

# Financial services guide



Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/ACL 238305

Information in this brochure is current January 2024.

## Your Qudos Bank Financial Services Guide

This Financial Services Guide ("FSG") is designed to help you decide whether to use the financial services of Qudos Bank.

This FSG explains the services we offer, how we (and our associates) are remunerated and details of our internal and external dispute resolution procedures and how these can be accessed.

### This FSG contains information on:

- > Product details and advice
- > Our products and services
- > Our business partners
- > Our fees and commissions
- > What to do if you have a complaint
- > How to contact us

## Product details and advice

We may give you a Product Disclosure Statement (PDS) when you apply for certain products (such as our Retirement Savings Account) to comply with our legal obligations.

A PDS includes information about the product, including terms and conditions, costs, benefits and features, and is designed to give you the information you need to make decisions about our products.

We suggest that you consider all of your objectives, financial situation and needs before taking out any products.

Terms and conditions will also be provided to you before taking out other Qudos Bank products that are not covered by a PDS.

## About us

Qudos Bank (previously Qantas Credit Union) is a customer owned bank and was established in 1959. Qudos Bank has over 100,000 Members and an A2 investment grade rating and offers a full range of retail banking products.

### Membership is available to each of the following:

- > Current and former employees of companies within the Qantas Group of Companies, other eligible organisations or the travel and hospitality industry;
- > The immediate families of the persons listed above
- > People nominated by Members for membership
- > Body corporates that:
  - are substantially controlled by persons eligible for membership;
  - act as trustee of a trust in which a member is a beneficiary; or
  - have an affinity with us and are approved by our directors
- Is Qantas Airways Limited.

## Our financial products and services

We are licensed by the Australian Securities and Investments Commission to advise on and deal in a range of products including:

- › Deposit accounts - for example, at call variable interest rate savings accounts, loan offset accounts and fixed interest rate term deposits.
- › Payment services - for example, direct debit, auto transfer (periodical payment), debit card, BPAY, telephone banking, internet banking and chequing facilities.
- › Retirement savings accounts - variable interest rate superannuation accounts.
- › General insurance - home and contents, motor vehicle, landlord's, travel, marine, caravan and CTP insurance.
- › Superannuation - including rollovers, allocated pensions, transition to retirement and life insurances.
- › Non-cash payment products - for example, third party Cash Passport product.

We are the product issuer for deposit accounts, payment services and Retirement Savings Accounts.

## Credit products

We also provide credit products, including:

- › Home loans;
- › Personal loans;
- › Credit cards; and
- › Overdrafts.

## Our business partners and commissions

Our business partners and the commissions that we receive from them are outlined below. In addition to the specific commissions outlined, we may receive other benefits such as financial, marketing and training assistance from our business partners.

Our staff may also be entitled to incentives from our business partners, including allowances and bonuses based on volume, discounted services, prizes and awards.

Commissions are paid to us or incentives given to our staff after you take out or use any product or service.

When we provide advice on, issue or deal in deposit, payment, insurance, managed investment, superannuation and RSA products, we are acting on behalf of our business partners and/or ourselves and not as your agent.

Other than as disclosed in this FSG, we have no relationships with third parties which might influence the circumstances in which financial services are provided.

As a mutual organisation, we are bound to act in the interests of our Members. Our customers are our owners. We choose our business partners carefully to ensure that we provide good value products and services to Members. We usually have only one provider of each product as set out in this FSG.

## General Insurance

We have entered into an Agreement with Allianz Australia Insurance Ltd ABN 15 000 122 850 AFSL 234 708 (“Allianz”) under which we advise on, provide quotes for and process applications and renewals for selected general insurance and products.

We receive commission from Allianz, which is paid to us for each premium you pay. The rates of commission for each type of insurance product are as follows:

Home and Contents	18%
Landlords	18%
Motor Vehicle	10%
Caravan	10%
Travel	18%

We make insurance policy referrals only for commercial and farm insurance. We receive commission from Allianz of 10% of the premium you pay for such insurance.

## Life Insurance

We have entered into an Agreement with NobleOak Life Limited ABN 85 087 648 708 AFSL No. 247302 (‘NobleOak’) under which we promote, and refer Members to, NobleOak’s Flexicover life insurance product.

NobleOak Services Limited (wholly-owned by NobleOak) pays Qudos Bank an ongoing commission of 16.5% of premium when products are acquired as a result of the marketing arrangement. This commission is at no additional cost to customers. Further information can be found in the NobleOak Financial Services Guide (FSG) available at [www.nobleoak.com.au](http://www.nobleoak.com.au). We do not provide advice, arrange or deal in NobleOak’s products.

## Foreign payments

We have a contractual arrangement with Convera Australia Pty Ltd (ACN 150 129 749; AFSL 404092) (“**Convera**”) to provide foreign exchange and payment services, such as telegraphic transfers and foreign cheque conversions, to Members. We have a revenue share arrangement with Convera equal to 48% of the foreign exchange margin revenue and transaction fee revenue (where applicable) for the relevant foreign exchange or payment service.

## Prepaid cards

We have an arrangement with Access Prepaid Cards Pty Ltd ABN 47 145 452 044 (“Access Prepaid”) who distributes the Cash Passport pre-paid foreign currency debit card product. The debit card for the Cash Passport product is issued by Heritage and People’s Choice Limited trading as Heritage Bank (ABN 11 087 651 125, AFSL 244310).

Qudos Bank receives a commission for the Cash Passport product from Access Prepaid at the time of purchase as follows:

- >\$15 or 1% (whichever is greater) of the value of Australian dollars loaded onto the Cash Passport
- >1% of the Australian dollar value for Cash Passport reloads

## Other services

We have an arrangement with a subsidiary company of Allianz Australia Insurance Limited (Allianz) to provide marketing, administration and support services relating to Allianz insurance products in return for a share of aggregate profits from general insurance policies issued by Allianz that we arrange.

## Staff remuneration

Our staff are salaried employees who do not receive payments based on the number of products and services issued nor advice given, other than as set out in this document.

Staff may participate in a bonus or other reward scheme including targets for non-interest income, growth in product income, sales targets and funds under management. We may reward or provide benefits to our staff for their success in arranging the issue of products issued by our Business Partners. Incentives vary but are usually a small proportion of overall staff remuneration – a monthly bonus or cash rewards.

Staff who are most successful each month at cross-selling products may also receive a reward. The amount is not likely to exceed \$2,000. Otherwise, no payments are received by our staff which would influence the advice they provide Members on financial products.

## What to do if you have a complaint

### Our products and services

First, contact a Customer Service Specialist on 1300 747 747. If you need further assistance, you can use our internal dispute resolution service, which has been set up to deal with complaints according to established guidelines and to ensure fairness to all of our Members. See our Dispute Resolution Brochure for details.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

- > Website: [www.afca.org.au](http://www.afca.org.au)
- > Email: [info@afca.org.au](mailto:info@afca.org.au)
- > Telephone: 1800 931 678 (free call)
- > In writing to: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

### Insurance products

If you have a concern about an Allianz insurance policy, a decision on your claim or the service of Allianz, loss adjusters or investigators please contact Allianz on 132 664.

### Compensation and insurance arrangements

As we are regulated by Australian Prudential Regulation Authority we are exempt from the requirements under the Corporations Act to have in place customer compensation arrangements.

### Further information

More information is available on the financial services outlined in this FSG from us. If you require another copy or further information on any aspect of the financial services, then please contact us. We will update this FSG if required and post new versions on our website.

### How to contact us

Please contact us or give instructions in relation to any of your accounts by:

Mail: Locked Bag 5020 Mascot NSW 1460

Phone: 1300 747 747

Website: [qudosbank.com.au](http://qudosbank.com.au)