

***All the little details
you need to know***

GreaterBank 

Financial Services Guide

Greater Bank Limited ABN 88 087 651 956 of 103 Tudor Street,
Hamilton NSW 2303. AFSL/Australian Credit Licence No. 237476.

Under the *Corporations Act 2001* (Cth) we are required to supply you
with this Financial Services Guide when we provide you with certain
financial services. This Financial Services Guide is dated 01/04/2021.

Important Information

This Financial Services Guide (**FSG**) is issued by Greater Bank Limited ABN 88 087 651 956, AFSL 237476 (**Greater Bank, we, our or us**). It is an important document that we are required to provide under the Corporations Act. It contains information on:

- Who we are and how you can contact us
- What financial services we are authorised to provide
- Who is responsible for providing those financial services
- Relationships or associations we have with other financial product issuers
- How we and our staff are remunerated for providing those financial services
- How you can make a complaint and our complaints and disputes procedures
- How we collect and use personal information and where you can get a copy of our Privacy and Credit Reporting Policy.

This FSG is designed to assist you in deciding whether to acquire or use any of the financial products or services we provide. If you choose to acquire or use any of the financial products or services we provide, you may also receive other documents relating to the products or services which you should read carefully (for example, we may also give you a Product Disclosure Statement (PDS) - see "Product documents" below for more details).

About Greater Bank

Greater Bank is an Australian customer-owned bank and mutual financial institution with headquarters in Hamilton, New South Wales. We are an authorised deposit-taking institution regulated by the Australian Prudential Regulation Authority.

You can contact us at any of our branches or at:

Head Office 103 Tudor Street, Hamilton NSW 2303

Phone 1300 651 400

Fax 02 4921 9112

Email webenquiry@greater.com.au

Online www.greater.com.au

Our financial products and services

We hold an Australian Financial Services Licence (**AFSL**) authorising us to:

- deal in (by issuing, applying for, acquiring, varying or disposing of):
 - deposit and payment products, including non-cash payment products
- deal in (by applying for, acquiring, varying or disposing of on behalf of another person)
 - deposit and payment products, including non-cash payment products
 - general insurance products
 - life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds
 - superannuation
- provide financial product advice (including personal financial product advice and general financial product advice) in relation to:
 - deposit and payment products, including non-cash payment products
 - general insurance products
- provide general financial product advice only in relation to:
 - life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds
 - superannuation

to retail and wholesale clients.

Credit activities

We also hold an Australian Credit Licence (ACL) authorising us to engage in certain credit activities, including as a credit provider. Refer to our Credit Guide for further details.

Types of financial product advice

There are two types of financial product advice: personal advice and general advice. Personal financial product advice takes into account your objectives, financial situation and/or needs. General financial product advice does not take into account your objectives, financial situation or needs.

We will not provide you with personal financial product advice unless we have expressly agreed in writing with you to do so.

Not all of our staff are qualified to give you financial product advice. Some are authorised only to give general advice or factual information on a limited range of financial products. Our branch and Contact Centre staff are not authorised to provide you with personal financial product advice. Any information provided by our branch or Contact Centre staff will not take into account your particular objectives, financial situation or needs, and a statement of advice will not be provided. Accordingly, you will need to consider the appropriateness of the information provided by our branch and Contact Centre staff having regard to your particular circumstances.

If one of our staff cannot help you or provide you with advice, they will let you know and may refer you to another staff member or other service provider.

Who do we act for

We provide the financial products and services described in this FSG under our own AFSL.

When we provide financial services relating to financial products issued by Greater Bank (e.g. Greater Bank deposit products), we act on our own behalf.

We also distribute (i.e. arrange for the issue of) financial products issued by other third party product issuers, including issuers of general insurance products. When we do so we may act on behalf of the other product issuer.

We may also from time to time refer you to another service provider. When we do so, it is your choice whether you acquire or otherwise receive any products or services from the other service provider.

We do not guarantee and are not responsible for any products or services you chose to acquire or receive from another product issuer and/or service provider.

Product documents

When we provide a financial service to you, you may receive product documentation, including the terms and conditions relating to a specific product. The terms and conditions for some of the deposit and payment products and services we offer are available on our website at www.greater.com.au/legal/disclosure-documents.

Where required, we may also give you a Product Disclosure Statement (**PDS**) if we offer to arrange for the issue of, or for you to acquire, a general insurance product, a life risk insurance product or a superannuation product. Before making a decision about whether to acquire the product, you should carefully read the PDS. The PDS will contain information about the particular product, including the costs, benefits and features. This information will help you to decide whether to acquire the product.

We will not give you a PDS in relation to a basic deposit product or a non-cash payment product related to a basic deposit product.

Benefits received by us

Fees and charges

We may charge fees and charges for financial products and/or services we issue and/or provide to you. Details of those fees and charges are disclosed in product terms and conditions available at any of our branches or on our website at www.greater.com.au/legal/disclosure-documents.

Remuneration and other benefits we may receive through our relationships and associations with other parties

The following table provides details of remuneration and other benefits we may receive from other parties.

Product type	Our associations, relationships and remuneration/benefits
General insurance products	
Home & Contents and Landlord Insurance	Allianz Australia Insurance Limited - 20% of premium
Motor, Caravan and Trailer Insurance	Allianz Australia Insurance Limited - 10% of premium
Travel Insurance	Allianz Australia Insurance Limited - 30% of premium
Compulsory Third Party Insurance	Allianz Australia Insurance Limited - 5% of premium
Boat/Pleasure Craft Insurance	Allianz Australia Insurance Limited - 10% of premium
Commercial Insurances	AON Risk Services Australia Limited - 20% of premium and/or broker fees earned - 10% share of professional fees earned from consulting services provided to referred customers

Other financial products

Foreign Cash	Travellex Limited - Higher of \$10.00 or 1% of the \$AUD amount of foreign cash purchase - 20% share of foreign exchange revenue
International Telegraphic Transfer	American Express International Inc. - \$20.00 plus between 0.5% - 0.6% of the AUD amount - Additional payments each year dependant on total sales volumes
International Currency Draft	American Express International Inc. - \$10.00 plus between 0.5% - 0.6% of the AUD amount - Additional payments each year dependant on total sales volumes
Multi-Currency Cash Passport	MasterCard Prepaid Management Services Australia Pty Limited - A flat fee of \$10 per card issued, plus a share of foreign exchange revenue

Note - References to insurance premiums mean base premium exclusive of GST and other government charges.

Referral Benefits

We receive referral benefits from other product and service providers, including the following:

Product type	Our associations, relationships and remuneration/benefits
Deposit Bond (Deposit Power)	DP Bonds Pty Ltd - Between 10% and 20% of the purchase price of the Deposit Bond
Reverse Mortgage	Heartland Senior Finance (Australian Seniors Finance Pty Ltd/ ASF Custodians Pty Ltd) - Customer servicing allowance and upfront referral fee (for lifetime loan) of 0.70% of loan amount advanced
Credit Assistance	Liberty Network Services Pty Ltd - Upfront referral fee - Up to 44% of the panel lender commission paid to an authorised credit representative of Liberty Network Services Pty Ltd by a lender; or - \$400 for all approved and funded motor loans applications
Commercial Finance	Centrepoint Finance Pty Ltd - Upfront referral fee - 20% of total income from approved loans plus bonus fee payable depending on the net amount financed per month

You may request further details of these benefits and other payments described above after receiving this FSG and before any financial services are provided to you. If we provide any personal financial product advice to you, we will let you know about any benefits that we or our staff receive at the time that the personal advice is given or as soon as practicable after that time.

Benefits received by our staff

All Greater Bank staff receive a salary. Some staff may receive a monetary or other valuable incentive, reward or bonus from Greater Bank based on a combination of the performance of the staff member's team or business unit and/or the staff member's own performance; or from Greater Bank or other product issuers based on the value and/or number of sales annually or during a promotional period in connection with the provision of a financial product or service.

If we provide any personal financial product advice to you, we will let you know about any benefits that we or our staff receive at the time that the personal advice is given or as soon as practicable after that time. If you do not receive personal financial product advice from us, you may request further particulars about these benefits provided the request is made within a reasonable time after receiving this FSG and before any financial service identified in this FSG is provided to you.

How can you give us instructions

Depending on the financial service or product concerned, you may give instructions to us in person or electronically. Electronic instructions may be given by email, telephone or via our website, online banking and/or the Greater Bank app. In some cases you may also authorise other people to conduct transactions or give us instructions on your behalf. It may still be necessary for some instructions to be confirmed by you in person.

Privacy

We're committed to protecting your privacy. We collect, use, hold, store and share your personal information in accordance with our Privacy and Credit Reporting Policy (**Privacy Policy**). This includes for the purposes of assessing and processing your applications for products and services offered or distributed by us and/or providing, or arranging for the provision of, products and services to you. Without this information we may be unable to assess or process your application or provide, or arrange for the provision of, products and services to you.

For further information on how we handle your personal information, please read our Privacy Policy, and refer to privacy statements in our disclosure documents, terms and conditions, forms and on our website.

Our Privacy Policy includes details about how you may request access to and ask us to correct the personal information that we hold about you. Our Privacy Policy also outlines our privacy complaints process. Our Privacy Policy is available on our website www.greater.com.au or you can obtain a copy free of charge in any of our branches or by calling us on 1300 651 400.

Hardship

If you're having trouble meeting your financial obligations to us, please contact us immediately so we may determine how we may be able to assist you.

AML-CTF requirements

As a financial services provider, we have obligations under the Anti-Money Laundering and Terrorism Financing Act and Rules to verify your identity before we can provide you with financial products and services. We will let you know what documentation you will need to provide us with to satisfy identification requirements.

From time to time we may also require you to provide additional information about you, your account and/ or any person you have authorised to access or operate your account. You must provide us with any additional information (including documents) we reasonably request.

Compensation arrangements

As an authorised deposit-taking institution regulated by the Australian Prudential Regulation Authority, we are exempt from the compensation requirements contained in the Corporations Act. We do, however, have compensation and insurance arrangements in place. These arrangements satisfy the requirements for compensation arrangements under section 912B of the Corporations Act.

What to do if you have a complaint

Contact us

If you have a complaint about any of our products or services please contact any Greater Bank branch or our Customer Contact Centre on 1300 651 400.

Our staff will aim to resolve your complaint as quickly as possible and will acknowledge your complaint promptly. We will investigate the complaint and, if necessary, decide upon appropriate action.

We will respond to you within 45 days (or any shorter period required by law or a regulator), advising you in writing of the outcome of the complaint. If we are unable to resolve the complaint within 45 days (or applicable shorter period), we will notify you of this fact in writing, inform you of the reasons for the delay and specify a date by which a decision can be reasonably expected.

Australian Financial Complaints Authority

If we are unable to resolve your complaint to your satisfaction, you may refer your complaint to the Australian Financial Complaints Authority (**AFCA**). AFCA offers a free independent dispute resolution service for consumer and small business complaints (where the complaints fall within AFCA's terms of reference).

You can contact AFCA at:

Website www.afca.org.au

Email info@afca.org.au

Phone 1800 931 678 (free call)

Mail Australian Financial Complaints Authority,
GPO Box 3, Melbourne, VIC 3001.

Financial Claims Scheme

The Australian Government Financial Claims Scheme (**FCS**) provides a guarantee for funds deposited with an authorised deposit-taking institution (**ADI**) up to a limit for each depositor. In the event that an ADI becomes insolvent, customers may be eligible to receive a payment under the FCS. More information about the FCS is available at www.fcs.gov.au.

Customer Owned Banking Code of Practice

We are also a member of the Customer Owned Banking Association and comply with the Customer Owned Banking Code of Practice. The Customer Owned Banking Code of Practice is available at greater.com.au/about

Notes

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PO Box 173 Hamilton NSW 2303 P 1300 651 400 F 02 4921 9112

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