



Savings Accounts  
Term Deposits  
Payment Services  
Insurance  
Loans  
Credit Cards

# FINANCIAL SERVICES GUIDE

**Manly Warringah Credit Union Limited**

**ABN 81 087 650 299**

AFS Licence No. 239074

Financial Services Guide (FSG)

Date: 9 February 2004

Information in this brochure is current from the above date.

## **Your Manly Warringah Credit Union FSG**

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

The FSG contains information on:

- Product Details and Advice
- Our Products and Services
- Our Business Partners and Commissions
- Our Fees and and Other Payments
- What to Do if You Have a Complaint
- How to Contact Us

### **Product Details and Advice**

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

- A product brochure- including Terms and Conditions
- Schedule of Fees and Charges brochure – setting out costs related to each product
- Schedule of Interest Rates brochure – listing our current rates for Savings accounts and Term Deposits

You will receive a separate PDS when you apply for insurance or travellers cheques products.

### **Statement of Advice**

Our staff can provide you with personal or general advice on all our products.

If we provide you with personal advice on an insurance product, you will receive a Statement of Advice which sets out the information you have given us on your circumstances and needs and the advice we have given you on the product.

Terms and Conditions will also be provided to you before taking out other Manly Warringah Credit Union products including home loans, personal loans, business loans, car loans and credit cards.

## **About Your Credit Union**

We are a member owned organisation, striving to provide innovative and quality financial services. We are committed to service excellence, professionalism, high ethical standards and values, focused on meeting your needs as members.

## **Our Products and Services**

We are licensed by the Australian Securities and Investments Commission to advise on and deal in a range of products:

- **Savings Accounts:** Basic transaction savings account and other specialist accounts.
- **Payment Services:** Direct debit, periodical payments, debit card, BPay, phone banking, internet banking and travellers cheques..
- **Term Deposits:** For terms of 3 to 36 months.
- **Insurance:** Home & Contents, Motor Vehicle, Auto Equity, Travel, Personal Injury, Landlord and Consumer Credit (loan repayments).

We are the product issuer for all products other than insurance products and travellers cheques.

## Credit and Other Products

We also provide:

- Home Loans
- Personal Loans
- Business Loans
- Credit Cards
- Car Loans

## Our Business Partners and Commissions

### Insurance

We provide our insurance products (Home, motor, travel and landlord insurance) on behalf of Allianz Australia Insurance Ltd and Personal Injury insurance on behalf of American Home Assurance Company. We provide consumer credit insurance (CCI) on behalf of Swann Insurance (Aust) Pty Ltd and National Mutual Life Association of Australasia.

We provide Auto Equity cover on behalf of Swann Insurance (Aust) Pty Ltd.

We receive commission on insurance products as a percentage of the premium paid for each policy:

Home	10%	CCI	20%
Travel	30%	Landlord	18%
CTP	5%	Personal Injury	15%
Motor	10%	Auto Equity	32%

## **Payment Services**

**Travellers Cheques** - We provide travellers cheques and other payment products through American Express International Inc. and Travelex Limited. For each travellers cheque transaction we receive 1% of the transaction value (min. \$10).

**BPay** - We also receive commission on BPay transactions from Credit Union Services Corporation (Australia) Limited of 0.80% of the dollar value of each transaction (for credit transactions only); and a commission of between \$0.49 to \$0.55, depending on the account used.

**VISA** - When you use your VISA 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 rate depends on the type of transaction:

Electronic transactions 0.47%

Paper transactions 0.57%

## **Referrals**

If we refer members to Bridges Financial Services Pty Limited for investment and financial planning advice we may receive a referral fee ranging from 0% to 30% of any entry fee and any ongoing fee paid by the member to Bridges. We also receive additional payments and a profit share from Bridges depending on the level of business referred by us and other credit unions in Australia to them. These payments do not increase the fees already payable by the member to Bridges.

We also receive 10% commission of the premium for each policy from Zurich Australia Limited when we refer members for life cover.

## **Who we act for and when we are paid**

When providing third party products to you we are acting on behalf of our business partners and not as your agent.

All commissions are paid to us by our business partners when you take out or use the product or service.

## **Our Fees and Other Payments**

We charge the service fees applicable to our products and services as set out in our Schedule of Fees and Charges brochure.

Our representatives are salaried employees.

No payments are received by our staff that would influence the advice they provide you on our financial products and services.

## **What to Do If You Have a Complaint**

First, contact a Member Service Officer on 9981 8400.

If you need further assistance, you can use our internal dispute resolution service: see our Complaints and Dispute Resolution Guide brochure for details.

We also belong to the Credit Union Dispute Resolution Centre:

GPO Box 3A, Melbourne. 3001

Toll Free: 1300 78 0808

Fax: (03) 9620 4446

Email: [info@cudrc.com.au](mailto:info@ cudrc.com.au)

This way, if we cannot resolve your dispute with us, you can have the matter determined independently by CUDRC.

## How to Contact Us

Please contact us or give instructions in relation to any of our Credit Union accounts or services by:

Mail: Manly Warringah Credit Union Ltd  
PO Box 1964, Dee Why. 2099

Phone: 9981 8400

Fax: 9972 3800

Email: [info@mwcu.com.au](mailto:info@mwcu.com.au)

Website: [www.mwcu.com.au](http://www.mwcu.com.au)

Branches: Brookvale, Dee Why, Manly,  
Mona Vale & Warringah Mall.

All details are current as the date of this FSG. We will publish minor changes on our Website. We will update the FSG if there are any significant changes.