



**Unity**  
Bank



**Reliance**  
Bank



**Bankstown City**  
Unity Bank

# Financial Services Guide

As at Oct 2019

## About this Financial Services Guide (FSG)

This FSG is issued by Unity Bank Limited and is designed to assist you in deciding whether to use any of the financial services or products that we are authorised to offer. It contains general information on income we receive and details of our dispute resolution process.

### What financial services can we provide?

We are licensed by the Australian Securities and Investments Commission (ASIC) to advise and deal in:

- **basic deposit products** – our transaction, savings & term deposit accounts;
- **non-cash payment facilities** – such as visa cards, member chequing, direct credits & debits, BPAY, Bank@Post, quick debit, internet, mobile & phone banking as well as foreign currency cards and cheques;
- term or investment deposit accounts that are not basic deposit products;
- general insurance and;
- consumer credit insurance.

We are the product issuer for all products other than insurance products, share trading and foreign exchange & international payment products.

### Fixed Term Deposits

We will provide you with a Product Disclosure Statement (PDS) when you apply for any of our Term Deposit products. A PDS provides details on the product together with benefits and risks associated with the product.

### Savings, Payment Services or Insurance Products

We will provide you with our Conditions of Use (COU) when you apply for any of our savings or payment services. A COU provides details on the product together with benefits and risks associated with the product.

We may also provide you with our Fees & Charges and Transaction Limits brochure and Interest Rate Schedule as applicable to each product.

We arrange insurance products on behalf of the product issuers. We will provide you with the relevant Product Disclosure Statement (PDS) when you apply for any insurance products.

### Commission and other income

We receive commission and other income on the following:

- We can issue, vary, renew or cancel General Insurance policies on behalf of QBE Insurance (Australia) Limited. ABN: 78 003 191 035 AFSL: 239545 and receive 5% - 30% commission based on the premium paid for each policy;
- We can issue, vary, renew or cancel Consumer Credit insurance policies on behalf of QBE Insurance (Australia) Limited. ABN: 78 003 191 035 AFSL: 239545 and QBE Life (Australia) Limited. ABN: 83 089 981 073 AFSL: 245492, and receive up to 20% commission based on the premium paid for each policy;
- We may refer you to Zurich Australia Limited for life risk insurance products and we receive commission of 20% of the premium paid for each policy;
- We provide insurance on behalf of Wesfarmers Insurance Ltd. and receive commission, 7.5% on motor insurance, 5% on crop insurance and 10% on other insurance business;
- We provide foreign exchange and international payment products (including travel cards) and receive commission on the sale dependent on the product acquired;
- We may also refer you to other licencees for other financial services, such as financial planning advice, and may receive a referral fee.

We pay our staff a salary and may run ad hoc incentive schemes linked to sales, whereby staff may receive a bonus or a non-monetary benefit such as a gift voucher.

Occasionally, we may allow third party product issuers to run promotional programs which reward our staff for success in arranging the issue of third party products.

### **Change of name or contact details**

Please advise us as soon as possible if you change your name, address, phone or email.

### **If you have a complaint**

We encourage you to contact us either at any Branch or at Head Office so we can make every attempt to resolve your complaint to your satisfaction.

Should your complaint not be resolved to your satisfaction the Bank has an internal Dispute Resolution Service.

If we cannot resolve a dispute, the Bank is a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA and have the dispute determined in an independent manner.

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

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

Phone: 1800 931 678

In writing: Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001



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The Financial Services Guide (FSG) has been designed to help in your decision as to whether to use Unity Bank, Reliance Bank or Bankstown City Unity Bank products and services. It also contains information on income we receive and details of our dispute resolution system. All details are current as at the date of this FSG. We will update & publish changes on our website. The Financial Services Guide is issued by Unity Bank Limited.