

### What associations do we have?

We are a member of COBA, the major industry association in Australia for mutual banks and credit unions.

We have a shareholding in Australian Settlements Ltd (ASL). We also utilise the settlement services of Cashcard Australia Pty Ltd, a wholly owned subsidiary of First Data International who provide settlement services. ASL also sponsors us into the BPAY Scheme. We are sponsored into the VISA International network by ASL, and utilise the cheque clearing services of Westpac.

We have no association or relationship with any third party other than those disclosed here that may influence the authorised financial services that we provide.

### When we give you advice

In some cases we will give you general advice. General advice is a recommendation or opinion which has not taken into account your investment needs, objectives and financial situation. Before acting on such advice, you should assess whether it is appropriate for you given your investment needs, objectives and financial situation.

If the general advice we give you involves a recommendation that you acquire a particular financial product (e.g. householders insurance) then you will be offered a Product Disclosure Statement (PDS) relating to that product, and should consider the information it contains prior to deciding to proceed.

In some instances we can assist you to arrange financial products (e.g. general insurance) over the telephone.

If you instruct us to arrange an insurance contract over the telephone, we will also give you a Product Disclosure Verbal Statement (PDVS).

### Dispute Resolution

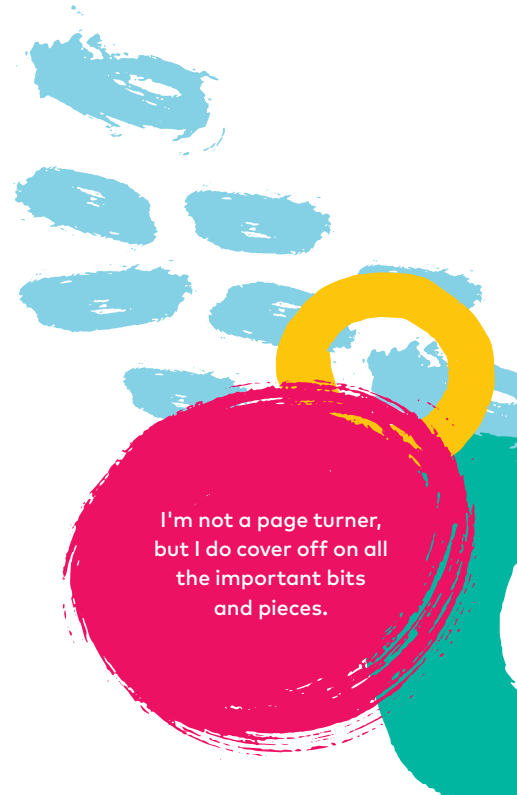
If you are not satisfied with any of the products or services that we offer, please refer your complaint to the branch or department that you were dealing with, and we will in all instances attempt to satisfactorily address your concern in accordance with our comprehensive Internal Dispute Resolution Scheme (IDRS). You can write to our Dispute Resolution Officer at PO Box 194 Launceston TAS 7250.

If you are still not satisfied, we are a member of the Australian Financial Complaints Authority (AFCA), which is an external and independent body that will hear your complaint free of charge.

For full information on both our internal and external dispute resolution policies, please ask at any of our stores for our "Resolving your Concern" brochure.

Alternatively, you can find more information on our website [www.bankofus.com.au](http://www.bankofus.com.au)

# FINANCIAL SERVICES GUIDE



I'm not a page turner, but I do cover off on all the important bits and pieces.



1300 306 716 | [bankofus.com.au](http://bankofus.com.au)

Bank of us is a trading name of B&E Ltd  
ABN 32 087 652 088 AFSL & Australian Credit Licence 236870



29 March 2021

This Financial Services Guide provides information about the financial services we offer under our Australian Financial Services Licence (AFSL). It is designed to help you to decide whether you wish to use those services.

### How to contact us.

Post | Bank of us, PO Box 194, Launceston, TAS 7250  
 Telephone | 1300 306 716  
 Fax | 03 6348 3366  
 Email | info@bankofus.com.au  
 Website | www.bankofus.com.au

### What kind of financial services do we offer?

We are authorised under our Australian Financial Services Licence (AFSL) to deal and advise in the following Bank of us products:

- Basic Deposit Products - which includes all of our Savings, Transaction and Term Investment Account products.
- Non-Cash Payment Facilities - which includes Internet Banking, BPAY, VISA Debit Cards, Access Cards, Direct Debits and Credits, Periodical Payments and Sweep Arrangements.

We are also authorised to deal and advise in General Insurance on behalf of a licensed insurance company for whom we act as an intermediary. Specifically, we are authorised to deal and advise in:

- General Insurance - Householders, Landlords, Private Motor Vehicle, Caravan, Boat, Travel and Motor Cycle Insurance.

### Who do we act for?

We act on our own behalf at all times for Basic Deposit Products (Savings, Transaction and Term Investment Account products) and Non-Cash Payment Facilities.

For General Insurance products as listed above, we act as an intermediary for CGU Insurance. While we can arrange insurance contracts on your behalf, in our capacity as an intermediary, your contract is with the insurer, and the responsibility for the performance of the contract also lies with the insurer.

For Merchant facilities we act as an intermediary for Tyro Payments Limited. While we can arrange a merchant facility on your behalf in our capacity as an intermediary, your contract is with Tyro Payments Limited.

In providing Cash Passport cards we act as an intermediary for MasterCard Prepaid Management Services Australia Pty Limited.

For foreign currency products and conversion such as Telegraphic Transfers, Drafts or Foreign Cash we act as an intermediary for Western Union Business Solutions (WUBS). In providing you with this service, Western Union Business Solutions (WUBS) acts under its own Australian Financial Services Licence (AFSL 404092).

If you require Consumer Credit (Debt) Insurance\*, we may refer you, with your permission, to MLC Limited ABN 90 000 000 402 AFSL 230694 (MLC), with whom we have a referral arrangement. Any subsequent contract is with MLC.

\*Under no circumstances do we provide general or personal advice on Consumer Credit (Debt) Insurance.

### What remuneration or other benefits do we receive?

We receive commission on any insurance contract we arrange on your behalf. The commission payment is based on a percentage of the premium paid (excluding any stamp duty, fire services levy and GST) as follows:

### CGU INSURANCE\*

Policy Type	Commission
Householders	up to 20%
Landlords	20%
Private Motor Vehicle	10%
Caravan	10%
Boat	10%
Travel	30%
Motor Cycle	10%

\*While we do not arrange other types of insurance offered by CGU on your behalf (e.g. Strata Insurance, Commercial Insurance), we are entitled to receive a commission for any such insurance contract that we refer to CGU. The maximum commission payable is 30%. CGU Insurance is a part of the Insurance Australia Group (IAG) of companies. CGU Insurance products are underwritten and issued by Insurance Australia Limited ABN 11 000 016 722 AFSL 227681.

### BPAY

We are an Associate Member of the BPAY Scheme. As at the date of printing, we receive a gross fee of \$0.45c (exc. GST) for each BPAY payment that we process on your behalf.

### MERCHANT FACILITIES

We may, under certain circumstances, receive commission from Tyro Payments Limited depending on the length of the contract, the number and total value of transactions conducted.

### Foreign Currency Products and Transfers

We receive commission on all foreign currency products and transfers we arrange on your behalf. The commission or fee paid to us including GST is as follows:

Drafts	\$13
Telegraphic Transfers (outgoing)	\$20 (non \$AUD) \$15 (in AUD)
Telegraphic Transfers (incoming)	\$10
Cash Passport Card	\$10 Store initial activations and reloads 1% of face value for reloads via BPAY
Money Transfer	20% of the fee paid

For all foreign currency transactions we arrange on your behalf we will receive 20% of any foreign exchange profit.

### VISA

We are also a Sponsored Member of VISA International. As a card issuer, we receive interchange fee income from any card acquirer when you use your VISA debit card and select the "credit" button. We do not set interchange fee rates.

### CONSUMER CREDIT (DEBT) INSURANCE

We may receive commission from MLC Limited where you subsequently arrange Consumer Credit (Debt) Insurance with them following referral by us. The commission received will be 20% of the first years premium for the associated policy.

### Staff salaries, benefits and incentives

All Bank of us staff are paid salaries. They may receive additional benefits for achieving sales and service targets, including those relating to the sale of General Insurance Products, or for other outstanding performance. Staff incentives may either be individual or team based and can take the form of a cash bonus through salaries, functions, hampers, vouchers, movie tickets etc.

### What other Bank of us products and services do we offer?

Apart from the financial services which we are authorised to provide under our Australian Financial Services Licence, we also offer:

- Home Loans and Vacant Residential Land Loans
- Line of Credit facilities
- Residential Investment Loans
- Personal Loans
- Business Loans and Overdrafts
- Credit Cards