

## What is the purpose of this Financial Services Guide?

We have designed this Financial Services Guide [FSG] to assist you in deciding whether to use any of the financial services we offer. This FSG must provide you with information about:

- our name and contact details;
- the financial services we are authorised to provide;
- any remuneration that we, or any other relevant person, may be paid in relation to the financial services we offer; and
- how we deal with complaints against us.

However, this FSG does not provide information about our financial services in relation to basic deposit products and noncash payment facilities, other than the information about:

- our name and contact details; and
- how we deal with complaints against us.

## What other documents might I receive?

When we provide you with a financial service, we may also have to provide you with a Statement of Advice or a Summary of Accounts and Conditions of Use. These documents are described below.

### Statement of Advice

A Statement of Advice is a document that sets out personal advice we give to you, the basis on which we give the advice, and any benefit or association that may influence the advice we provide to you.

The Statement of Advice helps you to make an informed decision about whether to act upon that advice.

We must give you a Statement of Advice when we provide you with advice in relation to a financial product, after taking into consideration your objectives, financial situation or needs. We are not required to provide you with a Statement of Advice if our advice relates only to basic deposit products, non-cash payment facilities or certain general insurance products.

Intech Credit Union Limited  
ABN 70 087 650 191  
AFSL & ACL 236779  
BSB 802-351

Head Office  
599 Pacific Highway, St Leonards NSW 2065  
Postal Address  
PO Box 992, Crows Nest NSW 1585  
**T** 1300 363 007  
**F** [61 2] 9928 2931  
**E** [info@intechcu.com.au](mailto:info@intechcu.com.au)  
**W** [www.intechcu.com.au](http://www.intechcu.com.au)

Date of Issue: 19 April 2011  
COM 0008 V 8

You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.  
You. You. You. You.

## Financial Services Guide [FSG]

Focusing on the most important part of our business ...

**intech**  
credit union

## Summary of Accounts and Conditions of Use

The Summary of Accounts and Conditions of Use documents provide you with information about a financial product and the entity that issues the financial product (the Issuer).

We must provide you with Summary of Accounts and Conditions of Use about a financial product when:

- we recommend that you acquire the financial product; or
- we issue, offer to issue, or arrange the issue of, the financial product to you.

The Summary of Accounts and Conditions of Use documents must contain information about the financial product so that you can make an informed decision whether or not to acquire it. The Summary of Accounts and Conditions of Use documents about a financial product must include, amongst other things:

- the Issuer's name and contact details;
- the significant features of the financial product and its terms and conditions;
- any significant benefits and risks associated with holding the financial product;
- the fees and costs associated with holding the financial product; and
- dispute resolution procedures, and how you can access them.

## What financial services can we provide?

Our Australian Financial Services Licence authorises us to deal in and provide advice about the following financial products:

- basic deposit products – our transaction, savings and term deposit accounts;\*\*
- non-cash payment facilities – such as member chequing, rediCARD, Visa card, telephone and internet banking and travellers cheques;\*\*
- term or investment deposit accounts that are not basic deposit products;
- general insurance; and
- consumer credit insurance.

In addition to the financial services we provide under our Australian Financial Services Licence, we also deal in and advise on consumer lending products.

## On whose behalf do we provide financial services?

When we provide advice about non-basic term or investment deposit accounts or insurance products, we do so on our own behalf.

When we issue our non-basic term or investment deposit accounts we do so on our own behalf.

When we arrange to issue insurance products, we do so on behalf of the insurers who are the product issuers. Details of who the relevant product issuer is will be included in the Product Disclosure Statement for that insurance product.

When issuing insurance products on behalf of an insurer we do so under a special authority from the insurer, called a "binder". This means that the insurer is bound by our acts when we issue the insurer's policies to you. It also means that, when you pay us an insurance premium, the insurer is taken to have received it.

## What remuneration or other benefits do we receive for providing financial services?

We do not receive fees or commissions for financial product advice we give or for issuing our non-basic term or investment products.

We may receive commissions from an insurer when we arrange an insurance product, as set out below:

- general insurance products - commissions range from 0% to 20% of premiums for new insurance and insurance renewals, depending on the type of insurance product;
- consumer credit insurance - 0% to 20% of premiums for new insurance, depending on the type of loan covered by the insurance policy.

If you receive personal advice from us in relation to insurance products, we will be required to provide you with more detailed information about the amount of commission that we may receive or the method in which commission is calculated.

## What remuneration or other benefits do our employees receive for providing financial services?

As a rule, our staff are remunerated principally by salary and do not receive any direct benefits for providing you with financial services in relation to our non-basic term or investment deposit accounts or insurance products.

From time to time we may allow insurers to run promotion programs under which they may reward or provide benefits to our staff for their success in arranging the issue of insurance products during the promotion period. If you receive personal advice from us, we will be required to provide you with more detailed information about any relevant benefit in or with your Statement of Advice.

## What should you do if you have a complaint?

The first place you should take any complaint is to a member of our staff. If at all possible, the problem will be resolved immediately. However, if our staff member is unable to assist, it will be escalated to the Dispute Resolution Officer for resolution.

You may also make a complaint using our Contact Us link on our website at [www.intechcu.com.au](http://www.intechcu.com.au) or by calling us on 1300 735 351.

For further information see our 'Resolving Problems' brochure which is available on our website or by request.

## Mutual Banking Code of Practice

Intech Credit Union subscribes to the Mutual Banking Code of Practice. Contact us if you would like to receive a copy of the Code.

\*\* Please note that the only information we provide in this FSG about our basic deposit products and non-cash payment facilities is about our contact details and our dispute resolution system under "What should you do if you have a complaint?"