

# **FINANCIAL SERVICES GUIDE**

**Maitland Mutual Building Society Limited**

**Australian credit licence 238139 AFSL 238139**

**ABN: 94 087 651 983**

**Dated: 1 November 2018**



## About this document

This Financial Services Guide (FSG) is issued by: Maitland Mutual Building Society Limited (The Mutual)

ABN 94 087 651 983 Australian credit licence 238139 AFSL 238139.

This FSG is an important document designed to assist you in deciding whether to use any of our financial services and products.

It contains information about:

- who we are
- the services and products we offer you
- how you can give us instructions
- what relationships we have with other product issuers
- the remuneration, commissions and benefits that may be paid to us, our staff or other persons in relation to the financial services being offered
- how you can make a complaint
- how to contact us

## Other documents you may receive from us

### *Product Disclosure Statement*

We will generally provide you with a Product Disclosure Statement (PDS), if you acquire a financial product from us or if we offer to issue a financial product to you.

The PDS will help you make an informed decision about the financial product by providing information about:

- terms and conditions
- transaction limits
- fees and charges
- interest rates
- details of the features, benefits and risks associated with holding the product
- dispute resolution procedures
- other information we consider relevant

In certain circumstances we are not required to provide a PDS (including, for example, where you already have an up to date copy).

## About us

The Mutual is a mutual building society which has a proud tradition of having served the local community in the Maitland and Hunter Valley areas of New South Wales since 1888.

We are an authorised deposit-taking institution regulated by the Australian Prudential Regulation Authority (APRA). We hold an Australian Financial Services Licence (AFSL) and an Australian Credit Licence (ACL) issued by the Australian Securities and Investments Commission (ASIC).

## What financial services and products we offer

Our AFSL authorises us to:

- deal in financial products
- provide financial product advice

We offer:

- deposit products
- facilities for making non-cash payments (for example cheques, direct debit and BPay®)
- general insurance products
- consumer credit insurance

In addition to the financial services and products we offer under our Australian Financial Services Licence, we are also authorised under our Australian Credit Licence to provide advice on consumer and commercial lending products such as:

- home loans
- residential investment loans and equity loans
- personal loans
- credit cards
- business loans
- commercial loans

Other services include:

- referral to licensed financial planners
- foreign currency
- debit card issuance
- Bank@Post transaction services

## Your instructions to us

We generally require that you instruct us in person in relation to products and services, and we generally rely on your signature to verify your instructions. However, for some products and services (e.g. telephone and internet banking), we can make special arrangements, where we can receive your instructions electronically via telephone, website access, email, fax or other electronic means.

## Relationships with other product issuers and how we are paid by them

We act on behalf of other product issuers and may receive commissions from them when we sell their financial products.

### Insurance

The commissions we receive for insurance products are set out in the table below and represent a percentage of the net annual premium amount you pay (net premium means premium less government charges):

Product	When paid to us	By whom and amount
General Insurance products such as Home and Contents, Motor Vehicle, Landlords and Travel Insurance.	Monthly	Insurance Australia Limited ABN 11000016722 AFSL 227681 trading as CGU Insurance: 0% to 25% of net premium
Consumer Credit Insurance	Monthly	Insurance Australia Limited ABN 11000016722 AFSL 227681 trading as Swann Insurance: 0% to 20% of net premium

For example, if we sell you an insurance policy for a motor vehicle we may receive a commission of up to 10% of the amount of the premium. This means that if the annual premium for your motor vehicle insurance is \$750, we will receive as commission \$75 per annum.

We may also receive annually from CGU Insurance reimbursement for costs we incur in marketing their product, up to a maximum of 1% of the net premium per year.

### Non-cash Payment Facilities

#### Foreign Currency

American Express Inc.(ABN 15 000 618 208) pays us a commission for selling their telegraphic transfers and international drafts. For each transaction we receive between \$19.50 and \$39.00 in commission, which is paid at the time of purchase. Travelex Limited pays us a commission equal to 1% (minimum \$8.00) of the Australian dollar equivalent for selling their service for the sale and purchase of foreign currency cash which is paid at the time of the transaction.

The PDS for each of these products will disclose further details.

### Financial Planning

We have an arrangement with Bridges Financial Services Pty Ltd (Bridges) (ABN 60 003 474 977, AFSL 240837) to refer members seeking financial planning services and advice. We receive a referral commission, an ongoing referral fee and also have an income sharing incentive with Bridges. When the financial advice is provided to you, Bridges will let you know the amount of any fee you will pay for their services, including the amount of any fee or commission we or Bridges receive.

### Remuneration of staff

Our staff are remunerated by salary and do not receive commissions. They may be eligible for a reward scheme payment which is based on a number of factors which include:

- standards achieved in client service; and
- performance against targets.

They may also receive benefits such as tickets to events and other similar benefits either from us or from product providers whose products we sell.

### Referrals

We do not pay commissions or provide other benefits to third parties for referring retail financial product customers to us.

## What to do if you have a Complaint with Us

### What is a complaint?

A complaint arises if a member provides a verbal or written expression of dissatisfaction about a product or service provided or to be provided by The Mutual

### Our complaints handling process

If you have a complaint with us contact us immediately through your choice of contact ways in *How to Contact us* below. In most cases your complaint can be settled to your satisfaction by simply making us aware of the issue. If our staff member is unable to assist you in resolving your complaint they will refer your complaint to a senior staff member or manager.

## What to do if you have a Dispute with Us

### What is a dispute?

A dispute arises if you are not satisfied with our response to your complaint about a product or service provided or to be provided by The Mutual

### Our dispute resolution process

To assist members in the resolution of disputes, The Mutual offers two types of Dispute Resolution Processes:

- an internal dispute resolution process
- an external dispute resolution process

Both processes are free of charge and are designed to assist you.

### Internal dispute resolution

If a staff member is unable to resolve the matter to your satisfaction it will be referred to our Member Relations Manager (The Mutual staff member with the authority to resolve disputes) who will acknowledge receipt of your complaint and ensure it is fully investigated.

As soon as possible, but within 21 days of receiving your dispute, we will write to you advising the result of our investigation or advise if more time is required to complete the investigation.

In all but exceptional cases, we will resolve your dispute within 45 days and advise you of our decision and any action to be taken. Our letter advising you of the outcome of the investigation will also advise that if you are not satisfied with the outcome, you will be entitled to access our external dispute resolution process.

### External dispute resolution

Should The Mutual be unable to resolve a complaint you have made to us to your complete satisfaction, you may choose to pursue the matter further with the Australian Financial Complaints Authority (AFCA). This scheme provides an external and impartial procedure, which is available to you free of charge.

### To contact AFCA:

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

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

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

## Your private information

The Mutual takes your privacy seriously. In general, we collect information about you to manage the client relationship we have with you. We comply with the Privacy Act generally, the National Privacy Principles, and the credit reporting provisions of the Privacy Act.

Our Privacy Policy is available by visiting our website: [www.themutual.com.au](http://www.themutual.com.au).

## Customer Owned Banking Code of Practice

Customer Owned Banking Code of Practice is the code of practice for Australian Mutual Banks, Building Societies and Credit Unions. Its purpose is to set standards of fair and responsible banking for Building Societies like The Mutual to follow when dealing with individuals and small business customers and their guarantors. We undertake to comply with this Code in our dealings with you. Each relevant provision of Customer Owned Banking Code of Practice applies to the products and services as described in this guide, and is incorporated into this Financial Services Guide.

## How to contact us

You can contact us:

- in person at any of our branches or at Head Office 417 High Street, Maitland NSW 2320
- by phoning us on 1300 688 825
- by faxing us on (02) 4933 8996
- by email on [info@themutual.com.au](mailto:info@themutual.com.au)
- through our website: [www.themutual.com.au](http://www.themutual.com.au)