

## **NOVA 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 NOVA 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**

NOVA Mutual Limited ACN 087 650 440, is a mutual financial services company owned by its members, that provides financial and community solutions.

We are an authorised representative (number TBC 473377) 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.

NOVA 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\$2.00) has been paid, you will be issued an Adult Member share. Junior Member shares are available for those under 18 years of age (AUD\$2.00). Once 18 years of age, paid for and been

issued an Adult share, Junior Members will also have voting rights and be 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)
- Insurance
  - General insurance products
  - Life risk insurance products
  - Consumer credit insurance products
- Home loans
- Personal Loans
- Financial Advisory Services

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. When issuing insurance products we do so under a special authority from the insurer (i.e. the product issuer) called a "binder" – the insurer is bound by our acts when we issue the policy to you, and when you pay us an insurance premium, the insurer is taken to have received it.

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.

## Our Business Partners and Commissions We Receive

<b>Business Partner</b>	<b>Services</b>	<b>Commission Range and Other Terms</b>
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 between \$0.41 to \$0.46 of each transaction \$0.41 per transaction
Bridges Financial Services Pty Limited (ABN 60 003 474 977)	Financial Planning Services	We receive a commission rate of between 0.10% - 0.20%. For the Portfolio Service products we receive a rate of 22.5%.
CGU Insurance Limited (ABN 27 004 478 371, AFSL 238291)	Consumer Credit Insurance.	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).
Clearview Financial Advice Pty Ltd (ABN 89 133 593 012, AFSL 331367)	Risk Insurance	Commissions are calculated on the basis of up to 25% of the total premium (excluding stamp duty, financial services levy and GST).
Connective Services Pty Ltd (ACN 107 366 496, ACL 389328)	Loan Brokerage Services Brokers are fully accredited by the Mortgage & Finance Association of Australia (MFAA) with Certificate IV (Financial Services) Mortgage Broking qualification	We may receive an upfront fee of between 0.0% and 0.8%, and a trailing commission of between 0.0% and 0.25% for this service.
Deposit Power Pty Ltd (ABN 49 160 226 442) as the Authorised Manager for CBL Insurance Limited	Issuer of Deposit Power Guarantee deposit bond (to guarantee deposit on residential property purchase)	We receive a commission of 20% of the Deposit Power Guarantee (DPG) fees received by CBL Insurance Ltd for each DPG arranged or issued by the Agent.
Insurance Australia Limited (ABN 11 000 016 722, ASFL 227681) trading as CGU Insurance	General Insurance	Commissions are calculated on the basis of up to 22.5% between 10% to 25% of the total premiums you pay annually (excluding stamp duty, financial services levy and GST).
	Travel Insurance	Commissions are calculated on the basis of up to 35% of the total premiums you pay for travel insurance (excluding stamp duty and GST). We may receive materials, services and/or

		payments from the insurers whose products we recommend to you to assist us in the sales, marketing and promotion of insurance products. Marketing assistance may also take the form of product training for our staff. Details of the commissions payable to us and all other applicable fees will be disclosed in the SOA if we provide you with personal advice, or deal in a product on your behalf.
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 may receive commissions on the \$AUD value of each currency sold. The minimum amount that would apply is \$10.
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 <a href="http://visa-asia.com">visa-asia.com</a> .

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. These advisors may do not receive remuneration from 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 do not provide any remuneration, commission or other benefits to any person for referrals made to us for financial products and services.

#### 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 02 49 264 128
- Email us at [info@novaalliancebank.com.au](mailto:info@novaalliancebank.com.au)
- Write to us at:  
Nova Alliance Bank  
PO Box 789  
Newcastle NSW 2300
- Fax us on 02 49 294751

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](mailto: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](mailto: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](http://www.afca.org.au)
- Email: [info@afca.org.au](mailto: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: 02 49 264 128

Fax: 02 49 294 751

Email: [info@novaalliancebank.com.au](mailto:info@novaalliancebank.com.au)

Website: [www.novaalliancebank.com.au](http://www.novaalliancebank.com.au)

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