

Effective 1 July 2022.

# Financial Services Guide.

With branches nationally, Beyond Bank has been for and with our customers for over 60 years.

We build long-lasting relationships with our customers, helping them to achieve their financial and lifestyle goals. We also support a range of not-for-profit organisations throughout the communities in which we operate.

We are 100% owned by our customers, so we are not answerable to financial shareholders. As a result, we're able to return our surplus funds to our customers in the form of better services, customer advantages and investment in the community.

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# Information About This Financial Services Guide

This Financial Services Guide (FSG) contains information about:

- Who we are;
- The products and services we offer;
- Other providers we act for when providing some products and services, such as insurance;
- Remuneration that may be paid to us and others in relation to the products and services we offer;
- Relationships we have that could influence the recommendations we make;
- How any complaints made against us are dealt with; and
- How to contact us.

It is designed to help you decide whether to obtain any of the products or services we offer.

## Other documents you may be given

When we provide you with a financial service, we may also give you one or more of the following documents:

### Product Guide

Our *Product Guide* contains information about our savings and business accounts, term deposits and access products. It also contains the terms and conditions applying to those products.

### Fees and Charges Booklet

Our *Fees & Charges* booklet sets out the fees and charges applying to our savings and business accounts, term deposits and access products. It also contains some information about the fees and charges applying to our loan products.

### Interest Rate Board

Our Savings and Term Deposits Interest Rate Board contains information about the interest rates available on our savings accounts and term deposits. It also contains information about the interest rate tiers applicable to the types of savings and term deposits we offer, and information about the various term deposit periods and interest payment frequency options available.

Our Business Banking Account Interest Rate Board contains information about the interest rates available on our business accounts. It also contains information about the interest rate tiers applicable to the business accounts we offer.

### Product Disclosure Statement

We may sometimes give you a Product Disclosure Statement (PDS) so as to comply with legal requirements that apply to some products and in some situations. For

example, we will give you a PDS if we provide you with a financial service relating to an insurance product. A PDS contains information about the particular product including its cost, benefits and features. This information will help you to compare similar products and to decide whether to acquire the product.

### **Statement of Advice**

We may sometimes give you a Statement of Advice (SOA) so as to comply with legal requirements. Personal advice is advice that takes into account your objectives, financial situation or needs. The SOA will set out the advice we have given you, explain the basis for the advice, and give you information about any remuneration, commission or associations with others that may have influenced the advice. The SOA will be your record of the advice and help you understand why the advice was given.

### **Credit Guide, Loan Offers and Contracts**

If we offer you a loan, we will provide you with a copy of our Credit Guide, a Loan Offer and a Contract that will contain details of the terms and conditions applying to the loan and all applicable fees and charges.

## **Our Australian Financial Services Licence**

We hold an Australian Financial Services Licence (AFSL), issued by the Australian Securities and Investments Commission (ASIC), which authorises us to provide various financial services to which the Corporations Act 2001 (Cth) applies. As an Australian Financial Services licensee, we must comply with stringent requirements that apply to the provision of those services, including requirements that protect you as a consumer and ensure that you are given accurate and comprehensive information about the products you are offered.

A financial services provider must hold an AFSL if it provides some kinds of financial services. Our AFSL authorises us to advise on, and deal in, the following products:

### **Banking**

- Deposit products, such as:
  - Savings Accounts and other basic deposit products;
  - Term Deposits;
- Non-cash payment products, such as:
  - Visa Debit cards, Visa Credit cards, rediCARDS and Cheque facilities;
  - Automatic Payment facilities such as Direct Debits and Periodic Payments;

- Electronic banking facilities including BPAY®; and Internet, Mobile and Telephone Banking.

## **Insurance**

- General Insurance products, such as Home Building and Contents, Motor Vehicle, Landlords, Travel, Pleasure Craft and Compulsory Third Party (in New South Wales only); and
- Consumer Credit Insurance.

## **Superannuation**

Our AFSL also authorises us to deal in superannuation.

## **Financial Planning**

Eastwoods Wealth Management Pty Ltd trading as Beyond Bank Australia Wealth Management is our financial planning subsidiary (ABN 17 008 167 002) and holds its own AFSL 237853.

## **Who we act for**

We act as the agent of an insurer whenever we issue, or arrange for the issue of, General Insurance products and Consumer Credit Insurance. The insurers we have associations with and act as an agent for are:

- Allianz Australia Insurance Limited AFSL 234708, ABN 15 000 122 850;
- Allianz Australia Life Insurance Limited AFSL 296559, ABN 27 076 033 782;
- AWP Australia Pty Ltd AFSL 245631, ABN 52 097 227 177 trading as Allianz Global Assistance;
- Zurich Australian Insurance Ltd AFSL 232507, ABN 13 000 296 640;
- Club Marine Ltd AFSL 236916, ABN 12 007 588 347;
- QBE Insurance (Australia) Ltd AFSL 239545, ABN 78 003 191 035;
- Integrity Life Australia Ltd ACN 089 981 073, AFSL 245492.

## **Other associations we have**

We are a shareholder of Cuscal Limited ABN 95 087 822 455 (Cuscal), a company that provides services to us.

We are an associate member of Visa Worldwide and the BPAY® electronic payment scheme through Cuscal's principal memberships. We offer Visa and BPAY products and services through these relationships. BPAY is registered to and operated by BPAY Pty Ltd ABN 69 079 137 518.

Through arrangements with Travelex Limited AFSL 222444, ABN 36 004 179 953 (Travelex), we offer Foreign Currency Notes.

We offer international payment services including incoming and outgoing Telegraphic Transfers (also called wires or International Money Transfers) and Foreign Cheque Conversions and have engaged Western Union Business Solutions (Australia) Pty Limited (ACN 150 129 749; AFSL 404092) (WUBS) to assist us with fulfilling delivery of these services. Through our relationship with WUBS, we have also arranged for our customers to be able to purchase Drafts issued by WUBS. Please refer to the Drafts Products Disclosure Statement for terms and conditions.

We have referral arrangements with Zurich Australia Ltd AFSL 232510, ABN 92 000 010 195 and AIG Australia Insurance Ltd AFSL 381686, ABN 93 004 727 753. We do not act on their behalf or advise on their products.

Through an arrangement with Payrix Australia Pty Ltd (AFSL 418105, ABN 63 135 196 397) we offer Online Payment Facilities.

Otherwise, we do not act for anyone but ourselves when we provide financial services authorised by our AFSL.

## **Our Remuneration and Other Benefits We Receive**

### **Fees and Charges**

We do not charge you a fee for providing you with financial product advice or issuing you with our own deposit accounts.

However, if we provide you with a product or service, you may have to pay us fees and charges such as transaction fees, cheque book fees and card fees. Details of all our fees and charges in relation to our regulated products are set out in our *Fees & Charges* booklet.

### **Insurance products**

- When we issue or arrange for the issue of insurance policies for you, we receive commissions from the insurer. These range between 0% and 20% and are applicable to each insurance policy sold by us. The commission is calculated as a percentage of the premium (before any GST, stamp duty, and any other government charges, fees or levies) applicable to the policy that is sold.
- Where we previously had a relationship with an insurer for which we no longer act, we may continue to receive trailing commission for policies sold under that previous arrangement. Trailing commission applies only in respect of policies that remain in force. Commission we may receive is in the range of 5% to 20% and is calculated as a percentage of the premium (before any GST, stamp duty and any other

government charges, fees or levies) applicable to the policy.

- If a referral we have made to an insurer with which we have a referral arrangement results in a policy being issued, we will receive a commission from the insurer of up to 20% of the premium.
- If an insurance policy is issued to you by or on behalf of one of our associated insurers, you will have to pay a premium or premiums to the insurer, details of which are set out in the policy schedule that forms part of the PDS for those products.
- We may also receive a Profit Share payment from Allianz Australia Insurance. This is based on technical formulae involving the overall profitability of eligible products in our insurance portfolio with Allianz. These include Home, Motor, Caravan, Trailer and Landlord's insurance products. Profitability means the premium received for the portfolio less the cost of claims, commission and operating expenses. It is calculated on an annual basis and does not involve extra cost to policy holders.

### **Foreign Currency**

- If we arrange foreign currency bank note conversion for you (buying or selling) through our agreement with Travelex Limited, we may receive commission of \$7 per currency or up to 1.1% of total AUD conversion amount. In addition, Travelex Limited pays us a commission based on aggregate revenue they receive from these services provided.
- Services offered through WUBS, including ordering and repurchasing Drafts and Telegraphic Transfers, may result in us receiving a share of the revenue for the provision of services.

We do not pay any remuneration or give any other benefits for the referral of business directed to us.

### **Financial Planning**

Beyond Bank Australia Wealth Management usually receives a fee for service for financial planning advice, apart from personal risk insurance for which they are paid a commission. Refer to Beyond Bank Australia Wealth Management's Financial Services Guide for specific detail regarding fees and commissions.

### **Tyro**

If we, at your request, refer you to Tyro we will receive a one-off financial benefit from Tyro Payments Limited (ACN 103 575 042 AFSL 471951) ('Tyro') as a result of, or attributable to, us providing your details to Tyro (we call this a 'referral') and you subsequently using Tyro's products and services (we call this an 'activation'). We will receive additional one-off financial benefits from Tyro if we meet certain criteria. These financial benefits are

calculated by reference to the number of referrals and activations.

## Other Important Information

### How Any Complaints Made Against Us Are Dealt With

If you have a complaint about any of our products, services, staff or the handling of a complaint, please contact us and we will try to resolve it.

You can contact us about your concerns using any of the following methods:

- Talk with one our consultants by phoning 13 25 85 or visiting your local branch;
- Write to us C/- Customer Experience Manager, GPO Box 1430 Adelaide SA 5001;
- Load your complaint via our website [www.beyondbank.com.au/complaints](http://www.beyondbank.com.au/complaints); or
- Email us using the email address on the back of this brochure.

If you are not satisfied with the outcome, you can ask us to review your complaint. The review will be undertaken by a manager who was not involved in the original decision and has the appropriate authority to investigate and resolve the complaint. This will not impact the overall timeframe within which we commit to resolving your complaint. If the matter remains unresolved after 30 days\* (in most instances), or you are unhappy with the outcome, you may refer the matter to the Australian Financial Complaints Authority (AFCA).

Beyond Bank is a member of AFCA which was established to help individuals resolve certain disputes and problems with their bank which cannot be resolved by the internal complaint process.

AFCA is accessible, fair and an independent dispute resolution service which is free to our customers.

AFCA may be contacted as follows:

#### **Australian Financial Complaints Authority**

**Website:** [www.afca.org.au](http://www.afca.org.au)

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

**Phone:** 1800 931 678 (free call)

**Mail:** GPO Box 3 MELBOURNE VIC 3001

\*Timeframe depends on what your complaint is about. Visit our website to find out more information.

### Privacy

We understand the importance of protecting your privacy and we are committed to complying with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles. You can collect a copy of our Privacy Policy at any of our Branches or visit our website.



## **Voluntary Codes of Practice**

We voluntarily subscribe to, and are bound by, the Customer Owned Banking Code of Practice which sets a standard of good practice and service in the financial services industry for mutual organisations. We also voluntarily subscribe to, and are bound by, the ePayments Code which is administered by ASIC.

## Getting in contact:

**Phone:** 13 25 85

**Web:** [beyondbank.com.au](http://beyondbank.com.au)

**Fax:** (08) 8231 3060

**Post:** GPO Box 1430 Adelaide SA 5001

**Email:** [contactus@beyondbank.com.au](mailto:contactus@beyondbank.com.au)

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