

## Dispute Resolution Procedures

The Society's goal is member satisfaction and we have established procedures for internal and external dispute resolution including membership of an Australian Securities & Investment Commission (ASIC) approved independent dispute resolution scheme.

If you have a complaint about the service provided to you, please take the following steps:

1. Contact your nearest branch or the Society's Head Office on (08) 9389 1011 and discuss your complaint. If your complaint is not able to be satisfactorily resolved, you will be referred to our Operations Manager who will discuss the issue with you and attempt to resolve your complaint.
2. If you do not receive a satisfactory outcome from our Operations Manager, you have the right, at no cost to yourself, to complain to our independent external dispute scheme:

The Financial Ombudsman Service  
GPO Box 3 Melbourne, Victoria 3001

ph 1300 780 808 (free call)  
fax (03) 9613 6399  
email [info@fos.org.au](mailto:info@fos.org.au)  
web [www.fos.org.au](http://www.fos.org.au)

## For CUNA Mutual general insurance complaints:

Contact CUNA Mutual Group by calling 1300 654 483 EST 9am-5pm, Monday-Friday and discuss your complaint. This is a free service to you. If their complaint officer or Dispute Resolution Committee can not resolve the complaint to your satisfaction, you may be able to access the insurance industry's free external independent complaints scheme. Its contact details are:

Insurance Enquiries & Complaints Limited  
PO Box 561 Collins Street West  
Melbourne, Victoria, 8007

T 1300 78 08 08  
W [www.iecltd.com.au](http://www.iecltd.com.au)

For more information regarding the Society or any of the products and services outlined in this Guide, please visit any of our branches or contact us at:

The University Credit Society Ltd  
PO Box 3200 Nedlands WA 6009

T (08) 9389 1011  
F (08) 9389 8407

**[enquiries@unicredit.com.au](mailto:enquiries@unicredit.com.au)**  
**[www.unicredit.com.au](http://www.unicredit.com.au)**

**Head Branch & Lending Centre**  
80 Broadway Nedlands  
T 9389 1011 F 9389 8407

**University of Western Australia**  
1st Floor Guild Building  
T 6488 1218 F 6488 1191

**Murdoch University**  
Social Sciences Building  
T 9332 8453 F 9360 6757

**Curtin University**  
Guild Building  
T 9266 7881 F 9458 9941

The University Credit Society Limited  
ABN 90 087 651 901  
AFSL / ACL 244168

# financial services guide

effective July 1, 2009



## Who is The University Credit Society Ltd ?

The University Credit Society Ltd (the Society) is a Western Australian based credit society that offers a range of financial solutions to its members.

The Society is committed to providing our members with fair and equitable financial products and services consistent with their ever changing needs. For this reason, and due to our standing as a mutual organisation, our profits are re-invested into the Society for the benefit of all our members. This allows us to maintain a commitment to personalised service and provide a number of options for our members to avoid transactional and banking fees.

## Your Financial Services Guide

This document is a Financial Services Guide (FSG). It has been prepared to inform you of the financial services offered by the Society under its Australian Financial Services (AFS) Licence and assist you to decide whether to use any of the services described. The Guide contains information regarding who the Society is, the remuneration arrangements in relation to the services offered, and how complaints against the Society are dealt with.

## Additional documentation

If information is provided about any financial product or you proceed to acquire a financial product, you may receive a *Terms and Conditions: Savings Accounts, Fixed Term Deposit and Account Access* booklet. This provides information about the particular product; including the product issuer, costs, features and benefits. This information will help you decide whether to acquire the product.

## Financial services provided

The Society is authorised under our AFS Licence to deal in and provide financial advice (both personal and general) regarding the following range of financial products:

- Basic Deposit Accounts (including savings, transactional and term deposit accounts);

- Non-Cash Payment Services (including debit cards, direct debits, periodical payments, BPAY®, traveller's cheques, member cheques, internet and telephone banking);
- General Insurance (including consumer credit insurance).

In addition to the financial services covered by our AFS Licence, we are also able to provide to our members:

- Credit facilities (including personal loans, housing loans, credit cards);
- Referral to Financial Planning advisers.

## How the Society is paid for providing financial services

Employees of The University Credit Society Ltd who give you advice are salaried employees and do not receive specific payments or commission for the provision of that advice.

The ongoing transactional and account fees payable by you on our products and services are set out in our Fees and Charges Schedule.

## Interests, associations or relationships the Society has with third parties and the commissions paid

The Society may from time to time refer you to another AFS Licensee who can provide advice and dealing on financial products outside the Society's authorisation. If there is any remuneration payable to the Society as a result of the referral, you will be advised at the time of your initial consultation.

The Society may offer products that are not issued by the Society. The Society acts on behalf of other product issuers when dealing in:

- General insurance;
- Traveller's cheques, telegraphic transfers, foreign drafts, cash passports, moneygrams and foreign cash.

The Society can issue CUNA Mutual General Insurance's products under a binder given to us by it. A binder allows the Society to enter into contracts that are risk insurance products on behalf of the insurer as insurer. This means that the insurance policy issued to you by us is binding on the insurer just as if it had issued the policy itself. In

issuing the insurance we act as the Authorised Representative of CUNA Mutual General Insurance (AFSL Number 245491) who is an insurer and not on your behalf.

The Society acts on behalf of Swann Insurance (Aust.) Pty Ltd ABN 80 000 886 680, an IAG Company, AFS Licence 238292, when providing the authorised services in respect to Swann's General Insurance products.

The commission paid on general insurance is calculated on the total base premiums received by the insurance company (ie before government duties and taxes) and ranges from 3% to 22.5% depending on the type of insurance product. This commission is paid by the insurance company, not the policyholder.

Payments may be made to the Society by the product issuer for the sale of traveller's cheques, telegraphic transfers, foreign drafts, cash passports, moneygrams and foreign cash, and may vary from time to time.

If you use the BPAY facility to make payment to a biller, then the Society may receive a commission. The amount of the commission depends upon a number of factors including the amount of the payment and the method you use to make the payment. The commission is paid to the Society by the BPAY scheme.

The Society receives income from your usage of the Society's Visa debit card. This income depends upon a number of factors including the amount of the purchase transaction and the access method you use. The income is paid to the Society by Visa International.

The Society provides financial planning referrals to Bridges, ASX Participant (AFSL 240837), part of Australian Wealth Management. We currently receive commission of up to 22.5% of the entry fee and up to 14.5% of the on-going client administration fee payable to Bridges. An incentive fee of up to 0.2% is paid, based on gross inflows into The Portfolio Service (TPS) over a six month period. The University Credit Society Ltd. does not provide financial advice in relation to financial planning.