

# FINANCIAL SERVICES GUIDE

Effective from 1 August 2017



**Queensland**  
COUNTRY  
CREDIT UNION

## OUR FINANCIAL SERVICES GUIDE ('FSG')

This FSG is issued by Queensland Country Credit Union Limited ABN 77 087 651 027 AFSL 244 533 trading as 'Queensland Country' and 'ECU Australia' and is provided to assist you in deciding whether to use any of the services described in the FSG.

The FSG contains important information on:

- Product Details and Advice
- Our Products and Services
- Our Business Partners and Commissions
- Our Fees and Other Rewards
- Complaint Procedures
- Privacy
- Our background, objectives and community involvement
- How to Contact Us

Any reference in this FSG to "us", "we", or "Queensland Country" is reference to Queensland Country Credit Union Limited.

## PRODUCT DETAILS AND ADVICE

In the course of your dealings with Queensland Country you may receive a **Product Disclosure Statement (PDS)** for certain products which will contain specific features about these products.

For other deposit products and non-cash payment products, you may receive a Product Information Brochure (PIB) similar to a PDS, and other disclosure documentation comprising relevant Terms and Conditions.

The PDS will help you compare financial products and decide whether you wish to acquire the product. The PDS for general insurance products, life insurance products and travel products are prepared by the product insurer.

If the product issuer provides you with personal advice on an insurance product you will receive a **Statement of Advice (SOA)** which sets out the basis on which the advice is given and the advice provided on the product.

A PIB and other documentation comprising Terms and Conditions will also be provided to you when taking out Queensland Country credit products including home loans, personal loans, car loans and credit cards.

## OUR PRODUCTS AND SERVICES

We are licensed by the Australian Securities and Investments Commission (ASIC) to advise on and deal in a range of products.

Queensland Country is committed to providing our Members with quality, efficient banking products and services.

## DEPOSIT PRODUCTS

- Everyday Transaction Accounts
- Cash Management Accounts
- Online Saver
- Christmas Club
- Offset Account (to accompany your mortgage loan)
- SmartBudget Account
- Bonus Saver
- Student Money Saver
- Pension Plus

## INVESTMENT ACCOUNTS

- Fixed Term Deposits
- Retirement Savings Account

## LOANS

- Home Loans
- Personal Loans
- Investment Loans
- Overdrafts
- Line of Credit
- Visa Credit Cards (with a Rewarder program)
- Commercial Loans

## INSURANCE (AS AN AGENT FOR DESIGNATED INSURERS)

- Private Health Insurance
- Home and Contents Insurance
- Motor Vehicle/Boat/Caravan Insurance/Motor Cycle
- Landlord's Insurance
- Loan Repayment Insurance (including sickness and accident)
- Travel Insurance
- Term Life Insurance
- Business Insurance

## OTHER SERVICES

- Internet banking
- Phone banking
- Mobile banking
- ATM network throughout our branches
- Cheque books
- Periodical Payments
- Direct debits and credits
- CueCard

- Visa Debit Card
- Foreign Payment Services (as an agent for Western Union)
- Telegraphic Transfers (as an agent for Western Union)
- Foreign Currency (as an agent for Western Union)
- Cash Passport (as an agent for Access Prepaid)
- Referral to Licensed Financial Planners

## **REFERRAL FOR NON FINANCIAL SERVICES**

### **PRIVATE HEALTH INSURANCE COVER**

In association with Queensland Country Health Fund Ltd ABN 18 085 048 237, we are able to offer Members private health insurance cover. Queensland Country Health Fund is registered under the Private Health Insurance Act 2007 (Cth). Queensland Country Credit Union Limited is the ultimate holding company of Queensland Country Health Fund Ltd.

## **OUR BUSINESS PARTNERS AND COMMISSIONS**

### **INSURANCE**

We act as agent for Insurance Australia Limited ABN 11 000 016 722 AFS Licence no. 227681 trading as CGU Insurance for general insurance and life insurance products. Our relationship with these insurers allows us to act as their agent in organising insurance contracts with you. While we can arrange insurance cover for you, your insurance contract is with the insurer and not with Queensland Country Credit Union. Queensland Country will not be responsible for the performance of the insurance contract. As a result of these relationships, we receive commission on insurance products as a percentage of the premium paid (net of all administration fees, fire services levies, GST, stamp duties and other statutory charges) for each policy.

If personal advice is given by the product issuer and an insurance policy is purchased through us, the amount of commission or the manner in which the commission is to be calculated will be disclosed in the Statement of Advice provided by our business partner.

PRODUCT	CGU
<b>House and/or Contents</b>	
<b>Listed Events</b>	17.5%
<b>Accidental Damage</b>	17.5%
<b>Motor Vehicle Insurance Classes</b>	10%
<b>Landlord's Insurance</b>	15%
<b>Travel Insurance</b>	20%
<b>Boat Insurance</b>	15%
<b>Caravan Insurance</b>	10%
<b>Business Insurance</b>	15%
<b>Loan Repayment Insurance</b>	20%
<b>Term Life Insurance</b>	20%

## TRAVEL FACILITIES

We act as agent for Access Prepaid Australia Pty Ltd ABN 47 145 452 044 AFSL 386 837 for Multi-currency Cash Passport.

We act as agent for Western Union Business Solutions (Australia) Pty Ltd ABN 24 150 129 749 AFSL 404 092 ('Western Union') in respect to money transfers, telegraphic transfers, foreign cheque deposits, drafts, foreign cash orders and repurchases.

We act as agent for Travelex Limited ABN 36 004 179 953 AFSL 222 444 in respect to foreign currency.

For each transaction involving the above products we receive a commission. For details, please refer to our Fees and Charges brochure. When providing you with these products, the product issuer determines the exchange rate at their discretion, which includes a commission to them.

## FINANCIAL PLANNING

We refer our Members to Clearview Financial Advice Pty Limited ABN 89 133 593 012 AFSL 331 367 for investment and financial planning advice. For each referral we receive 20% of the up-front fees that Clearview receives from the Member and then 20% of the on-going fees.

## VISA

We are an issuer of Visa cards. We may receive a commission from Visa when you use a Visa card issued through us. The range of commissions vary depending on:

- whether the transaction occurs within or outside Australia; and
- whether the transaction is by an electronic EFTPOS machine or a manual machine.

## BPAY<sup>®</sup>

We are a member of the electronic payments scheme known as BPAY. We receive a small commission per transaction from the Merchant when you use BPAY through us.

## ASSOCIATIONS

Queensland Country Credit Union Limited is a shareholder of Indue Ltd ABN 97 087 822 464, a nationally-based payment systems and financial services provider.

Through this association we are able to provide you with the following financial services:

- Visa Cards
- CueCards
- BPAY
- Member Cheques

The fees and charges which may apply on the use of these services are detailed in the Fees and Charges brochure. As a shareholder of Indue Ltd we may receive a dividend from profits that may be made by this service company. If dividends are paid on this or any other shareholding of Queensland Country, this will be reported in our annual company accounts.

## BANK@POST

Bank@Post is a service provided by Australia Post which allows you to undertake a variety of financial transactions through Australia Post outlets using your Queensland Country Visa Credit card, Visa Debit card or CueCard. For transactions provided through Bank@Post, we pay Australia Post a set fee based on the actual transaction type conducted.

## FEES

Fees and charges are applicable to our products and services as set out in our Fees and Charges brochure.

## STAFF MEMBERS

Our staff members and our Directors are paid wages or are salaried employees and most employees do not receive any commission or direct financial benefits for products in relation to which they provide advice, issue or arrange. We operate a staff performance bonus system where staff may receive a

<sup>®</sup> Registered to BPAY Pty Ltd ABN 69 079 137 518

bonus depending on key performance indicators for volume of sales, revenue and/or performance. Staff may also receive non-financial incentive benefits. Staff covered by an enterprise bargaining agreement receive a pay review based on individual performance and the return achieved on the assets of Queensland Country. Any commissions from third parties or business partners are paid directly to Queensland Country Credit Union Limited.

## **COMPLAINT PROCEDURES**

### **INTERNAL COMPLAINTS RESOLUTION**

Queensland Country has an internal complaints handling process which has been established to resolve any complaints relating to our products and services or the complaints handling process itself, where a response or resolution is expected. Any complaint you may have concerning Queensland Country or its authorised representatives should be directed to us. If the person you are dealing with cannot resolve the issue, please ask to speak with their manager. If the issue is still not resolved, we encourage you to complete a Notification of Complaint form available at any Queensland Country branch, although such notification is not required to be provided in writing.

### **EXTERNAL DISPUTE RESOLUTION**

If we have made a formal proposal to resolve the complaint and you have told us that the proposal is not acceptable to you; or at least 45 days has elapsed since you made your complaint (whichever occurs sooner), you are entitled to have your complaint resolved free of charge by the Credit and Investments Ombudsman Limited (CIO) ABN 59 104 961 882. This is an external dispute resolution scheme of which Queensland Country is a member. We will provide you with information on how you may access this scheme.

If you have any complaints or disputes concerning the services provided by third parties or our business partners (including insurers or service providers) we encourage you to make enquiries direct with these third parties. Please contact us direct if you have any problems with the handling of third party complaints.

## **PRIVACY**

To be a member of Queensland Country, the Anti Money Laundering and Counter-Terrorism Act 2006 (Cth) requires Queensland Country to collect and verify certain personal information including your name and either residential address or date of birth. We may ask you to supply other information in connection with your application which may not be required by law but Queensland Country may not be able to process and approve your application if it is not supplied. Subject to the Privacy Act 1988 (Cth), you may access personal

information which Queensland Country holds about you at any time by asking.

Information about how Queensland Country collects, holds, uses and discloses personal information is set out in our Privacy Policy which is available on our website and by request from our branches or by email.

## **HERITAGE**

In February 1971 The Mt Isa Mines Employees' Credit Union Limited commenced operation as a service to the employees of Mt Isa Mines and its related companies.

During the 80's and 90's Queensland Country capitalised on its early success by firstly expanding Membership eligibility and branch locations to residents in North Queensland then later throughout the state. This expansion came with a name change to North Queensland Credit Union Limited and subsequently Queensland Country Credit Union Limited. Along with the increase in branches throughout the state, the diverse range of products and services available to Members followed.

In June 2005, Queensland Country Credit Union Limited merged with South East Community Credit Society Ltd. creating an expanded and more convenient branch network and enhanced products and services.

On 1 April 2017 Queensland Country Credit Union Limited merged with ECU Australia Ltd (ECU). The merger is a perfect match both organisations who have had a strong reputation in North Queensland for their personal service, community support and fairer approach to banking.

## **OUR CULTURE**

At Queensland Country we like to keep things simple. We're an independent, Member owned organisation. We provide a full range of competitive financial services. And we are committed to showing our Members how much we value them.

Our Members are the most important visitors to our premises, online banking channels, and Contact Centre. After all, they are part-owners in Queensland Country. When you join Queensland Country, you purchase one Membership Share. That means you become a part-owner and get to use Queensland Country for all your savings, loans and other financial products and services that we provide. Members are also entitled to vote in the election of the Board of Directors who set the operating policies for Queensland Country as well as supervise the performance of the organisation. Entities which hold a deposit account under section 79 of Queensland Country's constitution, or are under 18 years of age are not entitled to vote.

With 21 branches stretching from as far north as Weipa, west to Mount Isa and south to Stanthorpe, we love looking after our fellow Queenslanders.



## VALUES AND PRIORITIES

The mission of the Directors and staff at Queensland Country is that we are the best people to be banking with.

Our key objectives are:

- to deliver the highest quality products and services to help our Members fulfil their financial needs
- to provide a positive, friendly working environment where staff feel highly valued and are able to meet their career aspirations
- to contribute strongly to the community as a responsible, highly ethical corporate citizen
- to be a significant contributor to the Queensland Country movement and its ideals
- to maintain a strong level of financial performance to enable us to achieve our goals

## STRENGTH AND SECURITY

Our strength and financial security are derived from our diverse asset base.

At any time, around 90% of savings deposited with Queensland Country are loaned back to Members through personal, home and investment loans. Our spare funds are invested conservatively. These are mainly in deposits with large regulated Australian Financial Institutions. Queensland Country does not invest in the stock market or overseas.

Credit Unions are regulated by the same government regulator as the major banks - the Australian Prudential Regulation Authority (APRA). APRA's supervision is designed to minimise the chance that a Financial Institution will be unable to meet its obligations to depositors. Credit Unions, Banks and Building Societies must all comply with the same set of APRA rules (known as Prudential Standards). Queensland Country complies with all Prudential Standards and are in a strong and stable financial position.

## COMMUNITY GRANTS AND SPONSORSHIP

Queensland Country is committed to making a real difference in the lives of our Members, our people and in the communities where we operate. One of the most valuable ways we achieve this is through financial assistance to community organisations by way of sponsorships and our Community Grants Scheme.

### SPONSORSHIPS

Queensland Country provides sponsorship support for a wide range of activities and groups that offer a tangible benefit to the community and encourage active participation in local events.

Sponsorships allow Queensland Country to proactively support community events and be recognised for our positive contribution to the community. We understand and acknowledge that grass-roots organisations and events play a major role in the development of a community, and we try to become actively involved in these activities wherever possible.

As a result, an event sponsored by Queensland Country is likely to benefit the community group / event in the following ways:

- financial support
- ongoing assistance
- higher awareness for the group / event due to Queensland Country's involvement
- flow-on positive effect to the wider community due to increased stability / success of a sponsored event
- assistance in-kind, such as expertise, financial or banking services

As a Queensland based organisation, we focus on providing sponsorship in every area that our branches lie, from as far north as Weipa, west to Mount Isa and south to Stanthorpe.

## **COMMUNITY GRANTS SCHEME**

Each year Queensland Country provides funding for not-for-profit groups across Queensland as part of our Community Grants Scheme. This scheme supports groups in our branch areas for a wide range of activities, facilities and services that offer tangible and sustainable benefits to the community, and encourage active participation in these local communities.

We understand and acknowledge that community groups play a large role in the development of a community, and that it can be difficult for these small organisations to self-fund activities and services. Queensland Country aims to offset costs or fully fund projects that improve the lives of our Members and the communities in which they live, and that are deemed to be widely beneficial to the community. This assists local groups to develop and expand their activities and reach within their community. Our Community Grants are provided for programs in the areas of:

- Arts, culture and heritage
- Sport and recreation
- Education
- the environment



## HOW TO CONTACT US

If you have any questions or need more information, please contact us by:

- Branch** Visit our website for a listing of all our branches.
- Post** Queensland Country - PO Box 679,  
Aitkenvale QLD 4814  
ECU Australia - PO Box 6125,  
Cairns QLD 4870
- Phone** Queensland Country Members - 1800 075 078  
ECU Australia Members - 1800 383 791
- Website** [www.qccu.com.au](http://www.qccu.com.au) or [www.ecu.com.au](http://www.ecu.com.au)
- Email** [info@qccu.com.au](mailto:info@qccu.com.au) or [info@ecu.com.au](mailto:info@ecu.com.au)
- BSB** Queensland Country Members - 704 640  
ECU Australia Members - 654 019
-  Queensland Country Credit Union

Queensland Country Credit Union Limited ABN 77 087 651 027  
AFSL/Australian Credit Licence 244 533 trading as 'Queensland Country'  
and 'ECU Australia'

Insurance Australia Limited trading as CGU Insurance ABN 11 000 016 722  
AFSL 227681

Access Prepaid Australia Pty Ltd ABN 47 145 452 044 AFSL 386 837  
Western Union Business Solutions (Australia) Pty Ltd  
ABN 24 150 129 749 AFSL 404 092

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