



Queenslanders Credit Union Ltd
ABN 85 087 651 063
Australian Financial Services Licence No 238022

Financial Services Guide

**This Financial Services Guide is effective from
1st December 2007**

What is the purpose of this Financial Services Guide?

We have designed this Financial Services Guide (FSG) to assist you in deciding whether to use any of the financial services we offer. This FSG will provide you with information about:

- Our name and contact details;
- The financial services we are authorised to provide;
- Any remuneration that we, or any other relevant person, may be paid in relation to the financial services we offer;
- How we deal with complaints against us.

What other documents might I receive?

When we provide you with a financial service, we may also have to provide you with a Statement of Advice or a Product Disclosure Statement or Terms and Conditions Statement. These documents are described below.

Statement of Advice

A Statement of Advice is a document that sets out personal advice we give to you, the basis on which we give the advice, and any benefit or association that may influence the advice we provide to you. The Statement of Advice helps you to make an informed decision about whether to act upon that advice.

We must give you a Statement of Advice when we provide you with advice in relation to a financial product, after taking into consideration your objectives, financial situation or needs. We will not provide you with a Statement of Advice if our advice relates only to our basic deposit products, non-cash payment facilities or travellers' products.

Product Disclosure Statement or Terms and Conditions Statement

A Product Disclosure Statement or Terms and Conditions Statement (PDS or TCS) is a document that provides you with information about a financial product and the entity that issues the financial product (the Issuer).

We must provide you with a PDS or TCS about a financial product for which a PDS or TCS is available when:

- we recommend that you acquire the financial product; or
- we issue, offer to issue, or arrange the issue of, the financial product to you.

The PDS or TCS will contain information about the financial product so that you can make an informed decision whether or not to acquire it. A PDS or TCS about a financial product will include, amongst other things:

- the Issuer's name and contact details;
- the significant features of the financial product and its terms and conditions;
- any significant benefits and risks associated with holding the financial product;

- the fees and costs associated with holding the financial product;
- dispute resolution procedures, and how you can access them.

What financial services can we provide?

Our Australian Financial Services Licence authorises us to deal in and provide advice about the following financial products:

- deposit products – our transaction, savings and term deposit accounts;
- non-cash payment products – such as member chequing, Redicard, Redicard PLUS, Visa Debit Card, Phone and Internet banking and travellers' cheques;
- term or investment deposit accounts that are not basic deposit products;
- general insurance; and
- consumer credit insurance.

In addition to the financial services we provide under our Australian Financial Services Licence, we also deal in and advise on consumer and commercial lending products.

On whose behalf do we provide the financial services?

When we provide advice about financial products, we do so on our own behalf.

When we issue our own financial products – deposit accounts and non-cash payment facilities – we do so on our own behalf.

When we arrange to issue a third party's financial products, we do so on behalf of the third party product issuer. We act for third party product issuers when we provide or arrange:

- general insurance;
- consumer credit insurance;
- traveller's products.

Details of who the relevant product issuer is will be included in the PDS for that financial product.

What remuneration or other benefits do we receive for providing the financial services?

We do not charge you a fee for providing you with financial product advice or issuing you with our own financial products. Third party product issuers may charge fees for issuing financial products that we arrange. Details of fees and charges will be contained in the PDS for that product.

We may charge you fees when you carry out transactions on a deposit account or when you use our non-cash payment facilities, such as cheque books, transaction cards, etc. These fees are set out in our *Fees and Charges & Transaction Limits* brochure for our Queenslanders Credit Union Account & Access Facility, available to you on request.

We also may receive commissions:

- when you carry out certain transactions using our Visa Debit Card – at a range of rates between 0.5% to 1.75% on the \$AUD of all sales by merchants; the commission rate varies depending on whether sales are made inside or outside Australia;
- when you make payments using BPAY® - at a rate of \$0.55 per payment – paid to us by BPAY®;
- when we arrange to issue travellers products to you – at the rate of 1% on the \$AUD value of the product sold;
- when we arrange insurance policies for you, commissions range from 5% to 20% of premiums for new insurance renewals, depending on the type of insurance product sold.

If you receive personal advice from us in relation to insurance products, we will be required to provide you with more detailed information about the amount of commission that we may receive or the method in which commission is calculated, in or with your Statement of Advice.

What remuneration or other benefits do our employees receive for providing the financial services?

As a rule, our staff members are remunerated principally by salary. Our staff may receive commission paid by the Credit Union, based on the value of products sold and the number of sales achieved.

What should you do if you have a complaint?

We conduct a dispute resolution system to deal with any complaints you may have about any of our financial services. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we have resolved your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution centre.

If you want to make a complaint, contact our staff at any branch and tell them that you want to make a complaint. Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint.

We have an easy to read guide to our dispute resolution system available to you on request.

Contact Us

Brisbane City (Head Office)

Telephone: (07) 3218 7200 Facsimile: (07) 3221 5169
96 Albert Street, Brisbane Qld 4000
GPO Box 2219, Brisbane Qld 4001
Email: info@queenslanders.com.au
Opening hours: 9:00am to 4:00pm Mon to Fri
(except Tuesdays when we open at 10:00am)

Brisbane City

Telephone: (07) 3229 9799 Facsimile: (07) 3229 5614
Cnr Creek & Adelaide Streets, Brisbane Qld 4000
Opening hours: 8:30am – 4:00pm Mon to Fri

Booval

Telephone: (07) 3816 3307 Facsimile: (07) 3816 1891
34 Station Road, Booval Qld 4304
Opening hours: 9:00am – 4:45pm Mon to Fri
8:30am – 11:00am Sat

Booval Fair

Telephone: (07) 3202 2466 Facsimile: (07) 3816 1891
Booval Fair Shopping Centre
Cnr. Station & Brisbane Roads, Booval Qld 4304
Opening hours: 8:30am – 4:45pm Mon, Tues, Wed & Fri
8:30am – 6:00pm Thurs & 8:30am – 11:00am Sat

Brassall

Telephone: (07) 3201 5900 Facsimile: (07) 3816 1891
Brassall Shopping Centre
Hunter Street, Brassall Qld 4305
Opening hours: 9:00am – 4:45pm Mon, Tues, Wed & Fri
9:00am – 6:00pm Thurs & 8:30am – 11:00am Sat

Cairns

Telephone: (07) 4031 3966 Facsimile: (07) 4031 3988
Suite 12, 36 Grafton Street, Cairns Qld 4870
Opening hours: 9:00am – 5:00pm Mon to Fri

Townsville

Telephone: (07) 4773 9822 Facsimile: (07) 4773 9688
581 Ross River Road, Kirwan Qld 4817
PO Box 1340, Thuringowa Qld 4817
Email: townsville@queenslanders.com.au
Opening hours: 8:30am – 4:30pm Mon to Fri

Yamanto

Telephone: (07) 3288 0600 Facsimile: (07) 3288 0410
Winston Glades Shopping Centre
Winston Glades Qld 4305
Opening hours: 9:00am – 4:45pm Mon, Tues, Wed & Fri
9:00am – 6:00pm Thurs & 8:30am – 11:00am Sat

PHONE TOLL FREE: **1800 177 278**

AFTER HOURS: **(07) 3218 7290**

PHONE BANKING: **1300 363 130**

www.queenslanders.com.au

Please note our BSB Number is 804-059

This is the number which identifies Queenslanders Credit Union. It is the number you should quote when setting up direct debits or credits from or to your Queenslanders Account. Please do not quote the BSB Number listed at the bottom of cheque books and deposit books.