



## South West Slopes Credit Union Ltd trading as SWSbank (SWS)

ACN 087 650 673 ABN 80 087 650 673  
AFSL & Australian Credit Licence No. 240712

# FINANCIAL SERVICES GUIDE

This Financial Services Guide was prepared on 01 March 2004. Updated 29 February 2024.

## 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 related non-cash 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 Product Disclosure Statement which 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 Product Disclosure Statement of a financial product when:

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

The Product Disclosure Statement must contain information about the financial product so that you can make an informed decision whether or not to acquire it. A Product Disclosure Statement for a financial product must include, 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.
- dispute resolution procedures and how you can access them.

## 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.
- related non-cash payment facilities – such as Visa card and internet banking.
- term or investment deposit accounts that are not basic deposit products.
- general insurance.

In addition to the financial services we provide under our Australian Financial Services Licence, we also deal in and advise on consumer and commercial lending products under our Australian Credit Licence.

## On whose behalf do we provide financial services?

We generally provide financial services on our own behalf. However, 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 Product Disclosure Statement for that insurance product.

*"South West Slopes Credit Union Ltd trading as SWSbank ABN 80 087 650 673, AFSL & Australian Credit Licence No. 240712 acts under its own Australian Financial Services Licence and under an agreement with the insurer, CGU Insurance Limited ABN 27 004 478 371."*

### **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.

We may receive commissions from an insurer when we arrange an insurance product, as set out below:

- general insurance products – commissions range from 0% to 20% of premiums for new insurance and insurance renewals, depending on the type of insurance product.

We may also receive commissions from other third-party financial products including Travelex and Mastercard Multicurrency Cash Passport.

### **What remuneration or other benefits do our employees receive for providing 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.

### **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. 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 have to resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution centre, Australian Financial Complaints Authority (AFCA). AFCA provides a free and independent external resolution service.

You can contact AFCA at:

Postal Address: Australian Financial Complaints Authority Limited  
GPO Box 3  
Melbourne VIC 3001  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: 1800 931 678

If you want to make a complaint, contact our staff at any branch 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 have an easy to read guide to our dispute resolution system available to you on request.