

Financial Services Guide

Part 1

Important Information – Product Details and Advice

This Financial Services Guide (FSG) sets out information to assist you in deciding whether to acquire any of the products or services Police Credit is authorised to provide. It contains important information about

The services we offer

How we are paid

How complaints are dealt with

If you obtain personal advice about an insurance product or about any other product that is not a 'basic deposit' product or a related facility for making payments other than by cash, that is, advice which takes into account any one or more of your objectives, financial situation and needs, you should also receive a **Statement of Advice**, which sets out the personal advice given to you, including any recommendations about a particular financial product, the basis upon which those recommendations are made and information about fees and commissions and associations with others which may have influenced the advice.

We will give you a **Product Disclosure Statement** or disclose the key information contained in the Product Disclosure Statement whenever we recommend, offer or issue you with a financial product which we are authorised to provide by our Australian Financial Services Licence. The Product Disclosure Statement will contain information about the product including its terms and conditions, benefits and features and any costs associated with the product. **The Product Disclosure Statement** will assist you to decide whether you wish to acquire the product.



This FSG contains the following:

Part 1 Important information:

- product details and advice
- providing entity details
- financial service to be provided
- Privacy Statement

Part 2 Deposit and payment services

Part 3 Insurance services

Part 4 Financial Planning Department

Part 5 SuperFuture Retirement Savings Account, and

Part 6 Referral services

If you are looking to acquire or use

- a credit union product or service, please refer to Parts 1 and 2
- an insurance product, refer to Parts 1 and 3
- the Financial Planning Department's advisory service, refer to Parts 1 and 4
- the SuperFuture Retirement Savings Account, refer to Parts 1 and 5 of the FSG.

If you are seeking information about our referral services, refer to Parts 1 and 6.

Issue date: 1 March 2008

Providing Entity Details:

Police Association Credit Co-operative Limited

ABN 33 087 651 661 AFSL 240293

Trading Name: Police Credit

121 Cardigan Street Carlton Vic 3053

T 13 63 73 www.policecredit.com.au

E carlton@policecredit.com.au

pcinsurance@policecredit.com.au

pcloans@policecredit.com.au for Credit Services

Financial service to be provided

The FSG contains general information about Police Credit services offered, how we and other relevant persons are remunerated in relation to the services, our service providers and business partners and our internal and external dispute resolution procedures and how to access them.

Police Credit as an AFS licensee is authorised to deal and advise in:

Deposit Accounts	Multipack At-Call
	Investment At-Call
	easyinvest [®] At-Call
	Little Copper Club
	Christmas Club
	Deeming At-Call
	14 Day Notice
	12 months Regular Income
	Term Deposits, with terms of 3 to 60 months
	Retirees Advantage, with terms of 1 to 5 years
Payment services	PC Access Visa Card
	←easyaccess CueCard
	Personal cheques
	Rapid Response telephone banking
	pc.easynet internet banking
	BPAY
	Regular Payments
	Direct debits
	International drafts
	International telegraphic transfers

Insurance	Home Building
	Home and Contents
	Motor Vehicle
	Pleasure Craft
	Caravan and Trailer
	Landlord
	Consumer Credit
	Travel
Financial Planning	Government debentures, stocks or bonds
	Debentures of a body corporate or unincorporated body
	Managed Investment Schemes, including Investor Directed Portfolio Services
	SuperFuture RSA - Retirement Savings Account
	Superannuation

Police Credit provides additional services in:

Credit Facilities	Overdrafts
	Personal loans
	New and used car loans
	Home loans
	Investment loans
Other Insurance	Health
	Travel
Other Non-Cash Payment Services	Foreign cheque conversion

Police Credit also acts as a referral service for:

Life Insurance	Epacris
	St Andrew's
Sickness & Accident Insurance	AIG
Cash Passbook Card	Travelex
Reverse Mortgage credit facilities	Australian Seniors Finance
	Legal Services including Preparation of Wills, Preparation of Power of Attorney

Privacy Statement

Police Credit's Commitment

In handling your personal information, Police Association Credit Co-operative Limited ABN 33 087 651 661 (Police Credit) is committed to complying with the Privacy Act 1988, the National Privacy Principles and the Credit Union Code of Practice. A copy of our Privacy Policy is available on request.

Collection and use of personal information

Police Credit collects personal information from you when you apply for membership, when you inform us of any change to personal information we hold about you and when you apply to use our products and services.

Police Credit collects information to enable it to:

- assess your eligibility for membership
- if accepted, to provide membership benefits to you
- assess your eligibility for our products and services
- if approved, to provide you with the products and services you require and
- provide you with information about products and services available to you from Police Credit and associated businesses including information about discounts, competitions and special offers.

Providing your personal information to other organisations

In providing products and services to you it may be necessary for us to provide your personal information to other organisations with whom Police Credit conducts business.

Such organisations include:

- our legal advisers, accountants and auditors
- printers and mailing services
- insurers and mortgage insurers used by Police Credit and re-insurers of any mortgage insurer

- collection agents, credit reporting agencies, conveyancers, an organisation proposing to fund the acquisition or acquire any interest in any obligation you may owe us (whether under a loan, guarantee or security), that organisation's agents, persons involved in assessing the risks and funding of the acquisition and after acquisition the purchaser and any manager
- other financial institutions
- our agents
- external payment systems operators
- other organisations with whom we have an alliance or arrangement for the purpose of promoting our respective products and services, and agents used by us and our business partners in administering such an alliance or arrangement
- suppliers of goods or services to you in connection with a rewards program associated with a facility
- contractors and external advisers (such as Indue Ltd) whom we engage from time to time to carry out or advise on our functions and activities
- government agencies, such as Australian Prudential Regulation Authority, Australian Transaction Reports and Analysis Centre and Australian Securities and Investments Commission, which regulate our products and services
- law enforcement bodies and courts
- your agents and contractors such as your legal adviser, financial adviser, financial institution, builder, conveyancer and settlement agent or insurers or prospective insurers and their underwriters
- your executor
- your administrator, trustee, guardian or power of attorney, your employer, your referees and any other person to the extent deemed necessary by us, in order to deliver any instruction you give us.

Your personal information is only provided to those entities to the extent necessary to enable us to provide member benefits and our products and services to you and to the extent required by law.

Marketing Information

If you consent to us doing so, we may provide you with information from time to time about new products and services available to you from Police Credit, or other businesses with whom we have a relationship.

Your consent to our providing this information to you will be implied unless you notify us that you do not wish to receive this information. You may do this by contacting Member Response on 13 63 73 and advising them that you do not wish to receive marketing information.

Please note: Deposit, insurance or financial planning products or services where contact is made by telephone or an unsolicited meeting will not be covered by this 'implied consent' or Privacy Act Opt Out.

What if you do not wish to provide us with information?

In order to provide products and services to you we require information about you. If you do not provide us with all of the information we require we may be unable to accept your application for membership or provide products or services to you.

If you are applying for an account governed by the Financial Transaction Reports Act and are to provide account information such as your name and address and/or unable to verify your identity, your account can not be opened and/or as the signatory you may not be able to withdraw funds.

The Insurance Contracts Act says you and any life to be insured have a duty to disclose information which may affect the insurance company's decision to grant insurance or the terms of insurance.

Under the Retirement Savings Account Act Police Credit is required to collect information about your identity for the purposes of retirement savings account opening and operation.

If you do not provide us with your Tax File Number there may also be taxation implications for you.

Your Rights

Under the Privacy Act you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information.

Who should you approach if you have a complaint about our compliance with our Privacy Policy or the Privacy Act?

If you have a grievance or complaint, you should contact our Privacy Officer by telephone on 13 63 73 or by mail to PO Box 669 Carlton South 3053.

If you are still not satisfied, you may be able to access the Director of Complaints, Office of Federal Privacy Commissioner which is an impartial and respected alternative to legal action. You may call the service on 1300 363 992, write to GPO Box 5218 Sydney NSW 1042 or send an email to privacy@privacy.gov.au.

Further Information

Should you require further information about our Privacy Policy or access to your personal information, please contact Member Response on 13 63 73.

If you have a concern or complaint about our Privacy Policy or procedures, you may contact our Privacy Officer by telephone on 13 63 73 or by mail to PO Box 669 Carlton South 3053.

If you are still not satisfied, you may be able to access the Director of Complaints, Office of Federal Privacy Commissioner which is an impartial and respected alternative to legal action. You may telephone the service on 1300 363 992, write to GPO Box 5218 Sydney NSW 1042 or send an email to privacy@privacy.gov.au.

Part 2 Deposit and payment services

If you are looking to acquire a Police Credit deposit or payment service, you should read this Part 2 of the FSG in conjunction with Part 1.

The information that follows outlines our fees, commissions and relationships between Police Credit and other parties that apply to our:

- Savings accounts
- Non-Cash Payment services
- Investment accounts.

How will you pay for our services

Our representatives are salaried employees who do not receive any commission for the products they issue or recommend. Any commission from third party product issuers which we recommend are paid directly to Police Credit and are applied for the benefit of all members.

Any transaction fees applicable to our products and services we provide, are set out in our Fees and Charges Brochure which forms part of our Product Disclosure Statement and which is available on application.

Relationships between Police Credit and other parties and commissions

We provide a debit card, PC Access Visa Card, on behalf of Visa International. We receive commission of the value of a credit transaction effected by our cardholders.

We also receive a currency conversion fee on all international transactions.

Type of transaction	Domestic	Asia	International
Electronic	0.16%	1.16%	7%
Currency Conversion			3.65%

We provide the BPAY bill paying services on behalf of BPAY. We receive commission of 45 cents for every individual transaction effected by our members. Of this payment, 14 cents is passed on to our service provider, Indue.

We provide international telegraphic transfers and drafts on behalf of Travelex. For this service, we receive commission of \$10 and \$5.00 respectively from Travelex for every individual transaction effected by our members.

We do not otherwise act for anyone but ourselves when we provide deposit products and payment services.

Who should you approach if you have a complaint about the service you have received?

Police Credit will endeavour to investigate and resolve any complaint promptly, thoroughly and fairly and has its own internal dispute resolution procedure. This procedure covers complaints that relate to our services and is outlined in our Complaints and Dispute Resolution Guide which is available on our website, from any of our branches or by calling Member Response on 13 63 73.

If your grievance, complaint or dispute relates to a feature of the Travelex product, you will need to contact our Member Response service who will pass on your complaint and contact details to the Complaints Officer of Travelex.

If you are concerned or have a complaint about the service provided to you, you should take the following steps:

Firstly, contact the representative or adviser you have been dealing with about your grievance.

Where you have a complaint, simply contact us on 13 63 73 and ask to speak to the representative or adviser. If you do not know the name of the representative or adviser, ask to speak with the manager of the branch or department responsible for the product or service.

Secondly, if you believe your complaint is not satisfactorily resolved within five working days, ask to be referred to the Complaints Officer who will arrange for a senior officer with independent decision-making authority to review the matter for you. They will write to you within 21 working days advising the outcome of the review and the reason/s for their decision.

Police Credit's Complaints Officer can be contacted, by calling 13 63 73, by mail to PO Box 669 Carlton South 3053, by email to carton@policecredit.com.au or facsimile to 03 9349 1631.

If you are still not satisfied, you can contact the Ombudsman at the Financial Co-operatives Dispute Resolution Scheme by calling 1300 139 220, by mail to the Ombudsman at PO Box 372 Clayfield Qld 4011 or by email to ombudsman@fcds.org.au.

Part 3 Insurance services

If you are looking to acquire a general insurance or consumer credit insurance product through Police Credit, you should read this Part 3 of the FSG in conjunction with Part 1.

About Police Credit and PC Insurance Agency

Police Credit trading as PC Insurance Agency acts as an agent for

- Allianz Australia Insurance Limited (Allianz)
- CGU Insurance Limited (CGU)
- Club Marine
- Mondial Assistance
- Swann Insurance (Swann).

Allianz, CGU, Club Marine, Mondial Assistance or Swann will be the insurer of the relevant policy issued to you. Police Credit can arrange the issuing of the policy with one of its insurers unless we inform you otherwise.

Other than consumer credit insurance, Police Credit does not provide life insurance products, nor can our staff advise you on such products, however they can refer you to AIG, who may be able to assist you with a sickness and accident insurance policy or to St Andrew's for Term Life insurance or Epacris Securities, insurance agents. Refer to Part 6 of this FSG.

What service we provide

Police Credit is able to arrange the following insurance policies

Allianz	Home
	Prestige Home
	Motor Vehicle
	Caravan and Trailer
	Landlord
	Consumer Credit Insurance
	Pleasure Craft
	Travel
	Motor Equity
Mondial Assistance	Travel
Club Marine	Pleasure Craft
CGU	Home
	Landlord
	Motor Vehicle
	Boat
	Caravan
	Travel
Swann	Consumer Credit Insurance

Relationships that may influence the provision of financial services

Police Credit is owned and controlled by its shareholders (members). Other than as disclosed in this FSG, Police Credit does not have any other relationships that may influence the insurance services we provide.

Mondial Assistance and Club Marine are underwritten by Allianz.

How will you pay for our services

Where you acquire the relevant insurance policy you will be charged a premium, payable yearly or monthly, for that policy based on your circumstances (plus relevant taxes and charges) by Allianz, CGU or Swann which Police Credit will calculate and inform you of before you acquire that policy.

Police Credit receives a commission from the insurer when you first acquire a policy and on renewal of that policy, as follows:

Type of Insurance	Commission
Allianz	5% - 20%
CGU	10 - 20%
Club Marine	5% - 20%
Mondial Assistance	30%
Swann	20%

- Example 1. A member obtains an insurance policy covering their home contents for an amount of \$28,200.
- Example 2. A member has upgraded their motor vehicle. Their insurance policy is endorsed reflect this.

Transaction	Premium paid	Gov't taxes levies & duties	Total Premium	Commission to Police Credit
Example 1	\$226.67	\$99.73	\$326.40	\$45.33
Example 2	\$7.78cr	\$1.64cr	\$9.42cr	Nil

Police Credit staff are salaried employees and do not receive a commission for policies recommended to you.

They may be eligible to receive incentives based on a number of factors, which include:

- achieving standards in member service; and
- the credit union's performance against targets.

The incentives will take the form of tickets to events or similar rewards, either from Police Credit or from the insurance provider for whom we act as an agent.

Who should you approach if you have a complaint about the service you have received?

Police Credit will endeavour to investigate and resolve any complaint promptly, thoroughly and fairly and has its own internal dispute resolution procedure. This procedure covers complaints that relate to our insurance services and is outlined in our Complaints and Dispute Resolution Guide which is available on our website, from any branch or by calling Member Response on 13 63 73.

If your grievance, complaint or dispute relates to a feature of the insurance policy or a claim you have made, you will need to contact the Complaints Officer of the insurance company.

If you are concerned or have a complaint about the service provided to you by Police Credit, you should take the following steps:

Firstly, contact the representative you have been dealing with about your grievance.

Where you have a complaint, simply contact us on 13 63 73 and ask to speak to the representative. If you do not know the name of the representative, ask to speak with the manager of PC Insurance Agency.

Secondly, if you believe your complaint is not satisfactorily resolved within five working days, ask to be referred to the Complaints Officer who will arrange for a senior officer with independent decision-making authority to review the matter for you. They will write to you within 21 working days advising the outcome of the review and the reason/s for their decision.

Police Credit's Complaints Officer can be contacted at Police Credit, by calling 13 63 73, by mail to PO Box 669 Carlton South 3053, by email to carlton@policecredit.com.au or facsimile to 03 9349 1631.

If you are still not satisfied, you may be able to access, free of charge, the Ombudsman at the Financial Cooperatives Dispute Resolution Scheme by calling 1300 139 220, by mail to the Ombudsman at PO Box 372 Clayfield Qld 4011 or by email to ombudsman@fcds.org.au.

If you are not satisfied with the determination or the internal dispute resolution procedure of the insurance company you may be able to access, free of charge, the insurance companies external dispute resolution scheme, namely the Insurance Enquiries and Complaints Limited (IEC). The IEC can be contacted by telephone on 1300 780 808, by mail to PO Box 561 Collins Street West, Melbourne Vic 8007 or visit their website www.insuranceombudsman.com.au.

Part 4 Financial Planning Department

If you are looking to use the Police Credit financial planning advisory service, you should read this Part 4 of the FSG in conjunction with Part 1.

The advisers

Police Credit's financial planners are Certified Financial Planners and members of the Financial Planning Association of Australia with many years experience in financial planning. The offices are located at Police Credit's 121 Cardigan St, Carlton Vic branch and you can call the financial planners on 13 63 73.

As representatives of the Police Credit, Police Credit is responsible to you for the advisory services the financial planners provide to you.

Police Credit is a principal member of the Financial Planning Association of Australia.

Police Credit's financial planners provide advice on a range of investment options.

An investment product will only be recommended to you after consideration of its suitability to your specific investment objectives and current financial situation and needs.

As part of Police Credit's financial planning service, the financial planners will undertake reviews of your portfolio.

Other than consumer credit insurance Police Credit does not provide life insurance products, nor can our financial planners advise you on such products, however we can refer you to AIG, St Andrew's or our financial planners can refer you to Epacris Securities Pty Ltd, insurance agents who may be able to assist you. Refer to Part 6 of this FSG.

How will you pay for our services

The financial planners are salaried employees of Police Credit.

Police Credit financial planners do not receive a commission for products recommended to you, however we may receive additional benefits such as assistance with complimentary attendance at conferences. Police Credit does charge a Service Fee for its planners services and may receive payments from fund managers and other issuers of the products that are recommended to you.

In addition Police Credit may also be entitled to a volume bonus for placing investments in selected products. These incentives will be fully disclosed to you in our Statement of Advice.

The following fees applied by Police Credit and the fund managers and other issuers for the services of the Financial Planning Department are listed below.

Significant Fees

Service fees

These are the fees charged for the services provided by the financial planner at

- *initial appointment*
- *provision of financial plan*
- *Limited Advice or Placement Advice financial plan.*

All Police Credit Service Fees quoted and charged are inclusive of GST.

Amount in percentages

This fee is not charged on a percentage base.

Amount in dollars and cents

Your initial meeting will incur a fee of \$99 that is rebated in full from the cost of your financial plan.

The provision of a standard financial plan incurs a cost to you of \$605. Should your plan require more than two hours work by the planner, an additional fee of \$165.00 per hour will be added to the Service Fee.

For preparation of Limited or Placement Advice plan the service fee is \$220.

How and when paid

The initial appointment fee is payable at the completion of the meeting.

At the time you decide you require a financial plan, you will need to provide Police Credit with your deposit. For a standard financial plan the deposit is \$100. The deposit for a Limited or Placement Advice plan is \$50.

The balance will be payable on collection of your financial plan.

For example

Your initial appointment will incur a Service Fee of	\$ 99.00
Standard financial plan will incur a Service Fee of	\$ 605.00
Less deposit you pay when you decide you require a plan	\$ 100.00
Less the rebate of initial appointment Service Fee	\$ 99.00
Balance payable by you on collection of your financial plan	\$ 406.00
Limited or Placement Advice plan will incur a Service Fee of	\$ 220.00
Less deposit you pay when you decide you require a plan	\$ 50.00
Less the rebate of initial appointment Service Fee	\$ 99.00
Balance payable by you on collection of your financial plan	\$ 71.00

Entry fee

This is the fee to set up your account in the fund. It is the fee for the initial and every subsequent investment you make to the fund or that may be made on your behalf, e.g. by an employer.

The level of percentage is variable and is set at a maximum of 1.5% (plus GST) of the sum invested.

For example, an amount of \$50,000 invested, you would pay up to \$750 (plus GST) as an Entry fee.

At the commencement of the investment. This fee is paid to the Fund Manager. In most cases 100% of the fee is passed on to Police Credit as a commission.

Details of the all fees and commissions applicable to your particular investment will be advised in the Product Disclosure Statement provided by the fund manager and/or in your Statement of Advice.

With regard to ongoing fees and commissions, the level of fees applied to your investment will vary from fund manager to fund manager and is dependent on the amount invested.

The information shown below is for a **non-Asgard** managed fund 'Investment Account'.

Ongoing fees and commissions

Total ongoing fees and commissions

This is the total of all ongoing administration, responsible entity and expense recovery fees charged by the fund. A description of these fees is shown in the table below.

Amount in percentages p.a.

Ongoing fee levels vary depending on fund managers and the types of investments.

Typically the percentage will range from a minimum of 1.5% to a maximum of 3.2% p.a. of the balance of the funds invested.

Police Credit will receive up to the first 0.6%. This is paid as a 'trail commission' or 'Adviser Service Commission'.

How and when paid

Calculated daily, paid monthly and deducted from the gross unit price

Administration fee

This is the fee to cover the general administration of the fund.

Responsible Entity fee (formerly known as the Trustee fee)

This is the Administrator's fee for overseeing the funds operation and/or providing access to the funds investment options.

Expenses recoveries

This is an estimate of the out-of-pocket expenses.

Amount in percentages p.a.

Fund related expenses such as audit and legal fees the trustee are recovered from the fund.

How and when paid

The fee is deducted from the gross unit price.

Investment management fee

This is the fee for managing the fund's investments. (The amount you pay for specific investment options is shown in the Statement of Advice).

Amount in percentages p.a.

This fee depends on the managed investments you select. This cost will be set out in the Product Disclosure Statement for the product you select. It is reflected in the total ongoing fees.

How and when paid

The fee is deducted from the gross unit price.

For example,

For a non-Asgard investment of \$50,000 where the balance at the end of the month is \$50,000 and assuming a 'total ongoing fee' of 2%p.a, you would incur the following ongoing fees.

$\$50,000 \times 2.0\% = \$1,000$ p.a.

Out of this amount an amount of 0.6% (\$300) is paid to Police Credit.

Note: You won't actually see this amount deducted from your account, as the total ongoing fees are deducted from the gross unit price of your investment. However the value of your investment will effectively be reduced by this amount.

The information shown below describes the total of all ongoing fees applied to your investment for an **Asgard** managed fund Investment Account.

Total Ongoing fees

Ongoing fees

This is the sum of all ongoing administration, responsible entity (trustee) and expense recovery fees charged by the fund. A breakdown of these fees is shown in the table below.

Amount in percentages p.a.

On-going fee levels payable to Asgard for the administration of your account will vary depending on the value of your account.

How and when paid

These fees are calculated on the balance of your account at the end of the previous month and deducted from your account balance monthly in arrears at the beginning of each month.

Administration fee

This is the fee to cover the general administration of the fund.

If you have not selected to pay the Adviser directly (see Adviser Remuneration commission below), an Adviser Service Commission of 25% of the Administration fee will be added to the Administration fee.

Amount in percentages p.a.

The Administration fee has a tiered scale.

Account value at end of month	Fee p.a. (incl Adv Service fee)	25% (Adviser Service fee)	Net fee p.a.
First \$50,000	1.54%	0.39	1.15%
Next \$50,000	1.28%	0.32	0.96%
Next \$150,000	0.92%	0.23	0.69%
Next \$750,000	0.62%	0.16	0.46%
Over \$1M	0.10%	0.03	0.07%

Responsible Entity fee (formerly known as the Trustee fee)

This is the Administrator's fee for overseeing the funds operation and/or providing access to the funds investment options.

Amount in percentages p.a.

It is charged at 0.10% per annum of your account balance.

Expenses recoveries

This is an estimate of the out-of-pocket expenses such as audit, legal fees, registry and reporting on your investments the Responsible Entity is entitled to recover from the fund.

Amount in percentages p.a.

This fee will be applied at a maximum of 0.36% per annum of your account balance.

Wholesale Investment Management Fees

Investment Manager charges are expressed as a percentage of the average value of a managed investment over a year. This percentage is known as the "Management Expense Ratio" (MER).

Amount in percentages p.a.

The cost of the managed investments you choose will be set out in the disclosure documents and/or product disclosure statements for those investments and are also listed in the Investment Selection within the PDS. Wholesale Investment Manager charges may be varied at any time by an investment Manager.

How and when paid

This fee is deducted by the Wholesale Investment Manager from the gross unit price who transact with Asgard using a net unit price only.

Adviser Remuneration Commission

For Asgard Investments the commission payable to Police Credit will be structured along the lines of three levels of service.

The appropriate service level will be discussed and agreed with you at the time of your initial investment or following receiving your advice.

Amount in percentages p.a.

This commission is not charged on a percentage base.

This is a flat dollar commission based on the Police Credit Service levels applicable to Asgard Investments

- Silver Service
- Gold Service
- Platinum Service.

How and when paid

This flat dollar commission will be deducted from your account monthly by Asgard and paid to Police Credit. At your direction, Asgard will increase this commission annually in line with the Consumer Price Index (CPI).

Details of Police Credit's Adviser Remuneration commission service level provisions and applicable commissions follow.

Silver

This Service level will provide for general administration of your investment fund by Police Credit.

Suitable for clients with investments up to \$100,000.

Minimum of two investment statements per annum.

Cost: \$27.50 per month (\$330.00 per annum).

Gold

This Service level will provide for the general administration of your investment fund by Police Credit and for:

- Half yearly rebalancing of your portfolio to benchmark asset allocations; and
- Advice and facilitation of any changes to fund Manager Selections.

Suitable for clients with investments between \$100,000 and \$400,000.

Minimum of two investment statements per annum.

Cost: \$91.30 per month (\$1,095.60 per annum).

Platinum

This Service level will provide for general administration of your investment fund by Police Credit as well as:

- Half yearly rebalancing of your portfolio to benchmark asset allocations;
- Advice and facilitation of any changes to fund manager selections;

Platinum cont.

- Invitations to relevant information seminars/dinners; and
- Regular investment updates and newsletters (mail and/or electronic).

Suitable for clients with investments in excess of \$400,000.

Minimum of two investment statements per year.

Cost: \$182.60 per month (\$2,191.20per annum).

By agreement with the financial planner, you may elect not to have a formal review agreement. In these circumstances you will contact the financial planner should your financial needs, goals or objectives change or if you wish to review your investment portfolio. In these circumstances Police Credit will still receive the standard trail commission from the product provider. This commission will be fully disclosed in the Statement of Advice or Product Disclosure Statement. If you request a review you may be charged a review fee at that time. Currently the review fee is \$220.00.

For example

This example displays the Wholesale Investment Management Fee, the ongoing fees payable to Asgard as administrator and Adviser Service Commission payable to Police Credit over the period of twelve months.

The table below provides estimates, current at for an account valued at \$50,000 with the ongoing Police Credit Silver service level (\$330 per annum)*.

Cash

Wholesale Investment Managers Fee	0.37%
Asgards' Net Administration Fee excluding Adviser Fee	1.15%
Responsible Entity Fee	0.10%
Expense Recoveries	0.36%
*Service level	0.66%
Total amount in percentages	2.64%
Total amount in dollars	\$1,320.00

Fixed Interest

Wholesale Investment Managers Fee	0.43%
Asgards' Net Administration Fee excluding Adviser Fee	1.15%
Responsible Entity Fee	0.10%
Expense Recoveries	0.36%
*Service level	0.66%

Total amount in percentages	2.70%
Total amount in dollars	\$1,350.00
Property	
Wholesale Investment Managers Fee	0.60%
Asgards' Net Administration Fee excluding Adviser Fee	1.15%
Responsible Entity Fee	0.10%
Expense Recoveries	0.36%
*Service level	0.66%
Total amount in percentages	2.87%
Total amount in dollars	\$1,435.00
Australian Shares	
Wholesale Investment Managers Fee	0.93%
Asgards' Net Administration Fee excluding Adviser Fee	1.15%
Responsible Entity Fee	0.10%
Expense Recoveries	0.36%
*Service level	0.66%
Total amount in percentages	3.20%
Total amount in dollars	\$1,600.00
International Shares	
Wholesale Investment Managers Fee	1.20%
Asgards' Net Administration Fee excluding Adviser Fee	1.15%
Responsible Entity Fee	0.10%
Expense Recoveries	0.36%
*Service level	0.66%
Total amount in percentages	3.47%
Total amount in dollars	\$1,735.00

Investment Reviews

Police Credit will offer annual investment reviews.

Review fees

Non Asgard reviews - *Limited Advice plan*

Amount in percentages

Review fees are not charged on a percentage base.

Amount in dollars and cents

\$220 per review

How and when paid

The review fee is payable at the completion of the meeting.

Non Asgard reviews - *Full financial plan*

Amount in percentages

Review fees are not charged on a percentage base.

Amount in dollars and cents

\$330 per review

How and when paid

The review fee is payable at the completion of the meeting.

Asgard reviews

Clients can select to have a Limited Advice plan review or a full financial plan review. The frequency of this review depends on the level of service you select, see below.

Amount in percentages

Review fees are not charged on a percentage base.

Amount in dollars and cents

The Review fee or commission charged depends on the level of service you select. See page 24 for review package choices.

How and when paid

Any Review fee charged is payable at the completion of the meeting.

Investment Reviews cont.

Package Choices

Silver

Police Credit offers an annual review of your investment.

Police Credit will charge for a Silver service review as follows:

- Limited advice - \$220.00 per review
- Full advice review - \$330.00 per review

Gold

An annual review of your financial needs, goals and objectives, including your investment options, will be offered.

Police Credit will not charge an additional amount for this review.

Platinum

A half yearly review of your financial needs, goals and objectives, including your investment options, will be offered.

Police Credit will not charge an additional amount for this review.

In addition to the review commissions shown above, Police Credit may charge an extra amount for reviews of \$165.00 per hour should the review require more than two hours work by the planner.

You have the right to know all details of the commission and other benefits Police Credit receives when you accept investment recommendations.

This information will be provided to you in a Statement of Advice.

Relationships between Police Credit and other parties

Police Credit is owned and controlled by its shareholders (members). We have an agreement with SECURITOR Financial Group Ltd to provide us with support services, such as compliance, training, technical services and commission processing. SECURITOR is part of the St.George Bank group of companies, which also includes ASGARD, ASSIRT and Advance Funds Management. Other than relationships with business partners identified within this FSG and the providers of the products recommended to you by the Financial Planners, Police Credit has no relationships with third parties which might influence the circumstances in which this financial service is provided.

Investment needs and financial circumstances

To ensure the financial planner provides advice which meets your investment needs and financial circumstances the

financial planner needs to determine your specific investment objectives and your current financial situation and needs before any investment is recommended to you.

You are not obliged to disclose any information to the financial planner if you do not wish to do so. In that case, the financial planner is required to warn you that the advice may not be appropriate to your needs. You should read the warnings carefully.

Execution related telephone advice

Where you may have received execution-related telephone advice, and a record of that advice has not been provided to you, you may request the adviser to provide you with a record of that advice. You have 90 days from the date the advice was given to request a record of the advice. Call 13 63 73 and ask to speak with the adviser.

Who should you approach if you have a complaint about the service you have received?

Police Credit will endeavour to investigate and resolve any complaint promptly, thoroughly and fairly and has its own internal dispute resolution procedure. The procedures are outlined in our Complaints and Dispute Resolution Guide which is available on our website, from any of our branches or by calling Member Response on 13 63 73.

Briefly, if you are concerned or have a complaint about the service provided to you, you should take the following steps:

First, contact the adviser you have been dealing with about your concern.

Where you have a complaint, simply contact us on 13 63 73 and ask to speak with the adviser. If you do not know the name of the adviser, ask to speak with the Complaints Officer.

Secondly, if you believe your complaint is not satisfactorily resolved within five working days, ask to be referred to the Manager Compliance who will arrange for a senior officer with independent decision making authority to review the matter for you.

Police Credit's Complaints Officer and Manager Compliance can be contacted by calling 13 63 73, by mail to PO Box 669 Carlton South 3053, by email to carlton@policecredit.com.au or facsimile to 03 9268 9222.

If you are still not satisfied you have the right to refer your complaint, free of charge, to the Financial Industry Complaints Service Limited at PO Box 579 Collins Street West Melbourne Vic 8007. You may call the service on 1300 780 808. You may send a facsimile to 03 9621 2291.

Part 5 SuperFuture, Retirement Savings Account

If you are looking to acquire Police Credit Retirement Savings Account, SuperFuture, you should read this Part 5 of the FSG in conjunction with Part 1.

How will you pay for our services

Our representatives are salaried employees and they and Police Credit do not charge you a fee for their services. However, there are fees and taxes that may be applicable in managing and maintaining your RSA account.

Significant Fees

Withdrawal or exit fee

This is the fee charged for each withdrawal you make from the RSA (including any installment payments and your final payment).

Amount in percentages

Not applicable.

Amount in dollars and cents

\$40.00

The fee is indexed each year (at 30 June) in line with movements in Average Weekly Ordinary Time Earnings.

How and when paid

The fee is charged by our service provider, Financial Synergy Pty Ltd and is deducted from the RSA balance at the time of withdrawal.

Otherwise no payment is received in relation to our advice on the SuperFuture Retirement Savings Account.

Relationships between Police Credit and other parties and commissions

Police Credit is owned and controlled by its shareholders (members). Other than its relationship with Financial Synergy Pty Ltd Police Credit does not have any other relationships which might influence the circumstances in which advice on our SuperFuture RSA is provided.

Who should you approach if you have a complaint about the service you have received?

Police Credit has its own internal dispute resolution procedure outlined in our Complaints and Dispute Resolution Guide which is available on our website, from any of our branches or by calling Member Response on 13 63 73.

Police Credit will endeavour to investigate and resolve any complaint promptly, thoroughly and fairly.

Briefly, if you are concerned or have a complaint about the service provided to you, you should take the following steps:

Firstly, contact the representative you have been dealing with about your concern.

Where you have a complaint, simply contact us on 13 63 73 and ask to speak to representative. If you do not know the name of the representative, ask to speak with the Manager Member Investments.

Secondly, if you believe your complaint is not satisfactorily resolved within five working days, ask to be referred to the Complaints Officer who will arrange for a senior officer with independent decision-making authority to review the matter for you.

Police Credit's Complaints Officer can be contacted at Police Credit, by calling 13 63 73, by mail to PO Box 669 Carlton South 3053, by email to the Complaints Officer at carlton@policecredit.com.au or by facsimile to 03 9349 1631.

If you are not satisfied with Police Credit's action, you may be able to access, free of charge, the Superannuation Complaints Tribunal by calling 1300 780 808, by mail to the Tribunal at Locked Bag 3060 GPO Melbourne Vic 3001, by email to info@sct.gov.au or by facsimile to 03 8635 5588.

Part 6 Referral services

You should read this Part 6 of the FSG in conjunction with Part 1.

Life Insurance

Police Credit does not provide life insurance products, however if you are looking to acquire a such a product Police Credit can refer you to a company with who it has a referral business arrangement.

Police Credit has approved business relationships with the following companies:

- AIG Insurance Limited (AIG)
- St Andrew's Life Insurance Limited (St Andrew's); and
- Epacris Securities Limited (Epacris)

AIG, St Andrew's or the life insurer recommended to you by Epacris will be the insurer of the relevant policy issued to you.

What service we provide

Police Credit is able to refer to the above companies for the following types of insurance policies

Epacris	Life, permanent disability, trauma and income protection insurance
AIG	Sickness and Accident
St Andrew's	Term Life Insurance
	Accidental Death Benefit Plan

Relationships that may influence the provision of financial services

Police Credit is owned and controlled by its shareholders (members). Other than as disclosed in this FSG, Police Credit does not have any other relationships that may influence the insurance services we provide.

How will you pay for our services

Where you acquire the relevant insurance policy you will be charged a premium for that policy based on your circumstances (plus relevant taxes and charges) by AIG, St Andrew's or the life insurance company recommended to you by Epacris. The provider of that policy, not Police Credit, will calculate and inform you of before you acquire that policy.

Police Credit receives a commission from the insurer when you first acquire a policy and on renewal of that policy, as follows:

<i>Type of Insurance</i>	<i>Commission</i>
Epacris	
Life Insurance - new	21.25%
Life Insurance - renewal	nil
AIG	
Sickness and Accident	5%
St Andrew's	
Term Life Insurance	20%
Accidental Death Benefit Plan	20%

Examples of how this commission is applied appear in the table below.

<i>Transaction</i>	<i>Premium</i>	<i>Commission to Police Credit</i>
Example 1 New Life Insurance Policy through Epacris.	\$150.00	\$31.86
Example 2 Renewal of Life Insurance Policy through Epacris.	\$150.00	nil

Police Credit staff are salaried employees and do not receive a commission for policies you may acquire through the referral.

Who should you approach if you have a complaint about the service you have received?

Police Credit will endeavour to investigate and resolve any complaint promptly, thoroughly and fairly and has its own internal dispute resolution procedure. This procedure covers complaints that relate to our insurance services, financial planning and/or Member Services and is outlined in our Complaints and Dispute Resolution Guide which is available on our website, from any of our branches or by calling Member Response on 13 63 73.

If your grievance, complaint or dispute relates to a feature of the insurance policy or a claim you have made, you will need to contact the Complaints Officer of the insurance company.

If you are concerned or have a complaint about the service provided to you by Police Credit, you should take the following steps:

Firstly, contact the representative you have been dealing with

about your grievance.

Where you have a complaint, simply contact us on 13 63 73 and ask to speak to the representative or adviser. If you do not know the name of the representative or adviser, ask to speak with the manager of the department or branch.

Secondly , if you believe your complaint is not satisfactorily resolved within five working days, ask to be referred to the Complaints Officer who will arrange for a senior officer with independent decision-making authority to review the matter for you. They will write to you within 21 working days advising the outcome of the review and the reason/s for their decision.

Police Credit's Complaints Officer can be contacted at Police Credit, by calling 13 63 73, by mail to PO Box 669 Carlton South 3053, by email at carlton@policecredit.com.au or by facsimile to 03 9349 1631.

If you are not satisfied with the determination or the internal dispute resolution procedure of the insurance company you may be able to access, free of charge, the insurance companies external dispute resolution scheme, namely the Insurance Enquiries and Complaints Limited (IEC). The IEC can be contacted by calling 1300 780 808, by mail at PO Box 561 Collins Street West, Melbourne Vic 8007 or visit their website www.insuranceombudsman.com.au.

Reverse Mortgages

Police Credit does not provide a reverse mortgage product, however we do have a referral business arrangement with Australian Seniors Finance Limited (ASF) who can provide you with such a product.

What service we provide

Police Credit can provide you with information and application forms for ASF's reverse mortgage product 'ASF Lifetime Loan'.

Relationships that may influence the provision of financial services

Police Credit is owned and controlled by its shareholders (members). Other than as disclosed in this FSG, Police Credit does not have a relationship that may influence the provision of this product.

Police Credit staff are salaried employees and do not receive a commission for the products you may acquire through the referral.

Who should you approach if you have a complaint about the service you have received?

Police Credit will endeavour to investigate and resolve any complaint promptly, thoroughly and fairly and has its own internal dispute resolution procedure. This procedure covers complaints that relate to our Member Services and is outlined in our Complaints and Dispute Resolution Guide which is available on our website, from any of our branches or by telephoning Member Response on 13 63 73.

If your grievance, complaint or dispute relates to a feature of the reverse mortgage you will need to contact the Complaints Officer of Australian Seniors Finance.

If you are concerned or have a complaint about the service provided to you by Police Credit, you should take the following steps:-

Firstly, contact the representative you have been dealing with about your grievance.

Where you have a complaint, simply contact us on 13 63 73 and ask to speak to the representative or adviser. If you do not know the name of the representative or adviser, ask to speak with the manager of the department or branch.

Secondly, if you believe your complaint is not satisfactorily resolved within five working days, ask to be referred to the Complaints Officer who will arrange for a senior officer with independent decision-making authority to review the matter for you. They will write to you within 21 working days advising the outcome of the review and the reason/s for their decision.

Police Credit's Complaints Officer can be contacted at Police Credit, by telephoning 13 63 73 or in writing to PO Box 669 Carlton South 3053. You can address an email to the Complaints Officer at carlton@policecredit.com.au or facsimile to 03 9349 1631.

If you are not satisfied with the determination or the internal dispute resolution procedure of the company you may be able to access, free of charge, ASF's external dispute resolution scheme, namely the Banking and Financial Services Ombudsman. The Ombudsman may be contacted by calling 1300 780 808, by facsimile to 03 9613 7345, by email through the website www.bfso.org.au or by mail to Banking and Financial Services Ombudsman, GPO Box 3, Melbourne, Victoria 3001.

<i>Type of loan</i>	<i>Remuneration</i>
Lifetime loan	0.70% upfront
Customer serving allowance	0.30% p.a. based on increasing value of loan

Further information

More information is available on the financial services outlined in this document from your representative/adviser or Police Credit. If you require another copy or further information on any aspect of any of the financial services, then please contact us. The information contained in this document is current at the time of issue to customers.

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Police Credit
Securing your future