234708 whenever we issue, or arrange for the issue of, General Insurance Products. **Club Marine Limited** ABN 12 007 588 347 AFS Licence No. 236916 issues Boat insurance as agent of the insurer Allianz Australia Insurance Limited ABN 15 000 122 850 AFS Licence No. 234708 (Allianz). Travel Insurance is issued by Allianz and arranged and managed by **AWP Australia Pty Ltd** trading as **Allianz Global Assistance** ABN 52 097 227 177 AFSL 245631.

PCU acts as the agent of **Allianz Australia Insurance Ltd** ABN 15 000 122 850 (Allianz) AFS Licence 234708 of 2 Market Street, Sydney NSW 2000 whenever we issue, or arrange the issue of, Mortgage Repayment Insurance and Loan Cover Insurance product. Allianz is the insurer of the Disability cover and Involuntary Unemployment cover and is only responsible for these covers. **Allianz Australia Life Insurance Limited** (Allianz Life) ABN 27 076 033 782 AFSL 296559 is the insurer of the **Death and Terminal Illness cover** and is only responsible for this cover. Allianz acts as Allianz Life's agent in offering and administering the Death and Terminal Illness cover.

PCU acts as the agent of **MasterCard Prepaid Management Services Australia Pty Ltd** ABN 47 145 452 044, AFSL 386 837 whenever we issue, or arrange the issue of the Cash Passport product.

PCU acts as the agent of **Travelex Limited** ABN 36 004 179 953, AFSL 222 444 (Travelex) whenever we issue, or arrange the issue of Travelex payment products.

PCU acts as the agent of **Western Union Business Solutions (Australia)** ABN 24 150 129 749, AFSL 404092 whenever we issue, or arrange the issue of Western Union Business Solutions payment products.

Otherwise we do not act for anyone but ourselves when we provide the authorised financial services.

Other associations we have

Police Credit Union is a shareholder of **Cuscal Limited** ABN 95 087 822 455 (CUSCAL), a company that provides services to us and many other credit unions. Through arrangements with CUSCAL we offer cheque facilities. CUSCAL is a principal member of Visa International and we offer VISA products as a result of that relationship.

Police Credit Union is a member of the BPAY® electronic payment scheme operated by **BPAY® Pty Ltd** ABN 69 079 137 518 and therefore offers BPAY® facilities.

PCU refers members who are interested in financial planning advice to **Bridges Financial Services Pty Ltd** ABN 60 003 474 977.

Police Credit Union Ltd

17-23 Carrington Street Adelaide PO Box 6074 Halifax St PO SA 5000
p: 1300 131 844 f: 08 8208 5789 w: policecu.com.au

AFSL/Australian Credit Licence 238991 BSB 805 005 ABN 30 087 651 205

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Remuneration that may be paid to us and others in relation to the products and services we offer

If we provide you with a product or service you may have to pay us fees and charges. Details of our fees and charges are set out in our **General Service Fees Sheet**.

If an insurance policy is issued to you by or on behalf of Allianz you will have to pay a premium to Allianz, details of which are set out in the Product Disclosure Statements for those products. PCU receives commission from Allianz. If and when you take out a policy with Allianz, through us, PCU will receive a commission that is between 0% and 30% of the premium.

We receive commission on Cash Passport products provided by us of up to \$10.00.

We receive commission on Travelex and Western Union Business Services products provided by us. The commission ranges from \$2.50 up to \$10.00.

We receive commission on transactions made using Visa ranging from 0% to 1.24% of the value of the transaction. The commission rates vary depending on whether the transactions are performed within Australia or outside Australia.

We receive commission on transactions made using BPAY® of 0.27% of the value of the transaction, plus between \$0.37 and \$0.41 per transaction paid by the biller institution.

Bridges pay PCU up to 22.5% of any upfront fee, and up to 14.5% of any ongoing fee they receive from clients referred by PCU and also receives incentive payments of up to 0.20% for each six month period per year for all new funds held under management.

Police Credit Union may pay commissions or provide other benefits to external parties who refer customers to Police Credit Union. These benefits and commissions could consist of a single one-off payment or benefit, or calculated as a percentage of the total amount of sales generated by the external party's referrals.

Police Credit Union staff receive salaries. They may also be eligible to receive a small bonus payment for their performance during the year or if they achieve certain set service levels.

Dispute Resolution

If you have a concern or complaint about any Police Credit Union product or service, you should attend one of our branches or contact us via one of the methods listed below and our staff will deal with the matter promptly.

Concerns and Complaints

Mail	PO Box 6074 Halifax St, Adelaide SA 5000
Telephone	1300 131 844
Email	pcu@policecu.com.au

If your concern or complaint is not resolved to your satisfaction, you can contact our Dispute Resolution Officer via one of the methods listed and an internal review will be undertaken. If the Officer is able to resolve the dispute, he or she will promptly notify you in writing of, and giving reasons for, the outcome.

The Officer will normally resolve the dispute within 45 days of the initial complaint being lodged.

Dispute Resolution Officer

Mail	PO Box 6074 Halifax St, Adelaide SA 5000
Telephone	1300 131 844
Email	disputes@policecu.com.au

Police Credit Union is a member of the Australian Financial Complaints Authority (AFCA), so if you are not satisfied with the outcome of the dispute, you can ask for a review by this independent body.

Australian Financial Complaints Authority

Mail	Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001
Telephone	1800 931 678 (free call) 9am-5pm AEST
Email	info@afca.org.au
Website	www.afca.org.au

How to contact us

You can contact the Police Credit Union by:

Mail	Police Credit Union Ltd, 17-23 Carrington Street, Adelaide SA 5000 PO Box 6074, Halifax Street, Adelaide SA 5000
Telephone	1300 131 844
Email	pcu@policecu.com.au

Providing instructions to Police Credit Union

You can contact us by using the contact details set out in this document. Some products and services may have their own rules regarding how to provide instructions or perform certain transactions. For more details, please refer to the Information Statements provided for each product or service.

Police Credit Union Ltd

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