



SGE Credit Union Limited

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financial services guide

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# financial services guide

effective 18 November 08

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This Financial Services Guide (FSG) is designed to help you decide whether to use SGE Credit Union products and services. The FSG contains information on:

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

## Product Details And Advice

You will receive a Product Disclosure Statement (PDS) when you apply for any of our savings, term deposits, insurance and payment products. The PDS for SGE Credit Union products includes:

- A Product Brochure - including terms and conditions.
- Fees and Charges Brochure - setting out costs related to each product
- Interest Rates Brochure - listing our current savings and deposit rates.

You will receive a separate PDS for insurance and travellers cheque products.

Our staff can provide you with general or personal advice about all these products.

If we provide you with personal advice on our Insurance Products (both general and consumer credit insurance), you will receive a Statement of Advice, which sets out the information you have given us on your circumstances and needs and the advice we have given you on the product.

## About Your Credit Union

SGE is one of the largest and most successful Credit Unions in Australia. We have been operating since 1959 and currently have assets of over \$495 million.

SGE provides a comprehensive range of personal financial services - all of those you would expect to find in larger financial institutions plus many other services, which are designed to make life a little easier.

## Our Products And Services

We are licensed by the Australian Securities and Investments Commission to advise on and deal in a range of products including deposit products, non-cash payment facilities and insurance products.

We are the product issuer for all of these types of products other than insurance products and traveller's cheques.

When providing third party products to you please note that we are acting on behalf of our business partners and not as your agents.

We also provide some services by referral to other licensees including financial planning and some insurance products. Please see 'Our Business Partners and Commissions' below for more details.

## General Products & Services

- Savings Accounts
- Investment Accounts
- Personal Loans
- Car Loans
- Housing Loans
- Home Equity Loans
- Foreign Exchange Service
- Investment Loans
- SGEFS Leasing Service
- Travel Service
- Financial Planning Service
- Insurance Services
- AutoSearch - Car buying service

## Payment Services

We offer our members the following payment services to access their savings accounts.

- Redicard
- VISA Debit Card
- EFTPOS
- Bank@Post
- BPAY
- Periodical Payments
- Direct Debit/Credit
- Whole of Pay
- Payroll Deduction
- Cheque Book
- 24 Hour Moneyline
- Internet Banking

## Our Business Partners & Commission

We have business relationships with the following organisations. We are entitled to receive the commissions and/or refer all fees described below.

All commissions are paid to us by our business partners when you take up/out or use the product or service.

### Insurance Products

As from 17 March 2008 Consumer Credit Insurance or CCI and from 5 May 2008 all General Insurance business will be underwritten by QBE Insurance AFSL 239545 ABN 78 003 191 035.

- home and contents
- motor vehicles
- travel insurance
- loan repayment insurance (consumer credit insurance or CCI).

### Product Commission Range

Home Insurance	Up to 22%
Motor Insurance	Up to 12%
Consumer Credit Insurance	Up to 20%
Travel Insurance	Up to 50%

The above commission on the insurance products will be based on a percentage of the premium (less any government fees or charges included in that amount).

## Referrals

Zurich Australia Limited. We refer members to Zurich Australia Limited for life risk insurance products and we receive commission of 20% of the premium paid for each policy.

## Traveller's Cheques

We provide traveller's cheques and other payment products through American Express International. For each transaction we receive up to 0.5% of the transaction value.

## BPAY

We also receive the following commission from BPay:

- a commission of 0.27% of the dollar value of each transaction (for credit transactions only)
- a commission of between \$0.49 to \$0.55, depending on the account used.

## Visa Cards

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:

- Electronic transactions 0.47%
- Paper transactions 0.57%

## Financial Planning

We refer members to SGE Financial Planning for investment advice. SGE Financial Planners are authorised representatives of Community and Corporate Financial Services Pty Ltd ABN 44 079 121 136 AFSL No 225085.

## Our Fees & Other Rewards

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

Our representatives are salaried employees. Otherwise no payments are received by our staff that would influence the advice they give our members on financial products.

## IF YOU HAVE A COMPLAINT

First, contact SGE Credit Union on 1300 364 400.

If you need further assistance, you can use our internal dispute resolution service: see our Dispute Resolution Brochure “How to have your Credit Union Dispute Resolved for details.

We also belong to the Credit Union Dispute Resolution Centre.

The Ombudsman Contact details are:

Telephone: 1300 780 808

Email: [info@fos.org.au](mailto:info@fos.org.au)

Website: [fos.org.au](http://fos.org.au)

Mail:

The Financial Ombudsman Service Limited

GPO Box 3

MELBOURNE VIC 3001

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

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

## How to Contact Us

You can contact us or send instructions at:

SGE Credit Union Limited

230 Clarence Street, Sydney NSW 2000

PO Box A253, Sydney South NSW 1232

Phone: 1300 364 400

Facsimile: (02) 9687 2397

Email: [sge@sgecu.com.au](mailto:sge@sgecu.com.au)