AWA Alliance Bank
Financial Services Guide

Effective 01/11/2018

References and Terminology

Throughout this Financial Services Guide (FSG) references to:

- "we", "us", or "our" are references to AWA Alliance Bank
- Bendigo Bank is reference to Bendigo and Adelaide Bank Limited, ACN 068 049 178, AFSL / Australian Credit Licence 237879

We are a mutual organisation, and as such shareholders are considered Members. Through our Alliance agreement, Members are also Customers of and considered to bank with Bendigo Bank. The terms Member and Customer are both used to describe the client we provide products and services to.

About This Financial Services Guide

This FSG is an important document, designed to assist you decide whether to acquire financial products and services through us. It includes information about:

- membership with us
- how we can be contacted
- the financial products and services that we are authorised to provide
- how we, our representatives and other relevant persons are remunerated
- our internal and external dispute resolution procedures and how to access them

Other Documents You May Receive

When we provide financial products and services to you, you may also receive other documents about those products and services, which you should read carefully.

- Product Disclosure Statement (PDS) / or other associated Terms and Conditions – this may be provided to you (including fact sheets, a fees and charges document etc.) if we recommend, arrange, issue or offer to issue certain financial products to you. So you can decide whether or not to acquire the financial product, these resources set out the key features, significant benefits, risks, fees and charges of the financial product
- Statement of Advice (SoA) – this is a record of personal financial product advice provided to you by one of our representatives. Personal financial product advice is advice that takes into account any one or more of your objectives, financial situation and needs. The SoA will contain the advice, the basis on which the advice is given and information about fees and commissions, as well as details of any potential conflicts of interest. You will receive a SoA when personal advice is given to you, except where the advice relates to deposit, payment or general insurance products

About us

AWA Mutual Limited ACN 087 651 652, is a mutual financial services company owned by its members, that provides financial and community solutions.

We are an authorised representative (number 473375) of Bendigo Bank. We provide a range of financial products and services, principally as an agent of Bendigo Bank, and a range of other third parties as outlined in this document.

AWA Alliance Bank is a trade mark of Bendigo Bank.

Membership

Once a Member, you can access the various financial products and services on offer through our mutual financial services company, at any time. If you are not a member you can complete the membership application form.

Once the full subscription price (AUD$10.00) has been paid, you will be issued a share. Members 18 years of

age, have voting rights and are eligible to hold an office in our company.

Memberships can also be opened for non-personal use (e.g. companies, trusts, clubs, and societies). To enable the opening of these memberships:

- they must be opened in the name of a separate legal entity
- verification of the status of the entity must be provided
- we must collect, and in some cases verify, information on the beneficiaries or beneficial owners of trusts and proprietary or private companies

Each Member may only hold one Member share. If a member holds more than one, we may give notice of our intention to redeem one of the membership shares at least 14 days prior to proceeding with the redemption. Upon redemption of the share we will refund the amount owing in respect of that share.

Your membership may also be closed and your Member share redeemed in some circumstances (for instance, where the Board determines that you are inactive).

If you wish to close your membership, you must complete the necessary form in the Branch or advise us in writing (refer to Contact Us).

If you cease to be a Member, your share will be redeemed and refunded (less any outstanding fees owing).

Providing Instructions

We are responsible for managing the relationship with our Members and you can usually give us instructions by phone, fax, mail, or via our website (refer to Contact Us). Some financial products and services may have special instruction arrangements, which will be explained in the relevant PDS or Terms and Conditions.

In addition, Bendigo Bank retains the right to deal with disputes in relation to any of its financial products or services and as such, there may be some circumstances in which you will need to provide instructions to Bendigo Bank, or we will provide instructions on your behalf.

Financial Products and Services We Provide

We have been authorised by Bendigo Bank and other third party providers, as set out in this document, to deal in and provide product advice for the following classes of financial products to retail and wholesale clients, or to provide credit assistance in relation to a credit product.

- Basic deposit products
  - transaction accounts
  - savings accounts
  - term deposit accounts
- Non-cash payment facilities
  - telephone banking
  - internet banking
  - mobile banking
  - Visa card
  - Redicard
  - external credits
  - direct debits and credits
  - periodical payments
  - travellers cheques
  - BPay
  - cheque facilities
- Term or Investment deposit accounts (other than basic deposit products)
- Home loans
- Personal Loans

If you receive personal financial product advice you will be provided with a SoA (refer to Other Documents You May Receive). To provide you with personal advice we need to find out about any one or more of your personal circumstances, financial situation or needs. You do not have to provide this information if you do not wish to, however without the relevant information, our advice may not be appropriate for you.

We may also provide general advice that does not take into account your personal objectives, financial situation or needs. Before acting on such advice, please

assess whether it is appropriate for you, in light of your objectives, financial situation or needs. If this advice recommends that you acquire a particular financial product, you should obtain a PDS or relevant Terms and Conditions for that product, and consider the information in it before deciding to acquire the product.

We arrange the provision of financial products on behalf of the product issuers, as their authorised representative.

A Credit Guide is also available and provides an understanding of what to expect when we provide credit to you as an authorised representative of Bendigo Bank. The Credit Guide includes information about some of our obligations under the *National Consumer Credit Protection Act 2009*.

Remuneration or Other Benefits We May Receive

Any general financial product advice provided by us is free-of-charge.

Our staff are salaried employees.

They may receive cumulative rewards for achieving certain targets. Cumulative rewards may take the form of, but not limited to, cash payments, tickets to sporting or entertainment events, gift vouchers or dinner paid for by us.

From time to time, staff may be rewarded or provided benefits by product issuers for their performance during a promotion program that we have chosen to participate in.

As an agent for Bendigo Bank, we share revenue with them for the sale of particular products and services, including commission received from a product issuer. Revenue received by Bendigo Bank may also be shared with us.

You may request particulars of our fee structure within a reasonable time of receiving this FSG and before any financial service identified in this FSG is provided to you.

AWA Alliance Bank®

Our Business Partners and Commissions We Receive

Business Partner	Services	Commission Range and Other Terms
Apt Wealth Partners	Financial Planning Services	Commissions ae calculated on the basis of up to 25% of the total premium (excluding stamp duty, financial services levy and GST)
Bendigo and Adelaide Bank Limited (ABN 11 068 049 178)	Merchant and Payment Services	We receive a commission of 0.15% on all acquired transactions (including scheme credit and debit card transactions) of the merchant's processed transaction volumes, if the Merchant Service Fee charged to the merchant exceeds 1.00% (excluding GST).
BPAY® Registered to BPAY Pty Ltd (ABN 69 079 137 518)	BPAY Bill Payments	We receive a commission of between $0.32 to $0.35 of each transaction.
Bridges Financial Services Pty Limited (ABN 60 003 474 977)	Financial Planning Services	Commissions are calculated on the basis of up to 20% of the total premiums you pay annually (excluding stamp duty, financial services levy and GST).
Travelex Limited (ABN 36 004 179)	Travellers Cheques and Other Payment Products	No commission is received for these products, however a charge of 1% of the Australian dollar value of these products is levied.
Western Union Business Solutions (Australia) Pty Ltd (ABN 24 150 129 749, AFSL 404092)	Issuer of Drafts, Telegraphic Transfers, Foreign Cash.	We receive commission of 1% of the cash amount in $AUD inc of GST, $2.50 per draft and $10 for every Telegraphic Transfer.
Visa International	Payment Services	If you select the "credit" function when you use your Visa card to pay for goods or services we receive a commission from the owner of the EFTPOS terminal. Current Visa credit interchange rates can be found at visa-asia.com.

Other than the business relationships identified in this FSG, we have none with third parties that might influence the financial services we provide.

Other Advisors

You may receive advice about the financial products and services available through us from financial advisers who do not work for us. Your advisor is required to set out the remuneration and commissions they receive in the FSG and/or SOA which they must give you.

Referring Business

We have partnerships in place with local community organisations who refer business to us and referrer arrangements in place with them whereby we share the revenue earned on this referred business. These organisations earn up to 50% of the revenue earned by AWA. Revenue paid to referrers is from our own funds and is not directly charged to the applicant/member.

Currency of Information

Commission arrangements and other payments with business partners may

vary from time-to-time and without notice. Information on current arrangements is available in the Branch at the point of acquiring any new product or service through us. You should also refer to the website and review the information available. The most recent copy of our FSG is available from the website.

Personal Information

We are committed to protecting the privacy of your personal information. Our privacy policy states how we collect, manage and use personal information. You can obtain a copy through our website or by calling us. In addition, the privacy policy of our suppliers will also apply to your personal information in relation to the products and services we provide on their behalf.

We aim to ensure that the personal information we retain about you is complete, accurate and up-to-date. If you have any concerns about the completeness or accuracy of the information we have about you or you would like to access or amend your information, simply call us or send an email (refer to Contact Us).

Resolving Complaints

If you have a query or complaint relating to any of the financial products or services we have supplied, you should contact us immediately. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. Information about our complaint handling process and the timetable for handling your complaint is available on request.

We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process - it gives us an opportunity to hear when we do not meet our customer's expectations and address them genuinely and effectively.

You can raise your complaint with us by:

- Speaking to a member of our staff directly
- Asking to speak with the Manager
- Telephoning 1300 056 953
- Email us at staff@awaab.com.au
- Write to us at:
  PO Box 2138
  Geelong VIC 3220
- Fax us on 03 5223 3494

If we do not resolve the matter within the specified timeframe or to your satisfaction, you may refer the matter to Bendigo Bank's Customer Advocate. We do not anticipate a situation where we cannot resolve a concern or complaint to your satisfaction, however should this happen (or following consideration by the Customer Advocate) and once the IDR process has been fully exhausted, you have the option of referring the matter directly to our External Dispute Resolution (EDR) scheme, the Australian Financial Complaints Authority (AFCA). The Customer Advocate and AFCA details are below.

Where we have issued the financial product or service in question as an authorised representative of Bendigo Bank, or our other third party licensees, they also have a legal responsibility for having an IDR system in place and may become involved in the dispute.

If you want to raise a complaint directly with Bendigo Bank, you can contact them through the Customer Feedback Team by:

- telephoning 1300 361 911 [8.30am – 6.00pm (AEST/ADST) Monday to Friday]
- emailing feedback@bendigoadelaide.com.au
- completing the relevant Customer Feedback form
- sending a letter to:
  Customer Feedback Team
  Bendigo and Adelaide Bank Limited
  Reply Paid 480, Bendigo VIC 3552

If you are not satisfied with their response, you may refer the matter to Bendigo Bank's Customer Advocate who will impartially assess your complaint,

keep you informed of progress and provide you with a response. The Customer Advocate can be contacted by:

- telephoning: 1300 361 911 (+61 3 5485 7919) 8.30am – 6.00pm (AEST/ADST), Monday to Friday
- emailing: customeradvocate@bendigoadelaide.com.au
- sending a letter to:

  Customer Advocate

  Bendigo and Adelaide Bank Limited

  Reply Paid 480, Bendigo VIC 3552

Contact details for our External Dispute Resolution (EDR) scheme, the Australian Financial Complaints Authority (AFCA) are:

- Online: www.afca.org.au
- Email: info@afca.org.au
- Telephone: 1800 931 678
- Mail:

  Australian Financial Complaints Authority

  GPO Box 3

  Melbourne VIC 3001

You can also contact ASIC on 1300 300 630 to make a complaint and obtain further information about your rights.

Contact Us

Phone: 1300 056 953

Fax: 03 5223 3494

Email: staff@awaab.com.au

Website and mobile banking:
www.awaalliancebank.com.au

Postal address:
PO Box 2138
Geelong VIC 3220

Visit us:
Branches in Geelong, Portland and Mandurah

Registered Office:
AWA Mutual Limited
49-51 Malop St
Geelong VIC 3220

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