

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 Travellex 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* | 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* and VISA Merchants | Interchange fees for Visa transactions. When you 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 |

* Credit Union Services Corporation (Australia) Limited

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 FSG. 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.

What to do if You Have a Complaint

First, contact your local branch or call 02 6672 2744. If you need further assistance, you can use our internal dispute resolution service: see our Dispute Resolution Brochure for details.

We also belong to the Financial Ombudsman Service Limited "FOS" formerly Credit Union Dispute Resolution Centre (CUDRC).

The "FOS" contact details are:

Telephone: 1300 780 808 (toll free Australia wide)
Facsimile: 03 9613 6399
Email: info@fos.org.au
Mailing Address: GPO Box 3
Melbourne VIC 3001
Website: www.fos.org.au

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

If your complaint/dispute relates to an insurance matter, you may contact the I.O.S, the industry's independent external complaints scheme.

Insurance Ombudsman Service Ltd
P O Box 561, Collins Street West, Melbourne Vic 8007
Phone: 1300 780 808 (National Toll Free)
Phone: (03) 9613 6300 fax: (03) 9621 2060

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

How to Contact Us

Please contact us or give instructions in relation to any of your credit union accounts by:

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



www.scu.com.au ABN 82 087 650 682

Financial Services Guide

Savings Accounts

Term Deposits

Payment Services

Insurance

Edvest - Retirement Package

Effective: 01 June 2010



Southern Cross
CREDIT UNION LTD

ABN 82 087 650 682

AFSL No. 241000

Your Southern Cross Credit Union FSG

This Financial Services Guide (FSG) is designed to help you decide whether to use Southern Cross Credit Union's products. The FSG contains information on:

- Product Details and Advice
- Our Products and Services
- Our Business Partners and Commissions
- Our Fees and Rewards
- What to do if you have a Complaint
- How to Contact Us

Product Details and Advice

You will receive a Member Information Guide when you apply for any of our savings, term deposit, payment services and Edvest 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

➤ **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

➤ **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.