

Referrals

People's Choice may pay commissions or provide other benefits to external parties who refer customers to People's Choice. These benefits and commissions could consist of a single one-off payment or benefit, or calculated as a percentage of the total amount of sales generated by the external party's referrals.

Your complaint matters

If you are unhappy with your People's Choice experience and would like to make a complaint, there are a number of ways to let us know:

- Visit your nearest branch and talk to our staff
- Phone us on 1800 961 687 (free call)
- Email us at complaints@peopleschoice.com.au
- Write to us at GPO Box 1942, Adelaide SA 5001
- Go to peopleschoice.com.au/help-and-support/feedback-and-complaints to submit online
- Go to our Facebook, Instagram, LinkedIn or any other social media channels on which People's Choice is active, to submit via direct message

What happens when you make a complaint?

We will acknowledge your complaint promptly, either verbally or in writing, and do our best to resolve it straight away.

We aim to resolve all complaints within 21 days, especially if it involves financial hardship, a default notice or notice to postpone enforcement proceedings. However in some cases it may take up to 30 days.

Your complaint may take a little longer to assess if we need more information or if your complaint is complex.

In all cases, we'll keep you updated on the progress.

If we can't resolve your complaint within 5 business days our final response will be provided in writing.

We may refer your complaint to our Complaints Resolution Team who will work with you to provide an outcome. If this happens, we'll let you know and give you the direct contact details for the staff member who will be managing your complaint.

Accessibility

People's Choice can provide you with information about how we manage complaints in alternative formats and languages upon request.

If you have a hearing or speech impairment, you can access additional support through the National Relay Service on 1300 555 727.

The Australian Financial Complaints Authority (AFCA)

If you are not satisfied with our response, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides free and independent financial services complaint resolution and can be contacted on:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

How to contact us

People's Choice Credit Union a trading name of Heritage and People's Choice Limited ABN 11 087 651 125 AFSL 244310

- Call: 13 11 82
- Fax: 1300 365 775
- Visit: peopleschoice.com.au
- Mail: People's Choice
GPO Box 1942, Adelaide SA 5001
- Drop in to a branch

People's Choice Credit Union, a trading name of Heritage and People's Choice Ltd ABN 11 087 651 125, Australian Financial Services Licence 244310 and Australian Credit Licence 244310. In this document, People's Choice Credit Union is referred to as People's Choice.

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**People's
Choice**

Banking for life

People's Choice Financial Services Guide.

Prepared on 30 May 2024.

Supplement to the People's Choice Financial Services Guide

Dated 1 August 2024 - Effective 14 August 2024

People's
Choice

Banking for life

About this Document

This Supplement to the People's Choice Financial Services Guide (**Supplement**) is issued by Heritage and People's Choice Limited ABN 11 087 651 125, AFSL and Australian Credit Licence 244310 trading as People's Choice Credit Union (the Issuer). This Supplement updates and amends the **People's Choice Financial Services Guide dated 1 May 2024 (FSG)** and must be read in conjunction with the FSG. The FSG remains in full force, except to the extent amended by this Supplement.

Words and expressions defined in the FSG are taken to have the same meaning in this Supplement.

Amendments to the FSG

This Supplement makes the following changes to the FSG, effective 14 August 2024:

1. The first paragraph under the heading "**The services we provide**" is amended by deleting the struck through words as follows:
Our Australian Financial Services Licence authorises us to deal in and provide advice about the following kinds of financial services which we will or will be likely to provide to you:
 - *Deposit products – transaction, savings and term deposits*
 - *Non-cash payment products (which we call 'access facilities') – such as eftpos debit card, Visa card, Internet Banking, Mobile Banking and Phone Banking*
 - *General Insurance (including Travel Insurance)*
2. The third paragraph under the heading "**Who we act for**" is amended by deleting the struck through words as follows:
We act for third party product issuers when we provide or arrange:
 - *General Insurance (including Travel Insurance)*
3. The second bullet point under the heading "**We also may receive commission**" is amended by adding the underlined words and deleting the struck words as follows:
When we arrange insurance policies for you – 0% to 25% ~~40%~~ of the value of the premium is paid to us by an insurer (the commission rate varies depending on the type of insurance sold)

All other content in the FSG remains unchanged.

Financial Services Guide (FSG)

Prepared on 30 May 2024.

This Financial Services Guide (FSG) contains important information to assist you in deciding whether to use any of the financial services we offer in this FSG.

This FSG is provided by Heritage and People's Choice Limited trading as People's Choice Credit Union (**People's Choice** or **we/us/our**) as a requirement under the Corporations Act 2001. This FSG only relates to People's Choice products and services issued by us.

It provides you with:

- Our name and contact details
- The kinds of financial services we are authorised to deal in and provide advice about under our Australian Financial Services Licence which we will or will be likely to provide to you
- Information about remuneration that we, or any other relevant party, may be paid in relation to the financial services we offer
- How we deal with complaints and disputes
- The circumstances under which you may receive a Statement of Advice (SOA) or a Product Disclosure Statement (PDS)
- The purpose and content of an SOA or PDS

Note: This FSG does not relate to financial planning related financial services which are no longer offered by People's Choice.

The services we provide

Our Australian Financial Services Licence authorises us to deal in and provide advice about the following kinds of financial services which we will or will be likely to provide to you:

- Deposit products – transaction, savings and term deposits
- Non-cash payment products (which we call 'access facilities') – such as eftpos debit card, Visa card, Internet Banking, Mobile Banking and Phone Banking
- General Insurance (including Travel Insurance)

Other documents you may also receive

When we provide a financial service, we may also provide you with the following documents:

Product Disclosure Statement (PDS)

Where required, the Product Disclosure Statement (PDS) contains information about the product, including the costs, benefits, risks and features. This information will help you to decide whether to acquire the product. We will give you a PDS if we recommend you acquire a particular financial product, where we have considered your objectives, financial situation or needs, or if we provide, or offer to provide, you with a particular financial product. Where a product does not have a PDS we will give you relevant information about terms and conditions, fees and charges and interest rates.

Statement of Advice (SOA)

A Statement of Advice (SOA) is a record of the personal advice we give you, the basis on which we give the advice and any benefit or association that may influence the advice we provide you. The SOA helps you make an informed decision about whether to act on that advice. We will give you an SOA when we provide you with personal advice in relation to a financial product, after taking into consideration your objectives, financial situation or needs. We will not provide you with an SOA if our advice relates only to basic deposit products, non cash payment facilities or travellers cheques.

Who we act for

When we provide general advice about financial products, we do so on our own behalf.

We also act on our own behalf when we issue our own financial products – deposit accounts and access facilities.

We act for third party product issuers when we provide or arrange:

- General Insurance (including Travel Insurance)

Details of the relevant product issuer will be included in the PDS or other disclosure information for that financial product.

We use the services of foreign exchange third parties when we provide or arrange foreign currency services.

Fees, charges, commissions and other benefits People's Choice may receive

We may charge you fees for issuing our own products. Third party product issuers may also charge fees for issuing financial products that we arrange.

Likewise, we may charge you fees when you carry out transactions on a deposit account or when you use our access facilities, such as Visa cards, etc. Details of the relevant fees and charges are set out in the PDS for the financial product (if there is one) or in the terms and conditions and fees and charges documents we give you.

We also may receive commission:

- When you make payments using BPAY® – up to 55 cents per transaction will be paid to us by BPAY®
- When we arrange insurance policies for you – 0% to 40% of the value of the premium is paid to us by an insurer (the commission rate varies depending on the type of insurance sold)
- When you carry out certain transactions using our Visa Credit or Visa Debit cards a commission is paid to us by Visa or eftpos. We are paid commission as either a percentage (0 to 2%) of the value of the transaction or a fee (\$0 to \$0.165) per transaction, depending on various factors such as card type, transaction type and location of the transaction.
- When you carry out certain foreign currency transactions – a foreign exchange third party pays us up to 1.1% of the value of the transaction or 25% – 40% of the revenue it generates from the transaction.

The percentages paid by the third party product issuer vary from time to time.

You may request particulars of the commission payable to us by a provider of these products within a reasonable period of time.

Benefits and other rewards received by our staff

Our staff are remunerated principally by salary and do not directly receive any commissions or fees. From time to time we, or the third parties we deal with, may reward our staff with incentive bonuses or gifts for providing exceptional member service and/or assisting our members to meet their financial needs. If you receive personal advice from us, we may be required to provide you with more detailed information about any such benefits.