

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.

The credit union, as a mutual organisation, is bound to act in the interests of its members. Our customers are our owners. We choose our business partners carefully to ensure that we provide good value products and services to members. We usually have only one provider of each product or service as set out in this Combined Financial Services and Credit Guide (the "Guide"). Commission income and staff incentives are designed to serve members by promoting member satisfaction and commercial viability - they should never undermine the quality of the advice and service we provide you.

Financial Planning Referrals

We may refer members to Bridges Financial Services Pty Ltd for investment and financial planning advice. We may receive a commission ranging from 0% to 30% of the entry and/or on-going fee paid by the member to Bridges. We also receive additional incentive payments 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.

Our Fees and Other Rewards

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

Our representatives are salaried employees and may also receive an incentive payment based on achieving certain set performance indicators. In addition, we offer minor performance based incentives and prizes. These prizes are generally less than \$350 in value and include items such as movie tickets and gift vouchers.

Credit Contracts must not be unsuitable for you

Under the National Consumer Credit Protection Act, we must not enter into a credit contract with you, or increase the credit limit of a credit contract with you, if the contract is unsuitable for you.

The contract will be unsuitable for you if, at the time the contract is entered into or the credit limit is increased, it is likely that:

- you will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship; or
- the contract will not meet your requirements or objectives.

We must make an assessment whether the contract will be unsuitable for you before entering into a credit contract with you or increasing the limit of an existing credit contract. You can request a copy of our assessment. We must give you a copy (at no charge to you):

- before entering the credit contract or before the credit limit is

- increased, if you make the request before then;
 - within 7 business days, if your request is made within 2 years of entering into the contract or the credit limit increase; and
 - otherwise, within 21 business days.
- We do not need to give you a copy of the assessment if:
- your request is made more than 7 years after entering into the contract or the credit limit increase; or
 - the credit contract is not entered into or the credit limit is not increased.

What to do if You Have a Complaint

Internal dispute resolution

If you have a complaint, you should contact us first, by using any of the contact details shown on the front page of this Guide.

Wherever possible we will seek to settle your complaint on the spot. If we can't do this, we will advise you in writing within 2 working days of receiving your complaint about the procedures for investigating and handling the complaint.

Complaints we can't resolve on the spot:

We will seek to deal with your complaint within 21 days. We will respond to you within 14 days of receiving the complaint to ensure that our response is received within 21 days. If we can't make a decision within 14 days and we need additional time, we will write to you advising that a further period, not exceeding 24 days, will be required for investigation. This will extend the complaint handling time to a total of 45 days from the initial date of lodgement. If the unresolved complaint exceeds 45 days, we will advise you in writing and specify a date when a decision can be expected, and give you regular updates.

Complaints involving hardship applications or postponement of enforcement proceedings:

These will be treated as urgent matters. There will be no extension of time beyond 21 days for resolution of a complaint relating to a default notice. If you seek hardship relief or postponement of enforcement proceedings and the matter is not resolved within 21 days, the matter will be referred to external dispute resolution. You can lodge a complaint directly with our external dispute resolution scheme where it involves a default notice that has been issued after a request for hardship assistance or postponement of enforcement proceedings has been declined.

Outcome of the complaint:

We will advise you in writing of the outcome of our investigation, the reasons for the outcome, and further action you can take in respect of the complaint. Within 7 days of resolution of complaint, your accounts should be adjusted to give effect to our decision.

If you are unhappy with any decision or the handling of the complaint by us, you can refer your complaint for external resolution to Financial Ombudsman Service Limited ("FOS"). This service is available at no cost to you.

Contact details are below:

- Financial Ombudsman Service Limited
- GPO Box 3, Melbourne Vic 3001
- Telephone: 1300 780 808 (toll Free Australia Wide)
- Fax: 03 9613 6399
- Email: info@fos.org.au
- Website: www.fos.org.au

In many cases this leads to a successful resolution. If the dispute remains unresolved, FOS can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us (including requiring us to make a monetary payment to you).

Our external dispute resolution scheme cannot deal with your complaint (assuming the complaint is within the scheme's terms of reference) unless you have attempted to resolve the problem with us first, and either:

- 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. However if the complaint relates to a hardship application or request for postponement of enforcement proceedings (refer to our Dispute Resolution Brochure), the scheme may be able to deal with your complaint sooner. :

All details are current as at the date of this Combined Financial Services and Credit Guide, We will publish minor changes on our website. We will update the guide if there are significant changes, adverse to members.



**SOUTHERN CROSS
CREDIT UNION** LTD
ABN 82 087 650 682 AFSL No. 241000

Combined Financial Services and Credit Guide

Savings Accounts
Term Deposits
Payment Services
Insurance

Edvest - Retirement Package
Loans and Credit

Effective: 01/11/2011

How to Contact Us

Mail: Southern Cross Credit Union Ltd
PO Box 2, MURWILLUMBAH NSW 2484
Phone: 02 6672 2744 Fax: 02 6672 2332
Email: info@scu.com.au Website: www.scu.com.au
Branches: Visit our Website for full details



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Your Southern Cross Credit Union combined financial services and credit guide

This Guide is designed to help you decide whether to use Southern Cross Credit Union's products. This guide contains information on:

- Product Details and Advice
- Our Products and Services
- Our Business Partners and Commissions
- Our Fees and Rewards
- Our responsible lending obligations
- What to do if you have a Complaint

Product Details and Advice

You will receive this Guide when you apply for any of our savings, term deposit, payment services, Edvest products and loan products (except for our business and commercial loan products).

You will receive a Product Disclosure Statement when you apply for insurance products setting out policy details and risks to give you information to make a decision about finding the right product for you.

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

About your Credit Union

Our Mission Statement

As a community based financial co-operative, our mission is to provide our members with high value, fairly priced products delivered with superior levels of service.

Welcome

Welcome to Southern Cross Credit Union. As a member you are a part-owner of a local co-operative which recycles deposits and investments as loans to over 26,000 people.

The Credit Union was founded in 1966 and was originally called the Tweed BGF Members Credit Union until 1976 when it merged with the Lismore Community Credit Union to become the Tweed-Byron Credit Union Ltd.

Through the years the Credit Union has continued to grow, opening branches in Casino, Ballina, Byron Bay and South Tweed Heads, also renovations and expansions have been completed.

Today, we are known as Southern Cross Credit Union Ltd.

We operate predominantly in the far north of New South Wales and South East Queensland, with a network of ten branches, and thirteen ATM's.

Becoming a member is an easy procedure. All you have to do is complete a membership application form and buy one \$10 share (or one \$2 share if you are under 18 years of age), these shares are refundable should you ever decide to resign the membership.

Australian Government Legislation requires Southern Cross Credit Union Ltd to follow strict identification procedures for anyone opening an account, becoming a signatory to an existing account or lodging items into safe custody.

For further information phone us on 1300 360 744 or contact our nearest branch.

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, including:**

- Christmas Club
- Trust accounts
- Cash Management
- Business accounts
- Kool Kids Club
- NetSaver
- Community Account

➤ **Payment Services, including:**

- Direct Debits
- BPAY
- Periodical Payments
- Member cheque facilities
- NetBanking (internet banking)
- Accessline (phone banking)
- Electronic debits, credits and transfers
- Visa and Redicard debit cards
- Business Banking

➤ **Term Deposits**

- Term Deposits with terms ranging from 3-24 months
- Edvest Retirement Package, including:
 - Redifund Plus
 - Pensioner Plus
 - Deferred Interest Plus
 - Regular Income Plus

➤ **Credit products, including:**

- Personal Loans
- Home Loans
- Business Loans
- Investment Loans
- Line of Credits

➤ **Insurance:**

Home and contents, Motor vehicle, Landlords, Marine Pleasure craft, Caravan and Trailer, Consumer credit, Farm, Business, and Travel Insurance.

We also issue Compulsory Third Party Insurance and have a referral arrangement for Term Life insurance.

We are the product issuer for all products other than insurance products and Travellers Cheques.

Our Business Partners and Commissions

Insurance Products

We provide our General Insurance and Consumer Credit Insurance products on behalf of Allianz Australia Insurance Limited ("Allianz") ABN 18 000 122 850 AFS License No:234708.

We refer members to Allianz Australia Life Insurance Limited ("Allianz Life") ABN 27 076 033 782 AFS License No:296559 for term life insurance.

On the sale of General Insurance, Consumer Credit Insurance and Term Life Insurance, commission is paid by the product issuer to the Credit Union.

We are paid commission based on the amount of premium payable by the member. The commission paid ranges from 5% to 30%.

Commissions paid are retained by the Credit Union and recorded as revenue received.

Any commission received does not form part of the Credit Union's representatives remuneration.

Payments Products

We provide Travellers Cheques through American Express International Inc, for each transaction we receive 1% of the transaction value.

Cash Passport - We provide Cash Passport cards through Travelex Limited. We receive up to 1% commission of the initial load value or with any future re-loads done by BPAY, or a minimum of \$15.00 per transaction.

We also receive commission from:

Received From	Type of Product or Service
CUSCAL* LIMITED	BPAY Transactions When you use BPAY, we receive the following commissions; - \$0.27% of the dollar value of each transaction (credit transactions only) - \$0.41 for debit card transactions (excluding GST)
Banklink	Members accounts submitted for GST. When you use Banklink, we receive the following; - \$25.00 (excluding GST) for every 1000 transactions and also for historical data
CUSCAL* LIMITED VISA Merchants	Interchange fees for Visa transactions. When you and 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 rate depends on the type of transaction: National - Electronic transactions *0.40% - Paper transactions *0.45% International - Electronic transactions *0.69% - Paper transactions *0.69% *excluding GST