

# Financial Services Guide



**Australian  
Military Bank**



[australianmilitarybank.com.au](http://australianmilitarybank.com.au)

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## About this Financial Services Guide

This Financial Services Guide (FSG) is designed to help you decide whether to use Australian Military Bank's financial products and services.

The FSG contains information on:

- Our products and services
- Significant benefits and risks of a financial product
- The cost of the financial product
- Our business partners and commissions
- Payments and other benefits our staff receive
- What to do if you have a complaint
- How to contact us

## What other information should you consider?

In addition to this FSG, we will also give you information depending on the type of product or service you choose. To help you make the right decision, you should read them before you decide what to do.

In the case of our basic deposit products, term deposit products and non cash payment products, you will receive terms and conditions and a fees and charges schedule.

In the case of our retirement savings account product, general insurance products and consumer credit insurance products you will receive the relevant Product Disclosure Statement (PDS). The PDS details all aspects of the product (including fees and charges, terms and conditions and details on our dispute resolution process), to help you decide whether to acquire the product.

For more information about our products and services and this FSG, call us on 1300 13 23 28 or visit our website at [australianmilitarybank.com.au](http://australianmilitarybank.com.au).

## Products and Services

Australian Military Bank has a financial services licence (No. 237 988) which authorises us to deal in and provide general financial product advice about the following financial products:

- Savings accounts - a full range of on call transaction and special purpose accounts.
- Term deposit accounts - ranging from 3 to 24 months.
- Payment and online services - direct debits and credits, BPAY®, periodic payments, telephone and internet banking, electronic funds transfer and personal cheques.
- General insurance products - home/contents, motor vehicle, motor bike, boat, travel, caravan, and landlords insurance.
- Retirement products – retirement savings accounts, superannuation and pension products.

We are the product issuer for all products other than insurance products, superannuation and cash passports.

We also offer a range of consumer lending products including credit cards, personal loans, car loans, home loans and property investment loans.

## Our business partners and commissions

### Foreign Exchange

We offer foreign cheque conversions, telegraphic transfers and other payment products through Western Union Business Solutions (Australia) Pty Ltd (ABN 24 150 129 749) (WUBS) and foreign cash through Travelex Limited (ABN 36 004 179 953). We receive 20% of total foreign exchange revenue and fees for transactions from WUBS, and commission of up to 1.2% of the transaction value from Travelex Limited.

## General Insurance

We offer a range of insurance policies on behalf of Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance (CGU).

When we arrange an insurance policy we receive a commission of up to 25% of the premium paid for each policy depending on the type of insurance policy sold.

## Cash Passport

We receive the following commission from MasterCard Prepaid Management Services Australia Pty Limited (MPMS). ABN 47 145 452 044) when you acquire a Cash Passport product from MPMS:

- 1.1% or \$15 (whichever is greater) per card when loaded
- 1% when BPAY® is used to reload a card
- A share of foreign exchange revenue

## Payments and other benefits our staff receive

Our employees are salaried and some may also receive payments that relate to direct sales of financial products to members. You can request information about such payments.

On occasion we, our insurers or other business partners may reward or provide benefits to our employees for success in sale of products and services.

## If you have a complaint

Please talk to us first. We aim to resolve your complaint at your first point of contact with us. You can contact using one of the following:

- discussing your complaint with our local branch staff
- Phone: 1300 13 23 28
- Email: [complaints@australianmilitarybank.com.au](mailto:complaints@australianmilitarybank.com.au)
- Fax: (02) 9240 4120
- Mail: PO Box H151, Australia Square NSW 1215

If we are unable to resolve your complaint on the spot or within five business days, we will refer your complaint to our Member Resolution Team. If it takes longer than five business days to resolve your complaint, we will confirm the outcome in writing and aim to resolve your complaint within 30 business days.

If you are not happy with the response we provide, where your complaint is about one of our financial products or the general advice we provide, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA):

**In writing:** GPO Box 3, Melbourne VIC 3001

**Telephone:** 1800 931 678

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

**Online:** [www.afca.org.au](http://www.afca.org.au)

Australian Military Bank Ltd ABN 48 087 649 741  
AFSL and Australian Credit Licence Number 237 988