

From time to time we may allow insurers to run promotion programs under which they may reward or provide benefits to our staff for their success in arranging the issue of insurance products during the promotion period.

If you receive personal advice from us, we will be required to provide you with more detailed information about any relevant benefit in or with your Statement of Advice.

Level 7,
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Big Sky Credit Union Ltd.
ABN 51 087 651 358
AFSL 240735

Phone 1300 654 321
Fax 03 8635 2850
Email bigsky@bigsky.net.au

What should you do if you have a complaint?

We conduct a dispute resolution system to deal with any complaints you may have about any of our banking products or services, or about any financial service we provide in relation to insurance products. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we have tried to resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution centre.

If you want to make a complaint, contact our staff at any Service Centre and tell them that you want to make a complaint. Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint.

We have an easy to read guide to our dispute resolution system available to you on request.

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FINANCIAL SERVICES GUIDE

This Financial Services Guide was prepared on 1 October 2006.

What is the purpose of this Financial Services Guide?

We have designed this Financial Services Guide (FSG) to assist you in deciding whether to use any of the financial services we offer. This FSG must provide you with information about:

- our name and contact details;
- the financial services we are authorised to provide;
- any remuneration that we, or any other relevant person, may be paid in relation to the financial services we offer;
- how we deal with complaints against us.

However, this FSG does not provide information about our financial services in relation to basic deposit products and non-cash payment facilities, other than the information about:

- our name and contact details; and
- how we deal with complaints against us.

What other documents might I receive?

When we provide you with a financial service, we may also have to provide you with a Statement of Advice or Conditions of Use. These documents are described below.

Statement of Advice

A Statement of Advice (SOA) is a document that sets out personal advice we give to you, the basis on which we give the advice, and any benefit or association that may influence the advice we provide to you. The SOA helps you to make an informed decision about whether to act upon that advice.

We must give you a SOA when we provide you with advice in relation to a financial product, after taking into consideration your objectives, financial situation or needs. We will not provide you with a SOA if our advice relates only to our basic deposit products and non-cash payment facilities.

Conditions of Use

Conditions of Use provide you with information about a financial product and the entity that issues the financial product (the Issuer).

We must provide you with Conditions of Use about a financial product when:

- we recommend that you acquire the financial product; or
- we issue, offer to issue, or arrange the issue of, the financial product to you.

The Conditions of Use must contain information about the financial product so that you can make an informed decision whether or not to acquire it. Conditions of Use about a financial product include amongst other things:

- the Issuer's name and contact details;
- the significant features of the financial product and its terms and conditions;
- any significant benefits and risks associated with holding the financial product;
- the fees and costs associated with holding the financial product;
- dispute resolution procedures, and how you can access them.

What financial services can we provide?

Our Australian Financial Services Licence authorises us to deal in and provide advice about the following financial products:

- deposit products – our transaction, savings and term deposit accounts;
- non-cash payment facilities – such as member chequing, Redicard, Visa card, telephone and internet banking and travellers cheques;
- term or investment deposit accounts that are not basic deposit products;
- general insurance; and
- consumer credit insurance.

In addition to the financial services we provide under our Australian Financial Services Licence, we also deal in and advise on consumer and commercial lending products.

On whose behalf do we provide financial services?

When we provide advice about non-basic term or investment deposit accounts or insurance products, we do so on our own behalf.

When we issue our non-basic term or investment deposit accounts we do so on our own behalf.

When we arrange to issue insurance products, we do so on behalf of the insurers who are the product issuers. Details of who the relevant product issuer is will be included in the Product Disclosure Statement for that insurance product.

What remuneration or other benefits do we receive for providing financial services?

We do not receive fees or commissions for financial product advice we give or for issuing our non-basic term or investment products.

We may receive commissions from an insurer when we arrange an insurance product, as set out below:

- general insurance products – commissions range from 0% to 30% of premiums for new insurance and insurance renewals, depending on the type of insurance product;
- consumer credit insurance – commissions range from 0% to 20% of the premiums, depending on the type of loan covered by the insurance policy.

In addition, profit share of between 0% to 30% of underwriting profits may be payable to the Credit Union as at the end of the Insurer's financial year, depending on the performance of the portfolio.

If you receive personal advice from us in relation to insurance products, we will be required to provide you with more detailed information about the amount of commission that we may receive or the method in which commission is calculated, in or with your Statement of Advice.

What remuneration or other benefits do our employees receive for providing financial services?

Big Sky staff are remunerated principally by salary. Staff who are involved in the provision of general insurance and consumer credit insurance products may also earn a commission in the range of \$5 to \$25 per policy when they provide these products to you. Some employees may be entitled to "bonus" payments over and above their salary. Such bonuses are calculated by reference to a number of objectives, including their contribution to the achievement of certain core business targets.