

When we give you advice

We may give you personal financial advice that takes into account your objectives, financial situation or needs. To give you personal advice, we need to find out what these are.

You do not have to tell us information about yourself if you do not wish to do so. However, if you do not give us complete and accurate information, the advice we give you may be based on incomplete or inaccurate information about your personal circumstances. Therefore, you should consider the appropriateness of the advice having regard to your circumstances before you act on it.

We may also give you general advice that does not take into account your personal objectives, financial situation or needs. Before acting on such advice you should assess whether it is appropriate for you.

If this advice recommends that you should acquire a particular financial product, you should obtain a PDS or Terms and Conditions brochure for that product and consider the information in it before deciding to acquire the product. Copies of our PDS' and Terms and Conditions brochures are available from us.

Mutual Banking Code of Practice

We subscribe to the Mutual Banking Code of Practice ("the Code"), which outlines general values and principles that we will apply when dealing with our members, customers and the broader community. You can obtain a copy of the Code from us.

Internal complaint and dispute resolution

If for any reason you have cause to register a complaint with us you can do so at any Banking and Advice Centre, by contacting our National Call Centre on 13 13 21, or by emailing us through our website at australiancentral.com.au

Our staff will be understanding of your situation and wherever possible take immediate steps to resolve your issue. For more complex matters we may request that you make a written submission and we will give you an expectation of when the matter should be resolved and advise you accordingly.

A dispute arises if you make a complaint to us about a product or service and you are not satisfied with the response you receive. You can request a review of a dispute by contacting us.

If you are not satisfied with the outcome of Australian Central's Internal Dispute Resolution Process and wish to progress your complaint further, you can contact the Financial Ombudsman Service. If your complaint relates to an alleged breach of the Code and you have not suffered any loss or detriment, you can report the matter to the Code Compliance Manager. Both can be contacted on 1300 780 808 or by writing to GPO Box 3, Melbourne, VIC 3001.

How to contact us?

- Phone our National Call Centre on 13 13 21,
- Write to us at GPO Box 1942, Adelaide SA 5001,
- Visit our website at australiancentral.com.au,
- Email us at general@accu.com.au

13 13 21

australiancentral.com.au
general@accu.com.au

South Australia

60 Light Square, GPO Box 1942, Adelaide 5001

Northern Territory

66 Mitchell Street, Darwin 0800

Western Australia

Level 1, 431 Roberts Road, Subiaco 6008

For a full list of Australian Central Banking and Advice Centres please visit australiancentral.com.au

Australian Central Credit Union Ltd.
AFSL 244310. ABN 11 087 651 125.

Financial Services Guide

Effective Date - 15 May 2009

Date of preparation - 15 May 2009

Our Financial Services Guide

The Financial Services Guide (FSG) is an important document that provides you with information about Australian Central Credit Union Ltd (Australian Central) to help you decide whether to use the financial services that we offer.

This FSG contains information about:

- The financial services we are authorised to provide under our Australian Financial Services Licence (AFSL),
- How we, and any person associated with us, are remunerated for the financial services we offer,
- Any associations that we have that may influence our recommendation to you,
- Our procedures for dealing with disputes and how you can access them, and
- How to contact us.

Other important documentation you may receive

If we provide a financial service to you we may also need to provide you with other important documentation.

Product Disclosure Statement

A Product Disclosure Statement (PDS) provides you with information about a financial product and the company that issues it.

We will provide you with a PDS if we give you personal advice about the product or if we recommend that you acquire a particular financial product or if we offer to provide, or arrange to provide, you with a financial product. The PDS will assist you to make an informed decision about whether to acquire a particular financial product.

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YOU'RE CENTRAL TO EVERYTHING WE DO



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The PDS will contain information about the costs, benefits, features, dispute resolution processes and risks associated with the product.

You will not receive a PDS where the product in question is a basic deposit product or a non-cash payment facility related to a basic deposit product.

Statement of Advice

We will provide you with a Statement of Advice (SoA) when we give you personal financial advice that takes into account any one or more of your objectives, financial situation and needs. The SoA will assist you to make an informed decision about whether to act upon our advice to you.

The SoA will contain the advice we give to you. It will also contain information about the basis on which the advice was given (including if the advice is based on incomplete or inaccurate information about your personal circumstances), fees, commissions, remuneration and other benefits earned by us that may be relevant to our advice to you, and associations with others that may have influenced our advice to you.

You will not receive a SoA where the product in question is a basic deposit product, a non-cash payment facility related to a basic deposit product or a Travellers' Cheque.

Our Products and Services

Our AFSL authorises us to provide the following financial products and services:

- Provide financial product advice (both general advice and personal advice); and
- Deal in financial products (both on our own behalf and on behalf of others).

These services may be provided with a range of financial products, including:

- Transaction and Savings Accounts
- Term Deposit Accounts
- Cheque facilities
- Direct debit facilities
- BPAY®
- Periodical Payments
- Travellers' Cheques
- Domestic and International Drafts
- General Insurance
- Wealth Management (note: Australian Central has developed a separate Financial Services Guide for Wealth Management).

Who do we provide the Financial Products and Services for?

Unless otherwise stated, Australian Central acts on its own behalf at all times when providing financial services referred to in this FSG.

We act as an intermediary of CUNA Mutual Life Australia Limited (AFSL 245492 ABN 83 089 981 073) (CUNA Mutual Life) and CUMIS Insurance Society Inc. (AFSL 245491 ABN 72 000 562 121) trading as "CUNA Mutual General Insurance" (CUNA Mutual General Insurance).

This arrangement authorises us to arrange for these insurers to issue general insurance and life insurance products to our members.

We have an arrangement to refer members to the following third parties who can assist with obtaining other insurance products:

- Jardine Lloyd Thompson Pty Ltd – for commercial, rural and strata insurance (AFSL 226827 ABN 69 009 098 864).
- CUNA Mutual General Insurance – for travel insurance underwritten by ACE Insurance Ltd (AFSL 239687 ABN 23 001 642 020).

We also have an arrangement with Travelex Limited (AFSL 222444 ABN 36 004 179 953) ("Travelex").

This arrangement allows us to arrange for Travelex to issue (either itself or via another party) Travellers' Cheques, International Drafts and International Telegraphic Transfers to our members.

Remuneration

Australian Central does not charge a fee for providing financial advice or for issuing you with our own financial products. (This does not apply to Wealth Management Products. See separate FSG for more information.)

We may charge you fees when you transact on your accounts or when you use non-cash payment facilities such as transaction cards, BPAY etc. You will find our fees and charges set out in our Schedule of Fees and Charges, which is available upon request or by visiting our website at australiancentral.com.au

Australian Central may also receive commissions:

- When you carry out some transactions using our Visa Card, a range of commission rates may apply.
 - inside Australia - dependent on the transaction type the commission can be either 0.34% of the transaction amount or a fixed amount of up to 41 cents per transaction, with an average of 13 cents per transaction.
 - outside Australia - the commission rates are between 1.10% and 1.64% of the \$AUD value of the transaction.

The commission is payable daily by Visa International.

- In relation to Travellers' Cheques and International Drafts, we may receive commissions (calculated and paid annually in arrears) of up to 0.25% depending on the total aggregate sales (in Australian Dollars) for all sales transactions in relation to Travelex products.
- When we arrange insurance policies for you - the rate of commission varies depending on the type of product sold.
 - The commission which is generally payable to Australian Central by CUNA Mutual Life for life insurance products is up to 20% of the premium (depending on the product), and is payable on a monthly basis.
 - The commission which is generally payable to Australian Central by CUNA Mutual General Insurance for general insurance products is up to 25% of the premium (depending on the product), and is payable on a monthly basis.
 - The commission which is generally payable to Australian Central by CUNA Mutual General Insurance for travel

insurance products is 60% of the commission received by CUNA Mutual General Insurance from ACE Insurance Ltd, and is payable on a monthly basis.

- In addition, for home and motor vehicle policies, CUNA Mutual General Insurance annually:
 - remits to Australian Central 50% of the underwriting net profits, after CUNA Mutual General Insurance has obtained a commercial return, if any; and
 - contributes up to 2% of written premiums for marketing purposes.
- In relation to commercial, rural and strata insurance, we do not receive any commissions from the third party underwriters. However, CUNA Mutual Life and CUNA Mutual General Insurance will pay us (on an annual basis) an amount of \$19,000 of the premium for commercial and rural insurance issued as a result of the referral. This amount may be reviewed in the future depending on the growth of the commercial insurance portfolio.
- When you carry out a BPAY transaction - a commission of approximately 45 cents is payable to Australian Central by BPAY.

If you receive personal financial advice, more detailed information about fees, commissions and other benefits payable to Australian Central will be disclosed in the SoA. (This is only applicable to insurance and Wealth Management products.)

Generally Australian Central staff are remunerated principally by salary and do not directly receive any commissions or other benefits in providing financial services to you. However, they may be eligible for periodic cash bonus payments (individual and/or team) which are based on achievement of pre-determined performance factors which includes sales targets.

From time to time, they may receive small team or individual cash prizes or vouchers from Australian Central, or third party rewards and benefits, for their success in arranging the issue of third party products.

It is not possible to determine at any given time whether a particular staff member will receive such benefits and rewards, or to quantify them. The benefits and rewards are generally not attributable to any particular financial product.

Referrals

Australian Central may pay commissions or provide other benefits to external parties who refer customers to Australian Central. 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.

Our Associations

As noted, we have a business affiliation with a number of product issuers and underwriters. These are CUNA Mutual Life, CUNA Mutual General Insurance, Jardine Lloyd Thompson Pty Ltd, ACE Insurance Ltd, Travelex Limited and Visa International.

In addition, we are a participant in the BPAY scheme and a shareholder of Credit Union Services Corporation (Australia) Ltd. ® Registered to BPAY Pty Ltd. ABN 69 079 137 518.

Supplementary Financial Services Guide

Date of preparation – 21 June 2010

This document is a Supplementary Financial Services Guide (SFSG). It supplements the Financial Services Guide (FSG), dated 15 May 2009, issued by Australian Central Credit Union Ltd (Australian Central). This SFSG is an important document. It must be read together with the Financial Services Guide. It provides you with information about Australian Central to help you decide whether to use the financial services we offer.

What additions or changes are we making to the FSG?

1. In addition to the products listed in the FSG we are also authorised to provide services with respect to Repayment Risk Management Products (Mutual Aid).
2. The "Remuneration" section on page 3 of the FSG is altered to reflect the fact that a fee is charged by Australian Central for providing the Mutual Aid product. The first paragraph of this section now reads as follows:

'Australian Central does not charge a fee for providing financial advice or issuing you with our own financial products. This does not apply to Repayment Risk Management Products (Mutual Aid) or to Wealth Management Products. See separate FSG for more information on Wealth Management Products.'

Australian Central Credit Union Ltd
ABN 11 087 651 125 AFSL 244310

