

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.

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.

What to do if you have a complaint

We have a dispute resolution policy to deal with any complaints you may have in relation to our financial services or us. Our dispute resolution policy requires us to deal with any complaint in an efficient manner. If you are not satisfied with the way in which we resolve your complaint, or if we do not respond in a timely manner, you may refer the complaint to our external dispute resolution service.

If you want to make a complaint, contact us and indicate that you would like to do so. Our staff must advise you about our complaint handling process and the expected timeline for handling your complaint.

For further information about our complaints and disputes process, please refer to Your Guide to Feedback and Complaints Resolution with People's Choice which is available on our website or on request.

People's Choice is an authorised deposit-taking institution (ADI) authorised to conduct banking business by the Australian Prudential Regulation Authority (APRA).

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 to** People's Choice
GPO Box 1942, Adelaide SA 5001
- **Drop in to** a branch

**People's
Choice**

Banking for life

People's Choice Financial Services Guide.

Prepared on 1 March 2023.

Financial Services Guide (FSG)

Prepared on 1 March 2023.

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 investments
- Non-cash payment products (which we call 'access facilities') – such as member chequing, eftpos debit card, rediCARD, 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 cheque books, 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 cards or eftpos 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.