

## What should you do if you have a complaint?

If you have a complaint about our service, please contact your nearest Bank of Heritage Isle branch. The Bank has a formal process for handling complaints. The Bank will work quickly to rectify the problem or explore the situation. We will address your complaint immediately. If you are not satisfied with this, you can ask for your complaint to be reviewed by our senior management. If we are unable to resolve your concern, you may request it to be reviewed by the Financial Ombudsman Service Limited (FOS). This is a free service available to you. For more information on our dispute resolution process, please ask at any of our Bank branches for a free brochure.

### CONTACT DETAILS FOR FOS:

The Financial Ombudsman Service Limited  
GPO Box 3  
Melbourne  
Victoria 3001  
Phone: Freecall 1800 367 287  
Facsimile: (03) 9613 6399  
Website: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)

Please note that from 1 November 2018 FOS will transition to the Australian Financial Complaints Authority (AFCA). The contact details for AFCA will be published on our website on the transition date.

## How to contact us

In person at any Bank of Heritage Isle branch:

69 St John Street, Launceston  
Phone: (03) 6334 3499

133 Weld Street, Beaconsfield  
Phone: (03) 6383 1588

72 Macquarie Street, George Town  
Phone: (03) 6382 2422

or

Phone administration: (03) 6334 9411  
Mail: PO Box 1256, Launceston, 7250  
Fax: (03) 6334 9511  
Email: [admin@heritageisle.com.au](mailto:admin@heritageisle.com.au)  
Website: [www.heritageisle.com.au](http://www.heritageisle.com.au)

## Registered office:

Police Bank Ltd  
25 Pelican St, Surry Hills NSW 2010  
Phone: 131 728  
Email: [info@policebank.com.au](mailto:info@policebank.com.au)  
Website: [www.policebank.com.au](http://www.policebank.com.au)

# Financial Services Guide

DATE 01.05.18

## Financial Services Guide

This Financial Services Guide (FSG) contains important information about:

- The services we provide
- How we are paid
- Any potential conflicts of interest we may have
- Our procedures for dealing with complaints and how you can access these procedures
- How to contact us

This information will help you decide whether to use the financial services we provide.

## Who We Are

Bank of Heritage Isle is a division of Police Bank Ltd. ABN 95 087 650 799. AFSL/Australian Credit Licence No. 240018. This FSG relates to only Bank of Heritage Isle-branded financial services and financial products. There is an FSG for the financial products and services provided through Police Bank and Customs Bank.

This document should be read in conjunction with our Schedule of Fees and Charges brochure (available on our website, at our Branches and upon request).

## THE FINANCIAL SERVICES THAT WE PROVIDE

Our Australian Financial Services Licence authorises us to provide the following financial services:

- To provide financial product advice about:
  - Deposit products
  - Non-cash payment products
  - General insurance
  - Consumer credit insurance
- To deal in:
  - Deposit products
  - Non-cash payment products
  - General insurance
  - Consumer credit insurance

## ON WHOSE BEHALF DO WE PROVIDE THE FINANCIAL SERVICES?

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

When we issue our own financial products – deposit accounts and non-cash payment facilities – we do so on our own behalf.

When we arrange to issue a third party's financial products, such as traveller's cheques, telegraphic transfers and international money transfers, we do so on behalf of the third-party product issuer.

When issuing insurance contracts, we act on behalf of the insurer. As the licensee, we are bound by written agreement from the product issuer (the insurer). For all insurance risks, the subject of insurance application, endorsements and renewals of insurance policies, we can't accept the risk on the insurer's behalf without the consent of the insurer.

We offer consumer credit insurance. We act under a binder agreement. This means that, when you pay us an insurance premium, the insurer is taken to have received it.

## REMUNERATION OR OTHER BENEFITS WE RECEIVE FOR PROVIDING THE FINANCIAL SERVICES

We do not charge you a fee for providing financial product advice or issuing you with our own financial products.

We may charge you fees when you carry out transactions on a deposit account or when you use our non-cash payment facilities, such as cheque books, transaction cards, etc. These fees are set out in our Schedule of Fees and Charges, available on request.

## WE ALSO MAY RECEIVE COMMISSIONS:

- When we arrange to issue traveller's cheques to you – at the rate of 1% of the A\$ value of the cheques sold. The minimum amount that will apply is \$20.00.
- When we arrange to send a telegraphic transfer for you – we will charge a fee, which includes \$17.00 commission paid to us.
- When we arrange to issue a Cash Passport card to you – we will charge a fee at a rate of 1.1% of the AUS\$ value of the Cash Passport card sold. A minimum fee of \$15 applies.
- When we arrange insurance policies for you – at a range of rates between 10% to 20% on the value of the premium. The commission rate varies depending on the type of insurance product sold.
- When you use BPAY – we receive a commission of \$0.35 per transaction. This commission is paid by the biller institution.

## Referrals

We may receive a commission when we provide a referral service to a third party provider.

## Financial Planning

Bridges Financial Services Pty Limited. ABN 60 003 474 977. ASX Participant. AFSL No. 240837. Part of the IOOF Group. In referring Members to Bridges, Bank of Heritage Isle does not accept responsibility for any act, omissions or advice of Bridges and its authorised representatives. Bridges have arrangements in place to pay referral fees to Mutual Banks in respect of any Members referred to them. Bridges may pay the Bank a fee ranging from 0% to 22.5% of the Advisor Service Fee, Platform Fee and/or ongoing Fee.

## DO OUR EMPLOYEES RECEIVE REMUNERATION OR OTHER BENEFITS FOR PROVIDING THE FINANCIAL SERVICES?

Our staff are remunerated principally by salary and do not receive any commission or other direct benefits by providing financial services to you.

However, from time to time we may allow third-party product issuers to run promotions under which they may reward or provide benefits to our staff for their success in arranging the issue of the third party's products during the promotion period. Where relevant, these special promotional rewards or benefits will be disclosed when our staff provide you with personal advice about a financial product included in a current special promotion.

## Associations

Police Bank Ltd is a shareholder of CUSCAL, which is the major industry association body in Australia for Banks. CUSCAL provides Heritage Isle's access to a number of products and services including Visa cards and BPay, as well as settlement support with bankers for chequing facilities.