

What associations do we have?

We are a member of COBA, the major industry association in Australia for mutual banks and credit unions.

We use the settlement services of Indue Limited who also sponsor us into NPP including OSKO Payments, BPAY Scheme, eftpos and the VISA International network.

We have associations or relationships with Homes Tasmania to offer the MyHome share equity program, Wilson Homes partnership and St.LukesHealth alliance.

When we give you advice

In some cases we will give you general advice. General advice is a recommendation or opinion which has not taken into account your investment needs, objectives and financial situation. Before acting on such advice, you should assess whether it is appropriate for you given your investment needs, objectives and financial situation.

If the general advice we give you involves a recommendation that you acquire a particular financial product (e.g. householders insurance) then you will be offered a Product Disclosure Statement (PDS) relating to that product, and should consider the information it contains prior to deciding to proceed.

In some instances we can assist you to arrange financial products (e.g. general insurance) over the telephone.

If you instruct us to arrange an insurance contract over the telephone, we will also give you a Product Disclosure Verbal Statement (PDVS).

Complaint and Dispute Resolution

If you are not satisfied with any of the products or services that we offer, please refer your complaint to the Retail Store or department that you were dealing with, and we will in all instances attempt to satisfactorily address your concern in accordance with our comprehensive Internal Dispute Resolution (IDR) process. Alternatively, you can call us on 1300 306 716; email us at contactus@bankofus.com.au; contact us via our website www.bankofus.com.au/resolving-your-concern or write to our Dispute Resolution Officer at PO Box 194, Launceston, TAS, 7250.

National Relay Service

TTY/ Voice: 133 677

SSR: 1300 555 727

<http://www.relayservice.com.au>

SMS relay number: 0423 677 767

If you are still not satisfied, we are a member of the Australian Financial Complaints Authority (AFCA), which is an external and independent body that will hear your complaint free of charge. Telephone 1800 931 678 (free call)

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

www.afca.org.au

Email info@afca.org.au

For further information about this, please ask at any of our Stores for our 'Resolving your Concern' brochure or visit www.bankofus.com.au/resolving-your-concern.



1300 306 716 | bankofus.com.au

Bank of us is a trading name of B&E Ltd
ABN 32 087 652 088 AFSL & Australian Credit Licence 236870

FINANCIAL SERVICES GUIDE



February 2024

This Financial Services Guide provides information about the financial services we offer under our Australian Financial Services Licence (AFSL). It is designed to help you to decide whether you wish to use those services.

Our Account & Access Facility Conditions of Use, Summary of Accounts, Availability of Access Facilities and Transactions Limits and our Schedule of Fees and Charges disclosure documents can assist you when choosing if a product suits your objectives, financial situation or needs.

How to contact us.

Post | Bank of us, PO Box 194, Launceston, TAS 7250
 Telephone | 1300 306 716
 Email | contactus@bankofus.com.au
 Website | www.bankofus.com.au

What kind of financial services do we offer?

We are authorised under our Australian Financial Services Licence (AFSL) to deal and advise in the following Bank of us products:

- Basic Deposit Products - which includes all of our Savings, Transaction and Term Investment Account products.
- Non-Cash Payment Facilities - which includes Internet Banking, BPAY, VISA Debit Cards, Direct Debits and Credits, Periodical Payments and Sweep Arrangements.

We are also authorised to deal and advise in General Insurance on behalf of a licensed insurance company for whom we act as an intermediary. Specifically, we are authorised to deal and advise in:

- General Insurance - Householders, Landlords, Private Motor Vehicle, Caravan, Boat, Travel and Motor Cycle Insurance.

Who do we act for?

We act on our own behalf at all times for Basic Deposit Products (Savings, Transaction and Term Investment Account products) and Non-Cash Payment Facilities.

For General Insurance products as listed above, we act as an intermediary for CGU Insurance. While we can arrange insurance contracts on your behalf, in our capacity as an intermediary, your contract is with the insurer, and the responsibility for the performance of the contract also lies with the insurer.

For Merchant facilities we act as an intermediary for Tyro Payments Limited. While we can arrange a merchant facility on your behalf in our capacity as an intermediary, your contract is with Tyro Payments Limited.

In providing Cash Passport cards we act as an intermediary for MasterCard Prepaid Management Services Australia Pty Limited.

For foreign currency products and conversions such as Telegraphic Transfers we act as an intermediary for Convera Australia Pty Ltd trading as Convera acts under its own Australian Financial Services Licence (AFSL 404092).

What remuneration or other benefits do we receive?

We receive commission on any insurance contract we arrange on your behalf. The commission payment is based on a percentage of the premium paid (excluding any stamp duty, fire services levy and GST) as follows:

CGU INSURANCE*

Policy Type	Commission
Householders	up to 20%
Landlords	20%
Private Motor Vehicle	10%
Caravan	10%
Boat	10%
Travel	25%
Motor Cycle	10%

*While we do not arrange other types of insurance offered by CGU on your behalf (e.g. Strata Insurance, Commercial Insurance), we are entitled to receive a commission for any such insurance contract that we refer to CGU. The maximum commission payable is 30%. CGU Insurance is a part of the Insurance Australia Group (IAG) of companies. CGU Insurance products are underwritten and issued by Insurance Australia Limited ABN 11 000 016 722 AFSL 227681.

BPAY

We are an Associate Member of the BPAY Scheme. As at the date of printing, we receive a gross fee of \$0.45c (exc. GST) for each BPAY payment that we process on your behalf.

MERCHANT FACILITIES

We may, under certain circumstances, receive commission from Tyro Payments Limited for referred merchants depending on the eligible transactions or on the number and total value of transactions conducted.

Foreign Currency Products and Transfers

We receive commission on all foreign currency products and transfers we arrange on your behalf. The commission or fee paid to us including GST is as follows:

Telegraphic Transfers (outgoing)	\$30 (Foreign Currency) \$45 (AUS dollars)
Telegraphic Transfers (incoming)	\$10
Cash Passport Card	Store load/ reload up to the greater of 1.1% or \$15
	BPAY reloads are free
Money Transfer	20% of the fee paid

For all foreign currency transactions we arrange on your behalf we will receive 30% of any foreign exchange profit.

VISA

We are also a Sponsored Member of VISA International. As a card issuer, we receive interchange fee income from any card acquirer when you use your VISA debit card and select the "credit" button. We do not set interchange fee rates.

Staff salaries, benefits and incentives

All Bank of us staff are paid salaries. They may receive additional benefits for achieving sales and service targets, including those relating to the sale of General Insurance Products, or for other outstanding performance. Staff incentives may either be individual or team based and can take the form of a cash bonus through salaries, functions, hampers, vouchers, movie tickets etc.

What other Bank of us products and services do we offer?

Apart from the financial services which we are authorised to provide under our Australian Financial Services Licence, we also offer:

- Home Loans and Vacant Residential Land Loans
- Line of Credit facilities
- Residential Investment Loans
- Personal Loans
- Business Loans and Overdrafts
- Credit Cards