

Financial Services Guide

Effective 30 September 2024

G&C Mutual Bank Limited

ABN: 72 087 650 637

AFSL & Australian credit licence: 238311

Registered Address: Level 25, 201 Elizabeth Street, Sydney NSW 2000

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 provides 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 non-cash 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?

We will provide you with an Account and Access Facility Terms & Conditions when you apply for any of our savings or payment service products. This provides details of the product together with benefits, features and risks associated with the product. We may also provide you with a Fees and Charges brochure and Interest Rate brochure as applicable to each product.

You may receive a separate Product Disclosure Statement (PDS) when you apply for, or we recommend that you acquire, a financial product. A PDS sets out the features, benefits, costs and risks associated with the product, to give you information to help you decide whether the product is right for you. Not all financial products have a PDS.

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, Visa Debit Card, Direct Credits, Direct Debits, Bpay, and Online, Cash Passports, International Telegraphic Transfers and Drafts and Foreign Cheque Buy Back;**
- term or investment deposit accounts that are not basic deposit products; and
- general insurance.

*** 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?"*

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

On whose behalf do we provide financial services?

We generally provide financial services on our own behalf. However, 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.

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 investment products.

We may receive commissions from third party issuers when we arrange to issue their products, as summarised below:

- general insurance products – commissions range from 5% to 14% of premiums for new insurance and from 5% to 14% of premiums for insurance renewals, depending on the type of insurance product;
- travel cards – 1% of the initial load and reload fee.

where "premium" excludes stamp duty, fire services levy, Goods & Services Tax (GST) and other Government taxes, charges or levies.

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.

We have an arrangement with Allianz Australia Insurance Limited to receive a Marketing allowance in return for marketing of Allianz's products, which is linked to the insurance policies issued by Allianz that we arrange.

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.

What should you do if you have a complaint?

We conduct a dispute resolution system to deal with any complaints you may have about any of our banking products or services. Our dispute resolution policy requires us to deal with any complaint efficiently, fairly and sympathetically.

To make a complaint, refer to our Complaints and Dispute Resolution Guide. If you are not satisfied with the way in which we have resolved your complaint, or if we do not respond within the agreed timeframe, you may refer the complaint to our external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent financial services complaint resolution service that is free for our members.

How to contact us

Phone: 1300 364 400

Email: info@gcmutual.bank

Website: www.gcmutual.bank

How to contact AFCA

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au