



## FINANCIAL SERVICES GUIDE

### Manly Warringah Credit Union Limited

ABN 81 087 650 299

#### FINANCIAL SERVICES GUIDE (FSG)

This FSG is issued by:  
Manly Warringah Credit Union Limited  
Australian Financial Services Licence 239074

Date 1<sup>st</sup> December 2009

Information in this guide is current as at the date noted above

### Contents of Your Manly Warringah Credit Union Financial Services Guide

This Financial Services Guide (FSG) is designed to help you decide whether to use Manly Warringah Credit Union Products and Services.

It contains the following information:

- ❖ About Us
- ❖ Our Products and Services
- ❖ Product Details and Advice
- ❖ On whose behalf do we provide the financial services?
- ❖ What remuneration or other benefits do we receive for providing the financial services?
- ❖ If you have a Complaint
- ❖ How to contact us

### About Us

For over 40 years, we've met the banking needs of people in and around Manly, Warringah or Pittwater.

We're a truly local banking alternative with local staff, management and directors - offering a full range of banking products and services.

Every adult member of Manly Warringah Credit Union has equal shares and equal voting rights. After prudential requirements are met, our profits go towards more competitive interest rates and improving our products and services.

It's all this and more that make us different ....

### Our Products and Services

We are licensed by the Australian Securities and Investments Commission to advise on and deal in a range of products including Savings Accounts, Payment Services, Investment Accounts and Insurance products. We are the product issuer for all products other than our credit card, insurance products and travellers cheques.

### Product Details and Advice

You will receive a Product Disclosure Statement (PDS) brochure when you apply for any of our savings, term deposit and payment products.

This document describes our financial products to help you make decisions and includes as appropriate:

- ❖ Product Brochure – including product Terms and Conditions
- ❖ Fees and Charges Brochure – setting out costs for each product
- ❖ Interest Rate Brochure – listing our current rates.

Our staff can give you general advice and you will receive a separate PDS when you apply for a credit card, insurance or travellers cheques product.

### On whose behalf do we provide the financial services?

When we provide advice or issue our own financial products – deposit accounts and non-cash payment facilities – we do so on our own behalf.

When we arrange to issue a third party's financial products, we do so on behalf of the third party product issuer. We act for third party product issuers when we provide or arrange:

- ❖ general insurance;
- ❖ consumer credit insurance;
- ❖ financial planning;
- ❖ travellers cheques;
- ❖ Credit cards.

Details of who the relevant product issuer is will be included in the Terms and Conditions or Product Disclosure Statement for that financial product.

When issuing insurance contracts we act under an agreement as an agent on behalf of the following insurers:

We provide our general, commercial and consumer credit insurance (CCI) products on behalf of Allianz Insurance Limited (Allianz) AFS Licence No.234708, ABN 15 00 122 850.

Whilst we can arrange your insurance cover for you, your contract for insurance will be with the insurer.

## What remuneration or other benefits do we receive for providing the financial services?

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

We may charge you fees when you carry out transactions on a deposit account or when you use our non-cash payment facilities, such as cheque books, transaction cards, etc. These fees are set out in our Fees & Charges brochure available to you on request.

We may also receive commissions:

- ❖ When we arrange to issue travellers cheques to you – at the rate of 1% of the \$AUD value of the cheques sold.
- ❖ When you make payments using BPay – we receive commissions paid by the biller institution of up to \$0.41.
- ❖ The commission which we receive from Allianz for Consumer Credit Insurance products is 20% of the premium.
- ❖ The commission we receive from Allianz for General Insurance products is dependant on the product as follows:

Class of Insurance	Commission
Home	Up to 18%
Motor	Up to 10%
Pleasurecraft	Up to 5%
Caravan & Trailer	Up to 9%
CTP	Up to 5%
Travel	Up to 30%

- ❖ When you use your Visa Debit Card to pay for goods or services, if you select the credit function, we receive a commission from the owner of the EFTPOS terminal. The commission received is a weighted average commission per transaction of approximately 12 cents per transaction.

- ❖ For each referral we make to Bridges Financial Services Pty Ltd we may receive a referral fee between 0% to 30% of any entry fee and any ongoing fee paid by you to Bridges. These payments do not increase the fees already payable by you to Bridges.
- ❖ The percentages paid by the third party product issuer vary from time to time. If you receive personal advice from us, we may be required to provide you with more detailed information about any relevant commission.

Our staff are salaried employees and do not receive commission.

Staff Members may at times participate in a bonus or other rewards scheme. Incentives vary but are usually a small proportion of overall remuneration (e.g. \$500 over the course of a year for an individual staff member)

Otherwise, no payments are received by our staff that would influence the advice they provide Members of financial products and services.

## If you have a Complaint

First, contact the Credit Union on 1300 13 1964 or at any of our branches. If you need further assistance, you can use our internal dispute resolution service: see our Dispute Resolution Brochure for details.

We also belong to the Financial Ombudsman Service (FOS). That way, if we cannot resolve your dispute with us as outlined above, you can have the matter determined independently by the FOS.

Financial Ombudsman Service contact details:

GPO Box 3, Melbourne Vic 3001  
 Toll Free: 1300 78 0808  
 Fax: (03) 9613 6399  
 E-mail: [info@fos.org.au](mailto:info@fos.org.au)  
 Website: [www.fos.org.au](http://www.fos.org.au)

**Note:** Our dispute resolution brochure is available by ringing 1300 13 1964, via our branch network or may be downloaded from our website [www.mwcu.com.au](http://www.mwcu.com.au)

## Contact Details & Services

**Head office** 17-19 Oaks Ave, Dee Why NSW 2099  
 Mailing Address PO Box 1964 Dee Why NSW 2009  
 Telephone No. 1300 13 1964  
 Fax No. (02) 9972 3800

**Dee Why branch** 17 Oaks Ave, Dee Why NSW 2099  
 Telephone No. (02) 9981 8416  
 Fax No. (02) 9982 4685

**Manly branch** 48 Sydney Rd, Manly NSW 2095  
 Telephone No. (02) 9976 3000  
 Fax No. (02) 9977 8822

**Mona Vale branch** 5 Bungan St, Mona Vale NSW 2103  
 Telephone No. (02) 9999 1499  
 Fax No. (02) 9979 8147

**Mall branch** Shop 481 Warringah Mall  
 Telephone No. (02) 8978 8000  
 Fax No. (02) 9905 7567

**rediPhone** (02) 9971 1964  
 Obtain balances, BPay & transfer funds using your phone 24 hours a day, 7 days a week. Registration required.

**NetTeller** [www.mwcu.com.au](http://www.mwcu.com.au)  
 View and transfer funds, pay bills (BPay) via the net, anywhere in the world at any time. Registration required.

**BPAY** Using rediPhone or Internet Banking 24 hours, 7 days a week.

**Other Services** For details on Savings, Fixed Term Deposits, Loans or any other products and services call our member services team on 1300 13 1964 or visit our web site [www.mwcu.com.au](http://www.mwcu.com.au).