

## Financial Services Guide

### Who are we?

We are Ian Berry Insurance Services Pty Ltd. Ian Berry Insurance Services Pty Ltd ('IBIS') is an Authorised Representative No 259485 of Police Credit Union Ltd ('PCU').

### The information in this document

Our Financial Services Guide ('FSG') is designed to help you decide whether to acquire the financial products and services we offer as an Authorised Representative of Police Credit Union Ltd (PCU) and is current as at 13 July, 2011. It contains information about:

- » The products and services we offer as an Authorised Representative of PCU
- » Other providers PCU acts for when we provide on its behalf some products and services, such as insurance
- » Remuneration that may be paid to us and others in relation to the products and services we offer
- » Associations we or PCU have that could influence the recommendations we make
- » How complaints made against us or PCU are dealt with
- » How to contact us and PCU.

### Other documents you may be given

You will be given a **Product Disclosure Statement (PDS)** whenever we recommend or offer to issue to you an insurance product authorised by PCU's Australian Financial Services licence.

The PDS provides information on the actual product including product details affecting the product or service and how to resolve a dispute.

The PDS will help you compare insurance products to assist you to decide whether you wish to acquire the product.

If we provide you with personal advice about an insurance product, or about any other product that is not a 'basic deposit' product, a related non-cash payment product, or a credit product, you will be given a **Statement of Advice (SOA)**.

Personal advice is advice that takes into account your objectives, financial situation or needs. The SOA will set out the advice we have given you, explain the basis for the advice, and give you information about any remuneration, commission or associations with others that may have influenced the advice. The SOA will be your record of the advice and help you understand why the advice was given.

### Financial Services we are authorised to provide

PCU holds an **Australian Financial Services (AFS) licence**, which authorises it to advise on, and deal in:

- » Deposit Products, such as Savings Accounts and Term Deposits.
- » Non-Cash Payment Products, such as Visa, Redicard, BPAY®, Telephone Banking, Cheque facilities, Internet Banking, Direct Debit facilities, and Periodic Payment facilities
- » General Insurance Products, such as Home Building insurance, Home Contents insurance and Motor Vehicle insurance\*
- » Consumer Credit Insurance Products.

\*IBIS is authorised by PCU to provide these financial services on its behalf.

### Who PCU acts for

PCU acts as the agent of **QBE Insurance (Australia) Ltd** ABN 78 003 191 035 (QBE) whenever we issue, or arrange the issue of, General Insurance Products and/or Mortgage Protection Insurance and Loan Protection Insurance product. QBE is the underwriter of the "Disability" and "Involuntary Unemployment" cover and the "Life Cover" and Trauma Cover" is issued by ING Life Limited ABN 33 009 657 176 AFSL No. 238341.

PCU acts as the agent of **Access Prepaid Australia Pty Ltd** (ABN 47 145 452 044, AFSL 386 837) whenever PCU issue, or arrange the issue of the Cash Passport product.

PCU acts as the agent of **Travelex Limited** ABN 36 004 179 953 (Travelex) whenever PCU issue, or arrange the issue of Travelex payment products.

Otherwise we do not act for anyone but ourselves when we provide the authorised financial services on behalf of PCU.

### Other associations PCU has

PCU is a shareholder of **Cuscal Limited** ACN 087 822 455 (CUSCAL), a company that provides services to PCU and many other credit unions. Through arrangements with CUSCAL, we offer cheque and Redicard facilities CUSCAL is a principal member of Visa International and we offer Visa products as a result of that relationship.

PCU is a member of the **BPAY®** electronic payment scheme operated by **BPAY® Pty Ltd** ABN 69 079 137 518 and therefore offers BPAY® facilities.

PCU may refer members to **Global Electronic Trading Pty Ltd** ABN 93 086 753 246, AFSL 222629 (GET) for Online Share Trading and related services provided by GET.

PCU may refer members to **Zurich Australia Limited** ABN 92 000 010 195 AFSL 232510 for their Ezicover Life Insurance products.

PCU may refer members to **Aon Risk Services Australia Ltd** ABN 15 014 331 304 AFSL 241141 (AON) for assistance with business and commercial insurance and related consulting services.

### Remuneration that may be paid to us and others in relation to the products and services we offer

If we provide you with a product or service on behalf of PCU you may have to pay PCU fees and charges. Details of PCU's fees and charges are set out in PCU's General Service Fees Sheet.

If an insurance policy is issued to you by or on behalf of QBE you will have to pay a premium to QBE, details of which are set out in the Product Disclosure Statements for those products. PCU receives commission from QBE. If and when you take out a policy with QBE, through us, PCU is paid commission at rates of up to 25% of the premium. PCU pays that commission on to us.

PCU receives commission on Cash Passport products of up to \$10.00.

PCU receives commission on Travelex products provided by us. The commission ranges from \$2.50 up to \$10.00.

PCU receives commission on transactions made using Visa ranging

from 0% to 1.24% of the value of the transaction. The commission rates vary depending on whether the transactions are performed within Australia or outside Australia.

PCU receives commission on transactions made using BPAY® of 0.27% of the value of the transaction, plus between \$0.37 and \$0.41 per transaction paid by the biller institution.

PCU receives a rebate on the purchase of Carbon Credits from Carbon Planet. The rebate is 20% of the face value of the credits purchased.

PCU may receive a portion of the brokerage fee paid by you when conducting any Online Share trading and related services through GET using GET Trader, GET Web Trader or GET Mobile Trader. This payment may range from \$10 to 0.1% of the value of the transaction.

PCU receives a commission of 20% (plus GST) for each premium paid for referring members to Zurich.

If PCU refers a person to AON who then arranges business or commercial insurance through AON or obtains consulting services from AON, AON will pay PCU 20% of any premium commission and broker fees it receives and 10% of any consulting services fees it receives.

PCU may pay commissions or provide other benefits to external parties who refer customers to PCU. These benefits and commissions could consist of a single one-off payment or benefit, or calculated as a percentage of the total amount of sales generated by the external party's referrals.

PCU staff members, and our staff members, receive salaries. They may also be eligible to receive a small bonus payment for their performance during the year or if they achieve certain set service levels.

## Dispute resolution

If you have a concern or complaint about any Police Credit Union or IBIS product or service, you should attend one of the PCU branches or contact us via one of the methods listed below and our staff will deal with the matter promptly.

### Concerns and Complaints

- » Mail | PO Box 6074 Halifax St, Adelaide SA 5000 | Telephone | 1300 131 844 | Email | [pcu@policecu.com.au](mailto:pcu@policecu.com.au)

If your concern or complaint is not resolved to your satisfaction, you can contact PCU's Dispute Resolution Officer via one of the methods listed below and an internal review will be undertaken. If the Officer is able to resolve the dispute, he or she will promptly notify you in writing of, and giving reasons for, the outcome. The Officer will normally resolve the dispute within 45 days of the initial complaint being lodged.

### Dispute Resolution Officer

- » Mail | PO Box 6074 Halifax St, Adelaide SA 5000 | Telephone | 1300 131 844 | Email | [disputes@policecu.com.au](mailto:disputes@policecu.com.au)

Police Credit Union is a member of the Financial Ombudsman Service, so if you are not satisfied with the outcome of the dispute, you can ask for an external review by this independent body.

### Financial Ombudsman Service

- » Mail | GPO Box 3, Melbourne Vic 3001 | Telephone | 1300 780 808 (toll free) 9am - 5pm AEST | Fax | 03 9613 6399 | Email | [info@fos.org.au](mailto:info@fos.org.au)

## How to contact us

**Ian Berry Insurance Services Pty Ltd** | ABN 15 084 331 304 |  
Authorised Representative Number 259485

PO Box 6074, Halifax Street Post Office Adelaide SA 5000 | Ph: 1300 292 100  
| Fax: (08) 8208 5614 | Email: [info@ianberry.com.au](mailto:info@ianberry.com.au) | [www.ianberry.com.au](http://www.ianberry.com.au)

**Police Credit Union Ltd** | ABN 30 087 651 205 | AFS Licence  
238991

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This FSG was prepared on 13 July, 2011. Its distribution by us has been authorised by PCU.