

Financial Services Guide

Effective from 14 December 2018



Your Coastline Credit Union Financial Services Guide

This Financial Services Guide (FSG) is designed to help you decide whether to use our products and

services. The FSG contains information on:

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

Product Details and Advice

You will receive a Conditions of Use document (CoU) when you apply for any of our savings, term deposit and payment products. The CoU generally includes:

- A Product Brochure - including terms and conditions
- Fees and Charges Brochure – setting out costs related to each product
- Interest Rate Brochure – listing our current rates for savings and investment products.

You will receive a separate Product Disclosure Statement when you apply for insurance or foreign exchange products.

Our friendly staff can provide you with personal or general advice on all our products.

Statement of Advice

If we provide you with personal advice on insurance products you will receive a Statement of Advice which sets out the information you have given us on your circumstances and needs and the advice we have given you on the product.

Our Products and Services

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

- Transaction and savings accounts
- Payment Services
- Term Deposits
- Insurance

We are the product issuer for all products other than insurance products and foreign exchange products and services.

We also provide:

- Home Loans
- Personal Loans
- Credit Cards

Terms and conditions will also be provided to you before taking out other Coastline Credit Union products including home loans, personal loans, car loans and credit cards.

Our Business Partners and Commissions

Insurance

We provide our general insurance products on behalf of Insurance Australia Limited trading as CGU Insurance Ltd.

We act for St Andrew's Insurance (Australia) Pty Ltd and St Andrew's Life Insurance Pty Ltd as a distributor of consumer credit insurance (CCI).

We can also refer you to Zurich Insurance Ltd for funeral and accidental death insurance.

We receive commission on insurance products as a percentage of the premium paid (excluding any government charges or taxes) for each policy:

25%	20%	15%	10%	
Travel Insurance	Consumer Credit Insurance	Householders' Insurance	Business Insurance	Construction Insurance
		Landlords' Insurance	Boat Insurance	Caravan Insurance
			Farm Property Package	Engineering Insurance
			Farm Motor	Retail Insurance
			Liability Insurance	Strata Insurance
			Motor Vehicle Insurance Classes	Office Insurance
			Fundamentals Home Insurance	

Payment Services

Foreign Exchange

We provide foreign exchange payment services through the following providers. Travelex, Western Union Business Services and Mastercard Cash Passport. Independent charges apply to some of the products. Coastline receives a \$10 flat fee from all Travelex Foreign Cash Transactions.

BPay

We receive the following commission;

- Debit account (savings) \$0.41 cents a transaction; or
- Credit Card \$0.37 cents a transaction plus 0.27% of the value of the transaction.

VISA Card

We receive a commission from VISA of up to 1.60% of the domestic transaction amounts and international transaction amounts after conversion to Australian dollars.

Financial Planning Referrals

We refer our Members to Clearview Financial Advice Pty Limited ABN 89 133 592 012 AFSL 331 367 for investment and financial planning advice. For each referral we receive 20% of the up-front fees that Clearview receives from the Member and then 20% of the on-going fees.

Who we act for and when we are paid

When providing third party products to you we are acting on behalf of our business partners and not as your agent.

All commissions are paid to us by our business partners when you take out or use the product or service.

Our Fee and Other Payments

We charge the service fees applicable to our products and services as set out in our Fees and Charges brochure.

Our employees are representatives of Coastline Credit Union Ltd and receive a wage or salary.

Our employees may receive performance based bonuses in addition to annual salary.

Otherwise, no payments are received by our staff that would influence the advice they provide you on our financial products and services.

What to do if you have a complaint?

First, contact our Head of People and Culture on 1300 36 1066

If you need further assistance, you can use our internal dispute resolution service: see our Dispute Resolution Brochure for details. Or contact the Code Compliance Committee Mutuals.

Code Compliance Committee Mutuals

PO BOX 14240

Melbourne VIC 8001

Ph: 1800 367 287

Fax: 03 9613 7481

info@codecompliance.org.au

www.cccmutuals.org.au/resolving-complaints/how-the-ccc-can-help/

This way, if we cannot resolve your dispute with us, you can have the matter determined independently by the CCC Mutuals.

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

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)1

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

About this FSG and Updates

All details are current as the date of this FSG. We will publish minor changes on the website. We will update the FSG if there are significant changes.

How to Contact Us

Please contact us or give instructions in relation to any of your credit union products or services by:

Mail Coastline Credit Union Ltd, 64 Elbow Street WEST KEMPSEY NSW 2440

Phone 1300 36 1066

Fax 02 6562 8940

Email mail@coastline.com.au

www.coastline.com.au

Head Office & Administration

64 Elbow Street West Kempsey 2440

Telephone 02 6562 1066

Fax 02 6562 8940

PO Box 3119 West Kempsey NSW 2440

All Enquiries & branches

Telephone 1300 361 066

Internet Banking

digital.coastline.com.au

Branch Locations

65 Smith Street Kempsey

Corner Elbow & Tozer Streets West Kempsey

Shop 22, Manning Mall Taree

2 Prince of Wales Avenue South West Rocks

Shop 16A, Settlement City Port Macquarie

Crescent Head Pharmacy, 3 Rankine Street



coastline.com.au 1300 361 066

#WeRCoastline #Local #EasyBanking

Coastline Credit Union Ltd ABN 88 087 649 910
AFSL Australian Credit Licence 239175