



FINANCIAL SERVICES GUIDE

Australian Country Credit Union Ltd trading as Reliance Member Banking

ABN 57 087 650 575

AFSL No. 247466

Issue Date: 11 May 2009

The Financial Services Guide ("FSG") is current at the above date.

The Financial Services Guide

The FSG is designed to help you decide whether to use the Credit Union's products or services. The FSG contains information on:

- Product Details and Advice
- Our Products and Services
- Our Business Partners
- Our Remuneration and other Benefits
- How We Handle Complaints
- How To Contact Us

Product Details and Advice

You will receive a Product Information Guide ("PG") whenever we recommend or issue to you a savings account, term deposit or non-cash payment product.

You will receive a Product Disclosure Statement ("PDS") whenever we recommend or issue to you a non-basic deposit product or insurance policy.

The PG and PDS includes information regarding:

- Product Details – including terms and conditions
- Fees & charges of the product
- Features & Benefits of the product
- Interest Rates
- How To Make A Complaint and resolve your concerns

The PG and PDS will help you compare financial products and decide whether you wish to acquire the product.

Statement of Advice

If we provide you with personal advice on any non-basic deposit product, then you will receive a Statement of Advice ("SOA"), which sets out the information you have given us relating to your circumstances and needs, and the advice we have given you on the product. The SOA will confirm the advice and help you understand why the advice was given.

Regulation of All Authorised Deposit-Taking Institutions (“ADI’s”)

Australian Country Credit Union Ltd trading as Reliance Member Banking is an authorised deposit-taking institution in Australia and in order to qualify for this status, the Credit Union has to operate in accordance with the requirements of the Australian Prudential Regulation Authority (“APRA”). Reliance is bound by the provisions protecting depositors in accordance with the relevant legislation. Depositors are therefore assured of exactly the same protection as they would receive with any other Australian Financial Institutions.

Our Products and Services

We are licensed by the Australian Securities and Investment Commission (“ASIC”) to advise and deal in relation to:

- **Deposit Products**
Basic and non-basic Deposit Products i.e.: Transactional Savings Accounts and Term Deposits
- **Non-Cash Payment Products**
i.e.: Member Cheques, VISA Cards, Redicards, Direct Debits, Direct Credits, Quick Debits, Periodical Payments, Internet Banking (BranchNET), Telephone Banking (PHONEteller), BPAY®, Travellers Cheques, Domestic and International Drafts, Financial Planning Referrals.

We are also licensed by ASIC to advise in relation to the following Insurance:

- **General Insurance**
i.e.: home / contents, motor vehicle (and other mortgaged property insurance e.g.: boat and caravan), landlord insurance and travel insurance
- **Consumer Credit Insurance**
i.e.: CCI or Loan Repayment Insurance

Intermediary Arrangements

We act as an Intermediary for certain licensed insurers (see below). This means that we are authorised by certain insurers to enter into insurance contracts on behalf of the insurer. Your contract of insurance therefore will be with the insurer not with the Credit Union. The insurer (not the Credit Union) will be responsible for the performance of the insurance contract.

Our Business Partners and Commissions

We act on behalf of:

- **CUMIS Insurance Society Inc.** ABN 72 000 562 121 AFSL 245491 and
CUNA Mutual Life Australia Limited ABN 83 089 981 073 AFSL 245492
Telephone 1800 730 121
in relation to Domestic Insurance Products and Consumer Credit Insurance
- **Travelex Limited**
ABN 36 004 179 953 AFSL 222444
Telephone 1800 673 453
in relation to the provision of foreign exchange products including travellers cheques, drafts, currency, etc

Commissions

We receive commission on insurance products as a percentage of the premium paid for each policy as follows:

▪ MemberCare Home Insure	18%
▪ MemberCare Home Insure Plus	18%
▪ MemberCare Investor Insure	18%
▪ MemberCare Motor Insure (incorporates Motor Bike)	11%
▪ MemberCare Caravan Insure	11%
▪ MemberCare Boat Insure	10%
▪ MemberCare Loan Insure	20%
▪ MemberCare Mortgage Insure	20%
▪ MemberCare Mortgage Insure Plus	20%
▪ MemberCare Continuing Credit Insure	20%

If personal advice is given and an insurance policy is purchased through us:-

- (i) The quantum of commission we will receive will be disclosed in the Statement of Advice; or
- (ii) If the quantum is not calculable at the time the personal advice is given, the manner in which the commission is to be calculated will be disclosed in the Statement of Advice.

We also receive commissions from the following sources –

BPAY ®

- Debit Account Capture Reimbursement Fee \$0.41 * (exclusive of GST)
 - Credit Account Capture Reimbursement Fee \$0.37 * (exclusive of GST) plus 0.27% of the transaction value
- * Note that an additional BPAY ® View delivery fee of \$0.05 (exclusive of GST) may also be payable

VISA Cards

When you use your VISA Debit Card to pay for goods and services we receive a commission from the merchants. The commission rate depends upon the type of transaction performed and the classification of the merchant as follows:

- Domestic Transactions
 - VISA Debit (interchange rates vary up to 40.7 cents inclusive of GST or a percentage of the transaction value equivalent to 0.3355% in some cases (the abovementioned range complies with the RBA's requirements for the weighted average domestic interchange rate being equal to or less than 12 cent benchmark)
 - VISA Credit (interchange rates vary up to 81.4 cents inclusive of GST or a percentage of the transaction value ranging up to 0.6017% in some cases (the abovementioned range complies with the RBA's requirements for the weighted average domestic interchange rate being equal to or less than 0.33% of the transaction value for VISA Credit transactions)
- International Transactions (the commission rates range between 1.10% and 1.64% of the \$AUD value of the transaction)

Traveller's Cheques / Foreign Currency Products

We provide traveller's cheques and other foreign currency products through Travelex. For each transaction we receive the lesser of 1% of the Australian Dollar transaction value or \$10.00.

Mere Referrer Arrangements

We act as a mere referrer for:-

Zurich Australia Limited ABN 92 000 010 195 AFSL 232510

Telephone 13 15 51

Provider of Life Insurance Products

If you buy any of the following policies – Term Life, Income Replacement and / or Trauma Cover, the Credit Union will receive commission of 10% (plus GST) for existing business, and 20% (plus GST) for any new business from 1 August 2007 from Zurich on any premium paid. This assists the Credit Union in providing ongoing services for its members. Commissions are received on a monthly basis.

CUNA Mutual Life Australia Limited ABN 83 089 981 073 AFSL 245492

Telephone 1800 730 121

Provider of Life Insurance Products

If you buy a MemberCare Life Insure policy, the Credit Union receives commission as a percentage of the premium paid for each policy of 15%.

CUMIS Insurance Society Inc. ABN 72 000 562 121 AFSL 245491

Telephone 1800 730 121

Provider of Travel Insurance Products

Travel Insurance policies are underwritten by ACE Insurance Limited ABN 23 001 642 020. The Credit Union receives 50% of the commission received by the CUNA Mutual Group from ACE for travel insurance policies.

Wesfarmers Federation Insurance Limited ABN 24 000 036 279 AFSL 241461

Telephone 1300 934 934

Provider of Rural and Commercial General Insurance Products

We receive commission if you buy any of the following policies through Wesfarmers – Motor Insurance (7.5%), Other Insurance Business excluding Crop Insurance (10%) and Crop Insurance (5%)

For policy renewals, the commission we receive is Motor Insurance (5%), Other Insurance Business excluding Crop Insurance (7.5%) and Crop Insurance (5%)

Bridges Financial Services Pty Ltd ABN 60 003 474 977 AFSL 240837

Telephone 1800 221 151

Provider of Financial Planning Services

We have arrangements to receive referral fees in respect of any members that we refer to Bridges. If you have been referred to Bridges by us we may receive from that party a fee ranging from 0% to 30% of the entry and / or ongoing fee. Commissions are received on a monthly basis.

Credit and Other Products

We also provide:

- Mortgage Loans
- Business & Rural Finance
- Overdrafts
- Personal & Car Loans
- Car Buying Service

Terms and conditions will also be provided to you before taking out other Reliance products including home loans, personal loans, car loans and overdrafts.

Our Fees and Other Rewards

We charge the fees and charges applicable to our products and services as set out in our Schedule of Fees & Charges brochure (BRO-410).

Our representatives are salaried employees and as a general rule are remunerated principally by salary.

They may also receive a small annual bonus or a quarterly loyalty bonus to reflect achievement in overall corporate profitability or to reward length of service.

Quarterly incentive payments may also apply for achieving certain set service levels and targets regarding products and services. The value of these incentives may be amended from time to time.

From time to time we may allow third party product issuers to run promotion programs under which they may reward or provide benefits to our staff for their success in arranging the issue of the third party's products during the promotion period.

If you receive any Statement of Advice from us, we may be required to provide you with more detailed information about any relevant benefit.

If You Have a Complaint

If you have a concern or complaint about any Reliance Product or Service, you should contact us. We have a dispute resolution system to deal with any complaints you may have. 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 resolve your complaint, or if we do not respond speedily, you may refer the complaint to an external and independent third party for resolution. The Credit Union is a member of the Financial Ombudsman Service (FOS), an independent third party, who investigates disputes on behalf of Credit Union members.

If you want to make a complaint, contact one of our staff at any Membership Centre or Agency 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 also have an easy to read guide to our dispute resolution system available to you on request.

How to Contact Us

Registered Office:	203-209 Russell Street Bathurst NSW 2795
Mail:	Australian Country Credit Union Ltd PO Box 330 Bathurst NSW 2795
Phone:	13 24 40 or 1800 222 626 (from outside NSW)
Fax:	1800 022 055
Email:	admin@reliance.com.au
Website:	www.reliance.com.au
Membership Centres:	Bathurst, Blayney, Dubbo, Kandos, Oberon, Parkes, Parramatta, Sydney (City)
Agencies:	Eugowra, Gulargambone, Trundle