

Remuneration or other benefits our Staff receive for providing Financial Services

Our Staff are all salaried employees who do not receive any brokerage or commission for the products they recommend. Any brokerage or commission on products or services provided by Victoria Teachers Credit Union is paid directly to Victoria Teachers Credit Union and is applied for the benefit of all Members.

Members can therefore rely on us to provide ethical advice at a competitive cost. From time to time, third party product issuers may provide non-monetary benefits to our Staff for arranging the issue of the third party's products. These benefits may be in the form of goods or hospitality and similar events which may include meals, tickets to sporting or theatrical events, gifts of wine or awards not exceeding \$300 per month for any individual employee.

Each non-monetary benefit received by one of our Staff in excess of \$300 will be recorded in a public register. A copy of the register can be provided to you upon request.

You will be advised if you receive personal advice of the value of any such benefit that might reasonably be expected to be or have been capable of influencing that advice when you receive that advice or as soon as practicable after that time and if you do not receive personal advice if you request particulars within a reasonable time after receipt of this FSG and before any financial service identified in this FSG is provided to you.

Your financial and personal details

We collect personal information from you to provide the service that you have requested. If you do not provide the information requested by us we may be unable to process your application or provide you with the service you require.

The information that we collect and maintain comprises your name, address, contact details and information relating to the product or service you require.

Your information will be handled strictly in accordance with our Privacy Policy. A copy of this policy is available at our website www.victeach.com.au or from our branches on request. You may request access to the information we hold about you.

Complaints

A Complaint and Dispute Resolution Guide is available to all Members in our branches, on our website and on request. The Guide informs Members how to lodge a complaint, including who to contact and how the complaint will be dealt with. Members who lodge a complaint will be offered this guide.

If your complaint cannot be resolved by a Member Service Consultant, you may request that it be dealt with under our internal dispute resolution procedure. Your complaint will be referred to an appropriately trained officer who will register and advise you of our process for dealing with your complaint.

In the event that you are not satisfied with the resolution of your complaint by the internal dispute resolution procedure, you are entitled to have your dispute considered, free of charge, by the relevant external dispute resolution bodies, which are detailed in our Complaint and Dispute Resolution Guide.

If your complaint relates to the operation of third party products, we may refer you to the supplier of that product or service. Details of their dispute resolution procedures will be contained within their FSG or PDS. Alternatively you can ask them for a brochure on their dispute resolution procedures.

If your complaint relates to products or services provided by Victoria Teachers Credit Union please contact one of our Member Service Consultants on **1300 654 822**.

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financial services guide

About this Financial Services Guide (FSG)

This FSG is provided by Victoria Teachers Credit Union Limited (*Victoria Teachers Credit Union*). It has been developed to assist you in deciding whether to use any of the financial services or products we are authorised to provide.

It contains general information about how we and others are remunerated in relation to those products and services, how you may access our dispute resolution procedures and our contact details.

Other disclosure information

Depending on which products and services you choose, you may also receive a Statement of Advice, a Record of Advice and a Product Disclosure Statement or a Terms and Conditions brochure.

- The Statement of Advice (*SOA*) contains information about personal advice we give you so that you can make an informed decision about whether to act on that advice or not. Personal advice is advice that takes into account your objectives, financial situation and needs. An SOA contains the advice, the basis on which it has been given and information about how we are remunerated, as well as any associations or relationships which may have influenced the advice. An SOA will be issued if we provide personal advice about any product that is not a basic deposit product, a related facility for making payments other than by cash, travellers cheques, travel insurance or a general insurance product for which an SOA is not required to be given by law. We will issue the SOA at the same time or as soon as practicable after the advice is provided.
- A Record of Advice (*ROA*) contains information about subsequent personal advice we give you. A copy of your ROA may be requested by you where it has not already been provided to you. A request for a copy of your ROA must be made within 7 years after the day on which the subsequent advice is provided to you.
- A Product Disclosure Statement (*PDS*) or Terms and Conditions brochure sets out the significant features of the product and contains information about its benefits and costs. We will give you the PDS or Terms and Conditions brochure or disclose the key information contained in the PDS or Terms and Conditions brochure to you if we recommend that you acquire a particular financial product or if we offer to provide you with a particular product.

About your Financial Services provider

Victoria Teachers Credit Union is authorised by the Australian Securities and Investments Commission (*ASIC*) to advise and deal in relation to the following financial products:

- Basic deposit products.
- Deposit products other than basic deposit products.
- Non-cash payment facilities.
- General insurance.
- Superannuation.
- Life insurance.
- Government debentures, stocks or bonds.
- Debentures of a body corporate or unincorporated body.
- Interests in managed investment schemes including investor directed portfolio services.

Commercial relationships that may influence the provision of Financial Services

Victoria Teachers Credit Union is a mutual organisation owned and controlled by its Members.

When we provide advice about our authorised financial products, we do so on our own behalf.

When we issue our own financial products, basic deposit products and non-cash payment facilities, we do so on our own behalf.

We ensure that we hold Professional Indemnity Insurance to cover claims arising from the conduct of our employees/representatives. This cover extends to those employees/representatives no longer employed by Victoria Teachers Credit Union, but who were at the time of the relevant conduct.

When we arrange to issue a third party's financial products, such as life and general insurance, we do so on behalf of the third party product issuer, with whom we have a commercial relationship.

We have a commercial relationship with Navigator Australia Limited (*Navigator*) (*part of the Aviva Group*) under which we are paid for funds deposited.

Remuneration or other benefits received or paid for providing Financial Services

A fee or charge may apply to the products and services we provide. If a fee or charge applies, it will be set out in the PDS or Terms and Conditions brochure. From time to time third parties who, by arrangement with Victoria Teachers Credit Union, provide their products or services to our Members, may pay for, or subsidise expenses incurred in promoting their products and services including costs associated with the development, printing and mailing of brochures.

If you receive personal advice in relation to a financial product or products and we:

- Can calculate the remuneration (*including commission*) or other benefits received in respect of the financial service or product at the time the advice is provided we will advise you of the amount when providing you personal advice or as soon as practicable after that time; or
- Are unable to calculate the remuneration (*including commission*) or other benefits received in respect of the financial service or product at the time the advice is provided we will advise you how the remuneration or other benefits are calculated when providing you personal advice or as soon as practicable after that time.

If you do not receive personal advice in relation to a specific financial product we will if you request particulars of the remuneration (*including commission*) or other benefits within a reasonable time after receipt of this FSG and before any financial service identified in this FSG is provided, advise you of the amount or if we are unable to calculate the amount, how the remuneration or other benefits are calculated.

Victoria Teachers Credit Union may receive remuneration (*including commission*) or other benefits in the following circumstances:

General banking

- When certain transactions are carried out using our Visa cards, at a range of interchange rates calculated either as a percentage or fixed dollar amount either up to 1.60% or up to \$0.82 per transaction on the \$AUD on all sales by merchants. The interchange rate varies depending on whether sales are made inside or outside Australia, the type of Visa card used or the method of payment used.
- When transactions are carried out using the BPAY payment facility, at a rate of up to \$0.45 per transaction.

- When you use our wholesale money market term deposit, we pay a commission to a third party up to 0.35% on the amount invested with Victoria Teachers Credit Union.

Foreign Exchange & Currency

- When sending or receiving an International payment or deposit on your behalf, at a rate of up to 0.20% on the value of the transaction.
- When arranging travellers cheques or foreign currency for you, at a rate of up to 1.1% on the \$AUD value of the cheques or currency sold, with a minimum commission of \$13.20 for foreign travellers cheques, \$20.00 for Australian travellers cheques and \$8.00 for foreign currency.

Insurance

- When we arrange, renew or refer Insurance policies for you, commission is paid at a rate of up to 35% on the value of the base premium. The commission rate varies depending on the insurer and the type of insurance product sold.

Financial Planning

- We may charge you a fee for a consultation and the provision of a Financial Planning SOA up to \$1,500. This fee and any commission will be set out in our SOA.
- We may charge you a fee for advice at an hourly rate of \$250 per hour. This fee and any commission will be set out in our SOA.
- When we initially arrange superannuation or managed investments for you, we will receive a commission of up to 1.1% on the value of the transaction.
- We also receive an ongoing service fee on your balance in the fund at a range of rates up to 1.1% p.a. paid monthly or quarterly in arrears.

When we place investments on your behalf in either Navigator Personal Retirement Plan, Navigator Personal Investment Plan or Navigator Access we will receive a quarterly payment (*of up to 31.5%*) of the net administration fees paid by clients of Victoria Teachers Credit Union and received by Navigator. Navigator's net administration fee is up to 2.2% p.a. of the account balance less any ongoing remuneration detailed above. For example, a client investing \$100,000 in Navigator Personal Investment Plan would result in Navigator paying Victoria Teachers Credit Union up to \$78 per quarter.