



**Australian  
Military Bank**

# **Financial Services Guide**

Effective 4 February 2019

## About this Financial Services Guide

This Financial Services Guide (FSG) is designed to help you decide whether to use Australian Military Bank's financial products and services.

The FSG contains information on:

- Our products and services
- Significant benefits and risks of a financial product
- The cost of the financial product
- Our business partners and commissions
- Payments and other benefits our staff receive
- What to do if you have a complaint
- How to contact us

## What other information should you consider?

In addition to this FSG, we will also give you information depending on the type of product or service you choose. To help you make the right decision, you should read them before you decide what to do.

In the case of our basic deposit products, term deposit products and non cash payment products, you will receive terms and conditions and a fees and charges schedule.

In the case of our retirement savings account product, general insurance products and consumer credit insurance products you will receive the relevant Product Disclosure Statement.

For more information about our products and services and this FSG, call us on 1300 13 23 28 or visit our website at [australianmilitarybank.com.au](http://australianmilitarybank.com.au).

## Products and services

Australian Military Bank has a financial services licence (No. 237 988) which authorises us to deal in and provide general financial product advice about the following financial products:

- Savings accounts - a full range of on call transaction and special purpose accounts.
- Term deposit accounts - ranging from 3 to 24 months.
- Payment and online services - direct debits and credits, BPAY®, periodic payments, telephone and internet banking, electronic funds transfer and personal cheques.
- Consumer Credit Insurance.
- General insurance products - home/contents, motor vehicle, motor bike, boat, travel, caravan, and landlords insurance.
- Retirement products – retirement savings accounts, superannuation and pension products.

We are the product issuer for all products other than insurance products and travellers cheques.

We also offer a range of consumer lending products including credit cards, personal loans, car loans, home loans and property investment loans.

## Our business partners and commissions

### **BPAY®**

We receive commission from Cuscal when members use BPAY:

- From credit card accounts: \$0.32 per transaction plus 0.27% of the dollar value;
- From other accounts: \$0.35 per transaction.

### **Diners Travel Card**

We receive commission of 1.25% on both cash deposit and withdrawal total transactions from Diners Travel Card.

### **Foreign Exchange**

We offer foreign cash, telegraphic transfers and other payment products through American Express International, Inc. and Travelex Limited. We receive commission of up to 1.2% of the transaction value.

## **General Insurance**

We can issue, vary, renew or cancel insurance policies on behalf of Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance (CGU) under a binder agreement.

When we arrange an insurance policy we receive a commission as set out below:

- General insurance: up to 30% of the premium paid for each policy depending on the type of insurance policy sold.

Further details are included in the Product Disclosure Statement for that insurance product.

## **Consumer Credit Insurance**

We can issue, vary, renew or cancel consumer credit insurance policies on behalf of St Andrew's under a binder agreement.

We act for St Andrew's Insurance (Australia) Pty Ltd and St Andrew's Life Insurance Pty Ltd (collectively St Andrew's) as a distributor of Consumer Credit Insurance under an agreement we have with St Andrew's.

When we arrange an insurance policy we receive a commission as set out below:

- Consumer credit insurance: 20% of the premium paid for each policy.

Further details are included in the Product Disclosure Statement for that insurance product.

## **Visa Card**

We receive a commission when you use your Visa Debit Card to pay for goods or services. The rate depends on the type of transaction:

- Electronic transaction: \$0.088 per transaction
- Standard, card not present and paper transactions: 0.462%

We receive the following commission when you use your Visa Credit Card. The rate depends on the type of transaction:

- Electronic transactions: 0.275%
- Standard, card not present and paper transactions: 0.275%

When providing these third party products to members, we are acting on behalf of our business partners and not as your agent.

All commissions are paid to us by our business partners when you take out or use the product or service.

## Payments and other benefits our staff receive

Our employees are salaried and some may also receive payments that relate to direct sales of financial products to members. You can request information about such payments.

On occasion we, our insurers or other business partners may reward or provide benefits to our employees for success in sale of products and services.

## If you have a complaint

### Please talk to us first

We aim to resolve your complaint at your first point of contact with us. You can contact using one of the following:

- discussing your complaint with our local branch staff
- Phone: 1300 13 23 28
- Email: [complaints@australianmilitarybank.com.au](mailto:complaints@australianmilitarybank.com.au)
- Fax: (02) 9240 4120
- Mail: PO Box H151, Australia Square NSW 1215

Where we cannot resolve your complaint immediately, we will acknowledge receipt of it in writing to you within 2 working days.

If you are not happy with the response we provide, where your complaint is about one of our financial products (excluding our retirement savings account) or the advice we provide, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA):

GPO Box 3, Melbourne VIC 3001

**Telephone:** 1800 931 678

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

## Updating this financial services guide

All details are current at the date of this Financial Services Guide. We will publish minor changes on our website. We will update the Financial Services Guide if there are any significant changes adverse to members.

## Contact Us

1300 13 23 28

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PO Box H151 Australia Square NSW 1215

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Australia wide branch network

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[service@australianmilitarybank.com.au](mailto:service@australianmilitarybank.com.au)

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[australianmilitarybank.com.au](http://australianmilitarybank.com.au)

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