

## Dispute Resolution Procedures

If you have a complaint about any financial product or service provided by CMCU please contact a Member Services Officer at your local branch.

A Complaint and Dispute Resolution Guide (“the Guide”) is available for members in our branches. The Guide informs members how to lodge a complaint, including who to contact and how the Credit Union will deal with the complaint. Members lodging a complaint will be offered this Guide.

If your complaint cannot be resolved by a Member Services Officer and relates to any of our savings accounts, payment services or advice we provide about any general insurance product you may make use of our internal dispute resolution procedures. If you wish to make use of our internal dispute resolution procedures please contact of Dispute Resolution Officer on (03) 5744 3713.

If your complaint relates to the operation of third party products we may need to refer you to the supplier of the product or service.

CMCU also belongs to the Australian Financial Complaints Authority (AFCA). If you are not happy with our resolution of your complaint under our internal dispute resolution procedures you are entitled to have your dispute considered free of charge to you by AFCA. AFCA can be contacted by telephone on 1800 931 678, by letter to GPO Box 3, Melbourne, Victoria, 3001 or by email to [info@afca.org.au](mailto:info@afca.org.au).

## Your Privacy

At CMCU we will treat your personal information with care. We will collect personal information about you to provide you with membership benefits, financial services and products or information about those benefits, services and products. However we will not use or disclose your information except for a purpose you would reasonable expect, a purpose required or authorised by law, or a purpose otherwise disclosed to or authorised by you.

CMCU has adopted and abides by the Privacy Act 1988, the Australian Privacy Principles and the Customer Owned Banking Code of Practice. Your personal information will be handled strictly in accordance with our Privacy Policy. Which is available form our offices or on request. You may request access to the information we hold about you.

## Further Information

Any additional information you require in relation to the financial services outlined in this FSG can be obtained by contacting CMCU.

**Registered Office:** 58 Belmore Street, Yarrowonga, Vic 3730

**Phone:** (03) 5744 3713 **Fax:** (03) 5744 1926

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

**Phone Banking:** (03) 5743 1933

### Branches

#### Yarrowonga

58 Belmore Street, Yarrowonga

**Phone:** (03) 5744 3713

#### Tungamah

Barr Street, Tungamah

**Phone:** (03) 5748 5024



## *Financial Services Guide*

ABN: 69 087 651 812

Australian Financial Services Licence 239446

Effective 17th May 2021

## About this Financial Services Guide

This Financial Services Guide (FSG) contains information designed to assist you in deciding whether to use any of the financial services or products that the Central Murray Credit Union Limited (CMCU) is authorised to provide. The FSG contains information on:

- How to contact us
- Our products and services
- Our fees and commissions
- Our complaint handling procedures

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

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 that takes into account one or more of your objectives, financial situation and needs, you should also receive a **Statement of Advice** that sets out the personal advice given to you, including any recommendations about a particular financial product, the basis on which those recommendations are made and information about fees and commissions and associations with others which may have influenced the advice.

## Our Products and Services

We are licensed by the Australian Securities & Investment Commission (ASIC) to deal and provide advice on the following products:

### Deposit Products

- Transactional
- Savings
- Investment Accounts
- Term Deposits

### Access/Payments services

- Visa Debit Cards
- Member Chequing
- BPAY®
- Direct debits and credits
- Periodical payments
- Internet and Phone banking
- Transfers to and from other financial Institutions

## Our Products and Services

### International Services

- Drafts
- Foreign cash
- Cash passport cards
- Telegraphic transfers

CMCU is also licensed by ASIC to advise and deal in relation to the following insurance products:

### General Insurance Products

- Home
- Motor
- Landlords
- Motorcycle Insurance

CMCU can arrange insurance cover by referral to the following preferred insurance companies:

- Commercial Insurance

## Other Products and Services Available

CMCU also provides the following range of credit and non-credit related products such as:

- Real estate loans
- Investment loans
- Business Loans
- Personal loans
- Overdrafts
- Referrals to Financial Planning
- Payroll and payroll deductions

## Fees, Charges and Rewards

The fees and charges applicable to CMCU's products and services are contained in a separate Schedule of Fees, Charges and Member Rewards, which is available upon request or at [www.cmcu.com.au](http://www.cmcu.com.au).

CMCU's employees are salaried, however CMCU or our business partners may offer staff incentives related to the sale of products or services.

Any commissions are paid directly to CMCU and, if part of an incentive scheme, passed onto employees.

## Our Business Partners and Commissions

When we provide advice on our range of authorised financial products or arrange to issue such products, we do so on our own behalf.

When we provide advice or arrange to issue you with a third party's financial products such as general and consumer credit insurance we do so on behalf of the third party product issuer.

CMCU is a shareholder of Cuscal Limited

CMCU receives commission on sales involving these suppliers as detailed in the table shown below:

Product Issuer and Service	Commission
BPAY® Pty Ltd ABN 69 079 137 518 BPAY transactions	Up to \$0.55 per transaction
MasterCard Prepaid Management Services Australia Pty Ltd ABN 47 145 452 044 AFSL 386837 arranges for the issue of the Cash Passport in conjunction with the issuer, Heritage Bank Limited ABN 32 087 652 024 AFSL 240 984	1% of the \$AUD value Cash Passports (with a minimum of \$10).
Western Union Business Solutions (Australia) Pty Ltd ABN 24 150 129 749 International Services	1% of the \$AUD value for cheques, and foreign cash (with a minimum of \$10). Drafts and telegraphic transfers up to \$20
Bridges Financial Services Pty Ltd ABN 60 003 474 977 Financial Planning Referrals	Bridges have arrangements in place to pay referral fees in respect of any referrals by CMCU to them. Bridges pay us a fee ranging from 0% to 30% of the entry fee and/or ongoing fee.
Allianz Australian Insurance Ltd ABN 15 000 122 850 AFSL 234708 (Allianz).	General Insurance Up to 14%