

# financial services guide

as at 1 October 2008

Qantas Staff Credit Union Limited  
ABN 53 087 650 557  
AFSL No. 238305  
Date: 1 October 2008  
Information in this brochure is current  
from the above date.



**Staff Credit Union**

## Your Qantas Staff Credit Union FSG

This Financial Services Guide ("FSG") is designed to help you decide whether to use the financial services of Qantas Staff Credit Union. This FSG explains the services we offer, how we (and our associates) are remunerated and details of our internal and external dispute resolution procedures and how these can be accessed.

This FSG contains information on:

- Product Details and Advice
- Our Products and Services
- Our Business Partners
- Our Fees and Commissions
- What to do if you have a Complaint
- How to Contact Us.

### Product Details and Advice

You will receive a Product Disclosure Statement ("PDS") when you become a Member of the Credit Union or apply for any of our savings, term deposit and payment services.

The PDS includes:

- A Product PDS booklet with information about our products, including terms and conditions;
- Fees and Charges brochure – setting out costs related to each product;
- Interest Rate brochure – listing our current rates for deposit products

A PDS is designed to give you the information you need to make decisions about our products.

You will receive a separate PDS when you apply to open a Retirement Savings Account. For insurance products, superannuation products, managed investment products and other products issued by a third party you will also receive a separate PDS (or policy document) if we arrange such products for you.

We are authorised to provide you with advice on savings accounts, term deposits, retirement savings accounts, payment services, superannuation, managed investment schemes (including investor directed portfolio services) and insurance products.

We suggest that you consider all of your objectives, financial situation and needs before taking out any products.

Terms and conditions will also be provided to you before taking out other Credit Union products that are not covered by this FSG, such as home loans, personal loans and car loans.

## About Us

In 1959 a small group of Qantas Airways employees decided that they and their fellow workers would be better off pooling their funds, saving together and lending to each other... a financial co-operative for competitive loans and savings accounts. So began Qantas Staff Credit Union, which today has over 75,000 Members and provides a vastly expanded range of financial services.

Now, as then, our reason for existence is:

**'For the financial security, service and satisfaction of our Members.'**

Membership is available to:

- current and former employees of companies within the Qantas Group of Companies or other eligible organisations; and
- their immediate families.

A full description of the eligibility criteria and a list of eligible organisations are available on our website [www.qantascu.com.au](http://www.qantascu.com.au) or from our Member Service Centres.

## Our Financial Products and Services

We are licensed by the Australian Securities and Investments Commission to advise on and deal in a range of products including:

- **Deposit Accounts** - for example, at call variable interest rate savings accounts, loan offset accounts and fixed interest rate term deposits.
- **Payment Services** - for example, direct debit, auto transfer (periodical payment), debit card, Bpay, telephone banking, internet banking and chequing facilities.
- **Retirement Savings Accounts** - variable interest rate superannuation accounts.
- **General Insurance** - home and contents, motor vehicle, landlord's, travel, marine, caravan and CTP insurance.
- **Consumer Credit Insurance** - for loans and cover, includes death, unemployment and disability.
- **Superannuation** - including rollovers, allocated pensions, transition to retirement and life insurances.
- **Managed Investment Schemes** - including investor directed portfolio services (IDPS). Also known as wrap accounts.

We are the product issuer for deposit accounts, payment services and Retirement Savings Accounts.

## Credit Products

We also provide credit products, including:

- Home loans;
- Personal loans;
- Credit cards;
- Overdrafts; and
- Lines of Credit.

## Our Business Partners and Commissions

Our business partners and the commissions that we receive from them are outlined below. In addition to the specific commissions outlined, the credit union may receive other benefits such as financial, marketing and training assistance from our business partners. Our staff may also be entitled to modest incentives from our business partners, including allowances and bonuses based on volume, discounted services, prizes and awards. Commissions are paid to us or incentives given to our staff after you take out or use any product or service.

When we provide advice on, issue or deal in deposit, payment, insurance, managed investment, superannuation and RSA products, we are acting on behalf of our business partners and/or ourselves and not as your agent.

Other than as disclosed in this FSG, we have no relationships with third parties which might influence the circumstances in which financial services are provided.

The credit union, as a mutual organisation, is bound to act in the interests of its Members. Our customers are our owners. We choose our business partners carefully to ensure that we provide good value products and services to Members. We usually have only one provider of each product as set out in this FSG.

### Insurance

We have entered into an Agreement with Allianz Australia Insurance Ltd ABN 15 000 122 850 AFSL 234 708 ("Allianz") under which we advise on, provide quotes for and process applications and renewals for selected general insurance and consumer credit insurance products.

We receive commission from Allianz, which is paid to us for each premium you pay. The rates of commission for each type of insurance product are as follows:

Home & Contents	18%
Landlords	18%
Motor Vehicle	10%
Marine	10%
Caravan	10%
Compulsory Third Party (CTP)	7%
Travel	30%
Consumer Credit Insurance	20%

We may also make referrals only for commercial and farm insurance. We receive commission from Allianz of 10% of the premium you pay for such insurance.

We have entered into an Agreement with Club Marine Limited ABN 12 007 588 347 AFSL 236 916 ("Club Marine") under which we make referrals only for pleasure craft boat insurance. We receive commission from Club Marine of 10% of the premium you pay for such insurance.

### Financial Planning Services

We have an arrangement to refer Members who would like financial advice to Community and Corporate Financial Services Pty Ltd ABN 44 079 121 136 AFSL 225 085 ("Comcorp"). When we refer Members to Comcorp, they pay us a commission of up to 30% of their up-front and ongoing fees and commissions.

Comcorp may also appoint selected Qantas Staff Credit Union staff as their authorised representatives to provide financial planning advice to Members. When a Qantas Staff Credit Union staff member is acting as an authorised representative of Comcorp we retain 92% of their upfront and ongoing fees and commissions. Comcorp may share the fees it retains with its authorised representative.

Comcorp will let you know the amount of any fee you will pay, and the amount of any commission we or Comcorp will receive, when the financial advice is provided to you.

### Superannuation

We have an arrangement with Oasis Fund Management Limited ABN 38 106 045 050 AFSL 274 331 ("Oasis") to provide a superannuation product called the Qwealth Superannuation Master Trust.

We will receive 92% of initial and ongoing adviser fees which you pay for investing in this product if our staff provide you with advice about the product. The amount reduces to a maximum of 30% if we refer you to Comcorp for that advice. We receive up to 54% of the Ongoing Administration Fee which you will pay for your investment in this product. If a wholesale fund manager provides a fee rebate, that rebate will be shared equally between us and Oasis.

If you opt to take out life insurance as part of your superannuation investment, we may receive commission of up to 27.5% of the premium.

You should refer to the Qwealth Superannuation Master Trust PDS dated 15 May 2008 for further information about the fees you will pay for superannuation and life insurance. You will also be informed in the Statement of Advice of the amount of the fees which you will pay (including any commission which we receive) when you receive advice about this product from Comcorp.

### Managed Investment Schemes

We have an arrangement with Oasis Funds Management Limited ABN 38 106 045 050 AFSL 274 331 ("Oasis") to provide an IDPS called the Qwealth Investment Service. We will receive 92% of initial and ongoing adviser fees which you pay for using the service if our staff provide you with advice on the service. The amount reduces to a maximum of 30% if we refer you to Comcorp for that advice.

We receive up to 55.02% of the Ongoing Administration Fee which you will pay for your investment with the service. If a wholesale fund manager provides a fee rebate, that rebate will be shared equally between us and Oasis. You should refer to the Qwealth Investment Service 'Information and Financial Services Guide' dated 15 May 2008 for further information about the fees you will pay for this product.

You will also be informed in the Statement of Advice of the amount of the fees which you will pay (including any commission which we receive) when you receive advice about the service from Comcorp.

### Payment Services

We provide payment services to Members as the product issuer under our AFS licence. To facilitate these services we have arrangements with Indue Limited ABN 97 087 822 464 ("Indue"). Indue pass on some or all fees received from merchants or other third parties for certain transactions to us. For BPay payments, we receive a flat fee per transaction of 44 cents per transaction.

## Other Services

We have an arrangement with a subsidiary company of Allianz Australia Insurance Limited (Allianz) to provide marketing, administration and support services relating to Allianz insurance products in return for a share of aggregate profits from general insurance and Consumer Credit Insurance policies issued by Allianz that we arrange.

## Debit card transactions

We receive fees for certain transactions made using Visa and CueCards. Please refer to the Fees and Charges brochure for more information.

For certain transactions made using a Visa Debit card, we receive a fee based on a percentage of the transaction. Details of the Visa domestic Debit card interchange fees are:

• Charity	<b>0.0%</b>
• Government & Utility Electronic	<b>8 cents</b>
• Government & Utility Standard	<b>37 cents</b>
• Electronic	<b>8 cents</b>
• Electronic incentive program	<b>4 cents</b>
• Express payments and small tickets	<b>8 cents</b>
• Recurring payments	<b>8 cents</b>
• Micropayment	<b>2.5 cents</b>
• Standard, card not present and paper	<b>0.3050%</b>

## Our Fees and Other Rewards

We charge the service fees applicable to our products and services from time to time including:

- excess debit transaction fees;
- dishonour fees;
- fees for provision of additional statements and copies of documents;
- dormant account fees;
- telegraphic transfer, international bank draft and bank cheque fees;
- fees for overseas emergency Visa card replacement and/or cash advances;
- fees for Visa foreign currency transactions; and
- fees for overseas CueCard EFTPos transactions.

Further details of our fees and charges are set out in our Fees and Charges brochure (which forms part of our PDS).

Our staff are salaried employees who do not receive payments based on the number of products and services issued nor advice given, other than as set out in this document.

Staff may participate in a bonus or other reward scheme including targets for non-interest income, growth in product income, sales targets and funds under management. We may reward or provide benefits to our staff for their success in arranging the issue of products issued by our Business Partners. Incentives vary but are usually a small proportion of overall staff remuneration – a monthly bonus or cash rewards. For example, staff may receive up to \$20 for the sale of a consumer credit insurance policy.

Staff who are most successful each month at cross-selling products may also receive a reward. The amount is not likely to exceed \$2000. Otherwise, no payments are received by our staff which would influence the advice they provide Members on financial products.

## What to do If You Have a Complaint

### Our Products and Services

First, contact a Member Service Officer on 1300 747 747. If you need further assistance, you can use our internal dispute resolution service, which has been set up to deal with complaints according to established guidelines and to ensure fairness to all of our Members. See our Dispute Resolution Brochure for details.

We also belong to the Financial Co-operative Dispute Resolution Scheme ("FCDRS"). This way, if we cannot resolve your dispute with us, you can have the matter determined independently by the FCDRS. The FCDRS can be contacted on 1300 139 220.

### Retirement Savings Accounts and Superannuation

Retirement Savings Accounts and Superannuation are covered by the Superannuation Complaints Tribunal ("the Tribunal"). This way, if we cannot resolve your dispute with us as outlined above, you can have the matter determined independently by the Tribunal. The Tribunal can be contacted on 1300 884 114.

### Insurance Products

If you have a concern about an Allianz insurance policy, a decision on your claim or the service of Allianz, loss adjusters or investigators please contact Allianz on 132 664. Otherwise, please contact us to discuss your concerns.

### Financial Planning Services

If you have a concern about Financial Planning advice please contact Comcorp on 1800 622 275. Otherwise, please contact us to discuss your concerns.

### Managed Investment Schemes

If you have a concern about Managed Investment Schemes please contact Oasis on 1300 380 380. Otherwise, please contact us to discuss your concerns.

## Compensation and Insurance Arrangements

As we are a credit union regulated by Australian Prudential Regulation Authority we are exempt from the requirements under the Corporations Act to have in place customer compensation arrangements.

## Further Information

More information is available on the financial services outlined in this FSG from us. If you require another copy or further information on any aspect of the financial services, then please contact us. We will update this FSG if required and post new versions on our website.

## How to Contact Us

Please contact us or give instructions in relation to any of your Credit Union accounts by :

Mail: Locked Bag 6747 Hurstville BC NSW 1481  
Phone: 1300 747 747  
Website: [www.qantascu.com.au](http://www.qantascu.com.au)

**Call 1300 747 747**

for more information or visit our website:

**qantascu.com.au**

Qantas Staff Credit Union Limited

Locked Bag 6747 Hurstville BC NSW 1481

ABN 53 087 650 557 • AFSL No. 238 305



**Staff Credit Union**