

Financial services guide

effective 1 september 2011

bankmecu
responsible banking™

mecu Limited ABN 21 087 651 607
AFSL/ACL 238431 trading as bankmecu
Information in this brochure is current as at the above date.

bankmecu financial services guide (FSG)

This FSG has been prepared to assist you in deciding whether to use any of the products and services offered by bankmecu.

It contains general information including:

- the products and services offered by bankmecu;
- bankmecu's business partners;
- how bankmecu is paid;
- how bankmecu deals with customer complaints; and
- other remuneration and benefits

product information and advice

If bankmecu recommends, offers or issues to you an insurance product authorised by its Australian Financial Services licence you will receive a Product Disclosure Statement (PDS). The PDS provides information on the actual product or service including product details affecting the product or service and how to resolve a dispute. The PDS will help you to compare insurance products to assist you to decide whether you wish to acquire the product.

If bankmecu provides you with personal advice in relation to an insurance product or any other product that is not a "basic deposit" product or a related facility for making payments other than by cash after taking account of any of your objectives, financial situation or needs then you will receive a Statement of Advice (SOA) from bankmecu.

The SOA sets out your circumstances and needs and the advice bankmecu has given you on the product. The SOA will explain the basis of the advice and give you information about fees and commissions and associations with others, which may influence the advice.

bankmecu will also provide you with terms and conditions relating to other products and services such as home loans, personal loans, car loans, overdrafts and credit cards.

about bankmecu

bankmecu is a bank.

The Australian Prudential Regulation Authority (APRA) ensures that all financial institutions operate under the same stringent prudential standards and regulatory controls that apply to banks.

our products and services

bankmecu is licensed by the Australian Securities and Investments Commission (ASIC) to deal and provide advice on the following products:

deposit products

- Savings accounts and Term Deposits

non-cash payment facilities

- Telephone Banking and BPAY®
- Internet Banking and BPAY®

- chequing
- direct credits and debits
- quick debits
- ATM and EFTPOS
- Redicard PLUS, VISA Access card and VISA credit card
- travellers cheques
- periodic payments
- transfers to other financial institutions
- Cash Passport ATM cards

bankmecu is also licensed by ASIC to advise and deal in relation to the following insurance products:

general insurance

- consumer credit insurance
- home and contents
- motor vehicle
- motorbike
- caravan and trailer
- pleasure craft
- commercial
- landlord cover
- compulsory third party
- travel insurance

bankmecu can refer you to the following preferred insurers:

other insurance

- term life – referral to Zurich Australia Limited AFSL 232510 or referral to Allianz Life
- trauma/critical illness – Zurich, Allianz Life
- permanently unable to work cover (also known as total and permanent disablement [TPD]) – Allianz Life
- income protection – Zurich
- health insurance – referral to GMHBA Health Insurance

credit products

bankmecu also provides the following loan and continuing credit products:

- real estate loans
- overdrafts
- car loans
- credit cards
- commercial loans
- personal loans

other services

- car buying service
- referral to Licensed Financial Planners
- Bank@Post®

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business partners and commissions

bankmecu is authorised to enter into contracts with customers to provide products and services on behalf of other companies.

When bankmecu provides advice about its authorised financial products or issues its own financial products it does so on its own behalf. When arranging to issue a third party's financial products such as insurance and travellers cheques bankmecu does so on behalf of the third party product issuer.

bankmecu offers a VISA Access Card and VISA Credit Card and advice relating to it on behalf of VISA International. When you use your VISA card to pay for goods or services, and select the credit function, we receive a payment from the owner of the EFTPOS terminal. The payment rate depends on the type of transaction.

When you use BPAY® we receive commissions which are paid by the biller institution.

bankmecu receives commission on sales involving these suppliers as detailed in the table shown below.

If personal advice is given to you by bankmecu, the amount or a description of the commission received by bankmecu for providing this advice can be found in the Statement of Advice (SOA).

bankmecu also acts for VISA International.

class	product	company	commission
non-cash payment facilities	VISA Access Card	VISA	up to 0.3355% of transaction value depending on transaction remuneration type and origination of transaction values
	VISA Credit Card	VISA	up to 0.6017% of transaction value depending on transaction type and origination
	BPAY®	BPAY®	savings account 41 cents per transaction credit card 37 cents per transaction plus 0.27% of transaction value
	Travellers Cheques / Cash Passport ATM cards	Travellex	1%
general insurance	consumer credit insurance – death	Allianz Life	20%
	consumer credit insurance – disability and unemployment	Allianz	20%
	home and contents	Allianz* premium	21%
		Allianz* basic	10%
	motor vehicle	Allianz*	11%
	motorbike	Allianz	10%
	caravan and trailer	Allianz*	11%
pleasure craft	Club Marine/ Allianz	20% new	
		10% renewal	

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class	product	company	commission
general insurance (cont.)	commercial	Allianz*	10% new 5% renewal
	landlord cover	Allianz*	21%
	compulsory third party	Allianz*	5%
	travel	Allianz	30%
other insurance	term life	Allianz Life Zurich	20% 10%
	trauma	Zurich	10%
	income protection	Zurich	10%
	health insurance	GMHBA	5.5%
	critical illness	Allianz Life	20% new 10% renewal
	TPD	Allianz Life	20% new 10% renewal

associations

bankmecu is a shareholder of Cuscal Limited.

Through agreement with Cuscal, we are able to provide you with the following financial services:

- VISA Access and Credit Cards
- Redicard PLUS
- BPAY®
- Customer Chequing
- Direct debit and credit
- ATMs and EFTPOS

*In respect of these products, Allianz will contribute 2% of gross premiums for marketing purposes and remit to bankmecu up to 40% of the Underwriting Profits (if any) each year.

Allianz Australia Life Insurance Limited ABN 27 076 033 782 AFSL 296559 (Allianz Life)
Allianz Australia Insurance Limited AFS Licence No. 234708 ABN 15 000 122 850 (Allianz)

fees and rewards

The fees and charges applicable to bankmecu's products are contained in a separate fees and charges schedule, which is available upon request or at bankmecu.com.au

bankmecu's employees are salaried, however bankmecu or our business partners may offer staff incentives related to the sale of products or services.

Any commissions are paid directly to bankmecu and, if part of an incentive scheme, passed onto employees.

If you are dissatisfied with a product or service offered or provided by bankmecu, please call **132 888** or visit bankmecu.com.au to obtain a copy of our Complaints and Dispute Resolution Guide. The guide explains how bankmecu deals with complaints and disputes.

complaints

If your complaint relates to the operation of an insurance policy that bankmecu has arranged or an insurance claim please contact the insurance company who issued the insurance policy. The insurance company will deal with your complaint or dispute under its own dispute resolution process. If you are not satisfied with the resolution of your complaint by the insurance company you are entitled to have your dispute considered by the insurance company's external dispute resolution scheme.

If your complaint relates to any other bankmecu product or service including advice bankmecu has provided in relation to an insurance policy please contact bankmecu on **132 888** and our consultant will refer you to an authorised officer to assist you in the resolution of your complaint.

If bankmecu is unable to resolve your complaint to your satisfaction under our dispute resolution process, you are entitled to have your complaint resolved free of charge by the Financial Ombudsman's Service (FOS), an external dispute resolution body of which bankmecu is a member. FOS can be contacted on 1300 780 808.

privacy

bankmecu will keep an electronic record of all advice given to you for at least seven years from the time that the advice is given. As advice is updated we will also keep a record of the version number of the advice that you are given. You can access this information at any time by calling our National Service Centre on **132 888**.

bankmecu will collect personal information about you when you apply for an account, open a deposit account or establish any other products and services. This information will be used by bankmecu to process your application and to assist with providing you with the required products or services.

If you are unable to provide bankmecu with your personal information then we may be unable to process your application for the product or service required.

We may also use your personal information to assist with telling you about bankmecu's other products and services. We may also engage third party suppliers to assist in providing products and services to you.

bankmecu has adopted and abides by the National Privacy Principles and the Mutual Banking Code of Practice. A copy of bankmecu's Privacy Statement and Consent is available upon request and is also available from our website at bankmecu.com.au

compensation arrangements

As an Authorised Deposit-taking Institution regulated by the Australian Prudential Regulation Authority, we are exempt from the compensation requirements for an Australian Financial Services licensee. Regardless of this exemption, we hold professional indemnity insurance to protect the Bank and its customers.



UNEP Finance Initiative
Innovative financing for sustainability



Certified by the
Carbon Reduction Institute

mecu Limited ABN 21 087 651 607
AFSL/ACL 238431 trading as bankmecu
222 High Street, Kew, Victoria 3101
Telephone 132 888
Facsimile 03 9853 9294
Email mail@bankmecu.com.au
bankmecu.com.au

MKT 1037 0711 • MECU 32450

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