

## HOW TO CONTACT US

Visit us at any of our branches – visit our website at [regionalaustraliabank.com.au](http://regionalaustraliabank.com.au) for our branch details.

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### WHAT IS THE PURPOSE OF THIS FINANCIAL SERVICES GUIDE?

We have designed this Financial Services Guide (FSG) to assist you in deciding whether to use any of the financial services we offer. This FSG must provide you with information about:

- our name and contact details;
- the financial services we are authorised to provide;
- any remuneration that we, or any other relevant person, may be paid in relation to the financial services we offer;
- how we deal with complaints against us.

However, this FSG does not provide information about our financial services in relation to basic deposit products and noncash payment facilities, other than the information about:

- our name and contact details; and
- how we deal with complaints against us.

## WHAT OTHER DOCUMENTS MIGHT I RECEIVE?

When we provide you with a financial service, we may also have to provide you with a Statement of Advice or a Conditions of Use brochure. These documents are described on the following pages.

### STATEMENT OF ADVICE

A Statement of Advice (SOA) is a document that sets out personal advice we give to you, the basis on which we give the advice and any benefit or association that may influence the advice we provide to you. The SOA helps you to make an informed decision about whether to act upon the advice. We must give you an SOA when we provide you with advice in relation to a financial product, after taking into consideration your objectives, financial situation or needs. We will not provide you with an SOA if our advice relates only to basic deposit products, non-cash payment facilities or travellers cheques.

## CONDITIONS OF USE

The Conditions of Use is a document that provides you with information about a financial product and the entity that issues the financial product (the Issuer).

We must provide you with a Conditions of Use brochure about a financial product when:

- we recommend that you acquire the financial product;
- or
- we issue, offer to issue, or to arrange to issue, the financial product to you.

The Conditions of Use brochure must contain information about the financial product so that you can make an informed decision whether or not to acquire it. A Conditions of Use brochure about a financial product must state, amongst other things:

- the issuer's name, and contact details;
- the significant features of the financial product and its terms and conditions;
- any significant benefits and risks associated with holding the financial product;
- the fees and costs associated with holding the financial product; and
- dispute resolution procedures and how you can access them.

We have professional indemnity insurance in place. The insurance will cover claims in relation to the conduct of Regional Australia Bank employees and representatives. This coverage includes past employees and representatives who worked for us at the time of the relevant conduct.

## WHAT FINANCIAL SERVICES CAN WE PROVIDE?

Our Australian Financial Services Licence authorises us to deal in and provide advice about the following financial products:

- deposit products - our transaction, savings and term deposit accounts<sup>1</sup>;
- non-cash payment facilities such as member chequing; Access Card, Visa Card, Telephone and Internet Banking and Travellers Cheques;
- term or investment deposit accounts that are not basic deposit products;
- general insurance; and
- consumer credit insurance.

<sup>1</sup> Please note that the only information we provide in this FSG about our deposit products and non-cash payment facilities is about our contact details and our dispute resolution system under "What should you do if you have a complaint?"

## **ON WHOSE BEHALF DO WE PROVIDE THE FINANCIAL SERVICES?**

When we provide advice about non-basic term or investment deposit accounts or insurance products, we do so on our own behalf.

When we issue our non-basic term or investment deposit accounts, we do so on our own behalf.

When we arrange to issue insurance products, we do so on behalf of the insurers who are the product issuers. Details of who the relevant product issuer is will be included in the Conditions of Use or Product Disclosure Statement for that insurance product.

When issuing insurance products on behalf of an insurer we do so under a special authority from the insurer, called a "binder". This means that the insurer is bound by our acts when we issue the insurer's policies to you. It also means that, when you pay us an insurance premium, the insurer is taken to have received it.

## **WHAT REMUNERATION OR OTHER BENEFITS DO WE RECEIVE FOR PROVIDING FINANCIAL SERVICES?**

We do not receive fees or commissions for financial product advice we give or for issuing our non-basic term or investment products.

If you receive personal advice from us in relation to insurance products, we will be required to provide you with more detailed information about the amount of commission that we may receive or the method in which commission is calculated, in or with your Statement of Advice.

We have an arrangement with the following subsidiary companies;

- Insurance Australia Limited trading as CGU Insurance ABN 11 000 016 722, AFSL 227681

- Allianz Australia Insurance Limited ABN 15 000 122 850, AFSL 234708

to provide marketing, administrative and support services relating to insurance products in return for a share of aggregate profits from insurance policies issued by the above companies that we arrange.

We may receive commissions from the insurers set out above when arranging General Insurance Products which may be between 0% to 30% of premiums for new insurance and insurance renewals. The percentage depends on the type of insurance product.

## **WHAT REMUNERATION OR OTHER BENEFITS DO OUR EMPLOYEES RECEIVE FOR PROVIDING THE FINANCIAL SERVICES?**

As a rule, our staff are remunerated principally by salary and do not receive any direct benefits for providing you with financial services in relation to our non-basic term or investment deposit accounts or insurance products.

From time to time we may allow insurers to run promotion programs under which they may reward

or provide benefits to our staff for their success in arranging the issue of insurance products during the promotion period. If you receive personal advice from us, we will be required to provide you with more detailed information about any relevant benefit in or with your SOA.

## **WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?**

We conduct a dispute resolution system to deal with any complaints you may have about any of our banking products or services or about any financial service we provide in relation to insurance products.

We will deal with any complaint in an efficient, timely and fair manner.

If you are not satisfied with the way in which we choose to resolve your complaint, or if we do not respond in a timely manner, you may refer the complaint to our external dispute resolution centre.

If you want to make a complaint, contact our staff at any Branch or the Service Support Centre and tell them that you want to make a complaint. Our staff has 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 particular complaint.

We have an easy to read guide to our dispute resolution system available to you at [regionalaustaliabank.com.au](http://regionalaustaliabank.com.au) or upon request.



Regional Australia Bank Ltd.

ABN 21 087 650 360

AFSL & Australian Credit Licence 241167