

# Financial Service Guide.

12 November 2018

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550 ABN 11 068 049 178. AFSL No. 237879.

"Bendigo Bank", "Adelaide Bank", "Delphi Bank" and "Bendigo Bank Insurance" are divisions of Bendigo and Adelaide Bank Limited.

Throughout this Financial Services Guide (FSG) references to:

- "Bendigo and Adelaide Bank" are references to Bendigo and Adelaide Bank Limited.
- "**Community Bank®** branch or branches" are references to the franchises of Bendigo and Adelaide Bank using the Bendigo Bank and **Community Bank®** name, logo and system of operations.
- "Community Sector Banking" are references to Community Sector Banking Pty Ltd (ABN 88 098 858 765).
- "Franchise branch or branches" are reference to the franchises of Bendigo and Adelaide Bank using the Bendigo Bank name, logo and system of operations.
- "**Alliance Bank®** branches" are references to agents of Bendigo and Adelaide Bank using the Alliance Bank® registered trademark.
- "University **Community Bank®**" are references to a collaboration with a University, operated by Bendigo and Adelaide Bank using the Bendigo Bank, **Community Bank®** and the Universities' names and logos.
- "we", "us", or "our" are references to Bendigo and Adelaide Bank, **Community Bank®** branches, University **Community Bank®**, Franchise branches, Community Sector Banking and employees of Community Sector Banking. References to "our staff" and "our branch staff" have a corresponding meaning.

**Community Bank®** branches, Franchise branches and **Alliance Bank®** branches and their employees are authorised representatives of Bendigo and Adelaide Bank.

Community Sector Banking ABN 88 098 858 765 (Australian Financial Services authorised representative No. 265317 and Australian Credit authorised representative No. 379667) is a franchisee of Bendigo and Adelaide Bank Limited ABN 11 068 049 178, AFSL and Australian Credit Licence No. 237879 and is a wholly owned subsidiary of Community Sector Enterprises Pty Ltd ABN 95 098 858 354. Community Sector Enterprises is a 50/50 joint venture between Bendigo and Adelaide Bank and Community 21 Limited ABN 79 097 612 416.

#### About this Financial Services Guide

This Financial Services Guide (FSG) has been designed to assist you in deciding whether to use the financial services we offer. It also contains general information about how Bendigo and Adelaide Bank, **Community Bank®** branches, Community Sector Banking, University **Community Bank®**,

Franchise branches and **Alliance Bank®** branches, our staff and other representatives are remunerated in relation to those services, as well as information about dispute resolution.

This FSG may be provided to you by authorised staff of Bendigo and Adelaide Bank or its authorised representatives working in **Community Bank®** branches, University **Community Bank®**, Community Sector Banking, Franchise branches or **Alliance Bank®** branches.

#### Other documents you may receive

You may also receive other documents when we provide services or products to you:

- Statement of Advice (SoA) - this is a record of personal advice provided to you. Personal advice is advice that takes into account any one or more of your objectives, financial situation and needs. The SoA will contain the advice, the basis on which the advice is given and information about fees and commissions, as well as details of any potential conflicts of interest. You will receive a SoA when personal advice is given to you, except where the advice relates to deposit, payment or general insurance products.
- Product Disclosure Statement (PDS) - this will be provided to you if we recommend, arrange, issue or offer to issue certain financial products to you. So you can decide whether or not to acquire the financial product, the PDS sets out the key features, significant benefits, risks, fees and charges associated with the financial product.
- Terms & Conditions (T&Cs)/Product Guides (PGs)/Administration Service Guides (ASGs) - these will be provided to you if we recommend, arrange, issue or offer to issue our basic deposit products to you, and in respect of some administration services we may provide to you. Similar to the PDS, the T&Cs/PGs/ASGs set out the key terms, features, fees and charges associated with the product or service.

#### Contact details

You can contact us at any of our branches, which are listed on our website: [www.bendigobank.com.au](http://www.bendigobank.com.au)

Alternatively you can contact us via:

- Telephone **1300 BENDIGO** (1300 236 344)
- The Bendigo Bank website at [www.bendigobank.com.au](http://www.bendigobank.com.au)
- Customer Feedback Team  
Compliments, suggestions and complaints  
Telephone 1300 361 911  
8.30am - 5.00pm (AEST/AEDT) Monday to Friday
- For lost and stolen cards please contact:  
From within Australia: 1800 035 383  
From overseas: +61 3 5485 7872

You can contact Community Sector Banking at:

- Suites 5 & 6, Ground Floor, Enterprise 1, Innovation Campus, Squires Way North Wollongong NSW 2500  
PO Box 585  
Corrimal NSW 2518  
Telephone (02) 4255 8400 or **1300 CSBANK** (1300 272 265)  
Currently hours of opening are 8.30am – 5.00pm (AEST/AEDT) Monday to Friday  
Facsimile (02) 4255 8420  
www.communitysectorbanking.com.au

Contact details for **Alliance Bank®** branches are published on their websites.

### Instructing us

Generally, you need to give us instructions in writing unless another method has been agreed by us. You can give us these instructions by using the contact details set out above. Some products and services may have their own requirements as to how to provide instructions or execute certain transactions. Please refer to the PDS, T&C's, PG's or other disclosure documents for the relevant product details.

### Bendigo and Adelaide Bank Group ("the Group")

Bendigo and Adelaide Bank is a member of the Bendigo and Adelaide Bank Group of companies and is a related company of the following financial product issuers:

- Adelaide Managed Funds Limited;
- Rural Bank Limited;
- Sandhurst Trustees Limited; and
- Leveraged Equities Limited

Bendigo and Adelaide Bank is a joint venture partner in Community Sector Banking. Community Sector Banking and its employees are authorised representatives of Bendigo and Adelaide Bank. Bendigo and Adelaide Bank and Community Sector Banking are authorised by a number of other financial product providers to distribute their financial products.

### Our financial services

Bendigo and Adelaide Bank is responsible for the financial services we provide to you under our Australian Financial Services Licence (AFSL).

We are authorised under Bendigo and Adelaide Bank's AFSL to deal or arrange for someone to deal in the following products:

- Banking
  - deposit and payment products (including term deposits and non-cash payment facilities such as direct debit and cheque facilities).

- Insurance
  - general insurance;
  - life insurance;
  - CTP (compulsory 3rd party motor vehicle) insurance;

In relation to general insurance, Bendigo & Adelaide Bank acts under its own Financial Services Licence.

- Investments
  - superannuation;
  - managed funds;
  - debentures;
  - securities.
- Financial Markets and International Trade
  - foreign exchange contracts;
  - foreign currency deposit accounts;
  - derivatives.

We are also authorised under Bendigo and Adelaide Bank's AFSL to provide both general and personal advice in relation to the above products other than superannuation and managed funds (advice on these products may be provided by an authorised financial adviser of Bendigo Financial Planning Limited ABN 81 087 585 073, AFSL 237898).

### Benefits we or our related companies or associates may receive

In relation to the services that we provide to you, we are also authorised by a number of other financial product providers to distribute or endorse their financial products. We may receive payments from those product issuers. In some cases payments made to Bendigo and Adelaide Bank are shared with a **Community Bank®** branch, University **Community Bank®**, Community Sector Banking, Franchise branch or **Alliance Bank®** branch. Payments are paid monthly into a **Community Bank®** branches, University **Community Bank®**, Community Sector Banking, Franchise branches or **Alliance Bank®** branch account.

### Insurance products

Commissions are included in the amount you pay for the product and the rate depends on the particular type of product you purchase. Where you conduct most of your transactional banking with a **Community Bank®** branch, University **Community Bank®**, Community Sector Banking, Franchise branch, **Alliance Bank®** branch or Agent, Bendigo and Adelaide Bank shares commissions with that entity.

The **Community Bank®** branch, University **Community Bank®**, Community Sector Banking, Franchise branch, **Alliance Bank®** branch or Agent receives up to 80% of the commission. All commission payments are made monthly.

Insurance products sold or made available by us are issued by either Insurance Australia Limited ABN 11 000 016 722 AFSL 227681, QBE Insurance Australia ABN 78 003 191 035 AFSL 239545 or AIA Australia Limited ABN 79 004 837 861 AFSL 230043. Commissions for insurance products are paid to us on a monthly or annual basis depending on the payment method chosen.

For travel insurance, the commission is up to 35% of the total base premium.<sup>2</sup>

For general insurance products, the commission is up to 22.5% of the annual base premium.<sup>1</sup>

For life insurance, a commission of up to 60% (plus GST) of the premium received for each Bendigo Life insurance policy issued (net of agreed expenses) in the first year of cover and up to 20% (plus GST) of all premium received after the first year.<sup>3</sup>

In all cases, the commission is based on the premium before the addition of government charges.

For example, if the premium for your house and contents policy is \$400 (before the addition of government charges), Bendigo and Adelaide Bank would receive a commission of up to \$90.

If you conduct most of your transactional banking with a **Community Bank®** branch, University **Community Bank®**, Community Sector Banking, Franchise branch, **Alliance Bank®** branch or Agent, that entity would receive up to \$45.00 of that commission.

Importantly, these commissions (and the other benefits referred to below) are not charged directly to you. Rather they are paid from the product fees applicable to the financial product you acquire.

<sup>1</sup> "annual base premium" means the amount charged to the customer for an insurance product by the insurer for a twelve month period (excluding stamp duty and GST).

<sup>2</sup> "total base premium" means the amount charged to a customer for an insurance product by the insurer for the period of coverage selected (excluding stamp duty and GST).

<sup>3</sup> "net premium" for life insurance means the amount charged to the customer for an insurance product by the insurer for a twelve month period excluding any policy fees, modal loadings, stamp duty taxes, GST or government charges that may be applicable. First year of cover means the amount of premiums payable for the policy's first twelve month period.

### Insurance products – other benefits

Bendigo and Adelaide Bank may receive other benefits on the sale of certain products. These benefits may take various forms including:

- a bonus payment under an arrangement with Insurance Australia Limited which is dependent upon Bendigo and Adelaide Bank's account meeting certain performance criteria over a specific period;
- AIA Australia Limited funding distribution and marketing campaigns;

- a marketing allowance from Insurance Australia Limited to conduct marketing campaigns.

### Insurance Referrals

We have a referral relationship with Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as WFI (WFI), and if you acquire a product issued by WFI, Bendigo and Adelaide Bank may receive commission payments. In relation to the referral arrangement, Bendigo and Adelaide Bank may receive incentives associated with the volume of total business written and quality of referrals to WFI. In addition, Bendigo and Adelaide Bank may receive an allowance to help conduct marketing campaigns. In some cases, payments made to Bendigo and Adelaide Bank in relation to the referral arrangement may be shared with a **Community Bank®** branch, University **Community Bank®**, Community Sector Banking, Franchise branch, **Alliance Bank®** branch or Agent, or other related company of Bendigo and Adelaide Bank where the referral is made to WFI by that entity.

### American Express Foreign Exchange Services

American Express Foreign Exchange Services are provided by us under an agreement with American Express International Inc. ABN 15 000 618 208 and American Express Travel Related Services Company Inc. (collectively, American Express).

### Travelex Wholesale Currency Services

Travelex Wholesale Currency Services are provided by us under an agreement with Travelex Limited. ABN 36 004 179.

- **Foreign Cash 'Exotic Currencies'**  
Currency requests which cannot be fulfilled by Bendigo Bank Foreign Cash Department are supplied under an agreement with Travelex. We will receive an incentive rebate of 20% of net profit from sales and purchase of Travelex supplied Foreign Cash in any of our branches, **Community Banks®**, University **Community Bank®**, or Agencies. We may also charge you a fee of up to 1% of the AUD equivalent value or \$5 (whichever is the greater) the full amount of which will be paid to the **Community Bank®** branch, University **Community Bank®**, Franchise branch or **Alliance Bank®** branch where you transacted.
- **Telegraphic Transfers 'Exotic Currencies'**  
Currency requests which cannot be fulfilled by Bendigo Bank International & Retail Settlements Department are supplied under the American Express agreement. We will receive an incentive rebate of 0.4% on the total AUD value of Telegraphic Transfers purchased in any of our branches, **Community Banks®**, University **Community Bank®** or Agencies. We may also charge you a fee of up to \$30 for this service, the full amount of which will be paid to the **Community Bank®** branch, University **Community Bank®**, Franchise branch or **Alliance Bank®** branch where you transacted.

### Cash Passport Platinum Mastercard®

The Cash Passport™ Platinum Mastercard® product ("Cash Passport Platinum Mastercard") is provided by us under an arrangement with Mastercard Prepaid Management Services Australia Pty Ltd ABN 47 145 452 044, AFSL 386837. We will receive a payment from Mastercard Prepaid Management Services Australia Pty Ltd equal to 50% of the foreign exchange revenue earned on the transaction. In addition, we will receive a commission of 1% on any BPAY® reload made on Cash Passport Platinum Mastercard initially purchased in one of our branches. Payments are made monthly. We may also charge you a fee of up to 1.1% of the AUD equivalent value or \$15 on the amount loaded by a customer onto their Cash Passport Platinum Mastercard when they purchase or reload it at one of our branches (this fee will be retained by us).

The full amount of this fee will be paid to the **Community Bank®** branch, University **Community Bank®**, Franchise branch or **Alliance Bank®** branch where you transacted.

For example if you purchase a Cash Passport Platinum Mastercard at a **Community Bank®** branch 100% of the fee will be paid to that **Community Bank®** branch.

® Registered to BPAY Pty Ltd ABN 69 079 137 518.

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### Cash Passport Platinum Mastercard product – other benefits

Bendigo and Adelaide Bank may receive other benefits on the sale of the Cash Passport Platinum Mastercard product. These benefits may take various forms such as:

- a bonus payment under an arrangement with Mastercard Prepaid Management Services Australia Pty Ltd which is dependent upon Bendigo and Adelaide Bank's account meeting certain performance criteria over a specific period; and
- a marketing allowance from Mastercard Prepaid Management Services Australia Pty Ltd to conduct marketing campaigns.

### Other benefits to **Community Bank®** branches, University **Community Bank®**, **Community Sector Banking**, **Franchise branches** and **Alliance Bank®** branches from companies within the Group

Where you apply through **Community Bank®** branches, University **Community Bank®**, **Community Sector Banking**, **Alliance Bank®** branches or Franchise branches for a product issued by Sandhurst Trustees Limited, the **Community Bank®** branch, University **Community Bank®**, **Community Sector Banking** or Franchise branch may receive a commission of up to 0.35% per annum of the value of your investment.

For example, in respect of an investment by you in the Sandhurst Select Mortgage Fund valued at \$10,000, the **Community Bank®** branch, University **Community Bank®**,

**Community Sector Banking** or Franchise branch will receive a commission of 0.25% per annum on that amount. If the value of your investment remained at \$10,000 for an entire year, the **Community Bank®** branch, University **Community Bank®**, **Community Sector Banking** or Franchise branch would receive \$25.00 (\$10,000 x 0.25% equals \$25.00).

Where you apply through **Community Bank®** branches, University **Community Bank®** or Franchise branches for a product issued by Leveraged Equities Limited, the **Community Bank®** branch, University **Community Bank®**, **Community Sector Banking** or Franchise branch receives 50% of the gross margin on any variable loan and, depending on the revenue sharing arrangements with Bendigo and Adelaide Bank, either 50% of the gross margin or 0.25% per annum commission on any fixed loan.

If a **Community Bank®** branch, University **Community Bank®**, **Community Sector Banking** or Franchise branch refers you to a Bendigo Financial Planning adviser, your initial consultation is free. However, Bendigo Financial Planning will pay the **Community Bank®** branch, University **Community Bank®**, **Community Sector Banking** or Franchise branch 40% of any up front remuneration you pay to them and after that, up to 0.1% per annum of the amount invested. These payments are made monthly into the **Community Bank®** branch, University **Community Bank®**, **Community Sector Banking** or Franchise branch's account.

Where you apply through **Community Bank®** branches, University **Community Bank®** or Franchise branches for a product issued by Rural Bank Limited, the **Community Bank®** branch, University **Community Bank®**, **Community Sector Banking**, Franchise branch or **Alliance Bank®** branch receives total commission of up to 0.50% per annum of the average account balance for deposit products, depending on the revenue sharing arrangements with Bendigo and Adelaide Bank.

### Personal advice

If you receive personal financial product advice, you will be provided with a SoA which includes any remuneration and other benefits (where possible in actual dollar amounts). However, for personal advice, in relation to deposit, payment, and general insurance products, this information will be included in another communication. If the exact amount of remuneration is not known at the time you are given the SoA or other communication, the manner in which the remuneration (including commission) and any other benefits is to be calculated will be described instead.

### Referrals

If you have been referred to us by someone else, we may pay that person remuneration (including commission) or other benefits (which may be a fixed amount or up to 0.85% per annum of the amount you have invested or calculated on some other basis).

### Remuneration received by Bendigo and Adelaide Bank for products issued by Bendigo and Adelaide Bank

Bendigo and Adelaide Bank is the issuer of the following products and will receive remuneration in its capacity as product issuer of those products:

- Derivatives/Foreign Exchange Contracts.  
Bendigo and Adelaide Bank may receive remuneration or other benefits in respect of derivatives and foreign exchange contracts to which we are a counterparty. A description of the means by which the remuneration is to be calculated or provided will be disclosed in the relevant PDS or other disclosure document for the particular product.
- Deposit products and non-cash payment facilities.
- Bendigo and Adelaide Bank also provides and may charge fees for legal and other professional services to superannuation or managed funds of which Sandhurst Trustees Limited is the product issuer. These fees are competitive compared with those currently charged externally for similar work. You may request particulars of the fee structure within a reasonable time of receiving this FSG and before any financial service identified in this FSG is provided to you.

### Remuneration received by other Group companies for products issued by them

If you acquire a product issued by a company in the Group, the relevant company may receive product fees in relation to that product, including commission, referral fees, entry fees, management fees, exit fees and any other fees specified in the PDS, T&Cs, PGs or other disclosure document for that particular product. These product fees may ultimately benefit other Group members or associates.

### How our staff are paid

Our staff are paid salaries, not commissions.

Our staff may be eligible for a performance bonus payment that is based on a number of factors, such as the overall performance of the Group or, where staff work in a **Community Bank®** branch, University **Community Bank®**, or work for Community Sector Banking, Franchise branch or **Alliance Bank®** branch, the individual branch. These include performance against growth projections, personal development and customer service standards. Where permitted by law, from time to time our staff may also receive non-monetary benefits from product providers, such as tickets to events or promotional merchandise.

### Privacy

We collect personal information (for example, your name and address) in order to provide you with the most appropriate products and services for your needs. We are committed to ensuring your privacy is protected and understand your concerns regarding the confidentiality and security of personal information you provide to us.

How we collect, manage, use and disclose your personal information is governed by the Group's Privacy Policy. The Group's Privacy Policy (which also applies to **Community Bank®** branches, University **Community Bank®**, Community Sector Banking, Franchise branches, **Alliance Bank®** branches and Rural Bank) is available upon request at any of our branches, on the Bendigo Bank website at [www.bendigobank.com.au](http://www.bendigobank.com.au), on the Adelaide Bank website at [www.adelaidebank.com.au](http://www.adelaidebank.com.au), on the Community Sector Banking website at [www.communitysectorbanking.com.au](http://www.communitysectorbanking.com.au), on the websites of the **Alliance Bank®** branches or on the Rural Bank website at [www.ruralbank.com.au](http://www.ruralbank.com.au).

### If you have a complaint

We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.

You can raise your complaint with us by:

- speaking to a member of our staff
- telephoning **1300 BENDIGO** (1300 236 344)
- website [www.bendigobank.com.au/public/contact-us](http://www.bendigobank.com.au/public/contact-us)
- secure email – by logging into e-banking
- social media
- contacting Community Sector Banking on:  
**1300 CSBANK** (1300 272 265)  
8.30am – 5.00pm (AEST/AEDT)  
Monday to Friday; or  
Fax: (02) 4255 8520; or  
Email: [customerservice@csbanking.com.au](mailto:customerservice@csbanking.com.au)
- contacting the **Alliance Bank®** branch using the contact details for complaints shown on their website.

The Customer Feedback Team is able to assist. You can contact the Customer Feedback Team by:

- telephoning 1300 361 911 8.30am - 5.00pm (AEST /AEDT) Monday to Friday;
- emailing [feedback@bendigoadelaide.com.au](mailto:feedback@bendigoadelaide.com.au)
- by completing the relevant Customer Feedback form or sending a letter to the Customer Feedback team, Bendigo and Adelaide Bank Limited, Bendigo VIC 3552.

If you are not satisfied with the response provided by our Customer Feedback Team, you have the option of referring the matter to the Customer Advocate who will impartially assess your complaint, keep you informed of the progress and provide you with a response:

- telephone – 1300 139 572 (+61 3 5485 7919)  
8.30am - 5.00pm (AEST / AEDT) Monday to Friday
- email – [customeradvocate@bendigoadelaide.com.au](mailto:customeradvocate@bendigoadelaide.com.au)
- post/letter – write to Customer Advocate,  
PO Box 480, Bendigo VIC 3552

Alternatively (or following consideration by the Customer Advocate) you may refer your complaint directly to the appropriate External Dispute scheme.

We are a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne Vic 3001  
Telephone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Web: [www.afca.org.au](http://www.afca.org.au)

#### **Compensation arrangements**

As an approved deposit taking institution regulated by the Australian Prudential Regulation Authority, Bendigo and Adelaide Bank is exempt from the compensation arrangements required for Australian Financial Service licensees.

## Contact us

<b>In person</b>	At your nearest Bendigo Bank branch
<b>On the phone</b>	Call <b>1300 BENDIGO</b>
<b>Online</b>	At <a href="http://bendigobank.com.au">bendigobank.com.au</a>
<b>By mail</b>	The Bendigo Centre PO Box 480 Bendigo VIC 3552

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550 ABN 11 068 049 178. AFSL/Australian Credit Licence 237879.

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