

**To assist with the marketing of Allianz insurance products Greater receives a marketing allowance in relation to certain products. The applicable products and the amounts paid to the Greater by Allianz are as follows:**

- General Insurance (Home & Contents incl. Landlords and Motor Vehicle) – 2% of premiums collected or \$15 per new business policy, whichever is greater.
- General Insurance (Commercial and Boat/Pleasure Craft) – 2% of premiums collected.
- Life Insurance - \$100 per new business policy for agreed campaigns.

**What remuneration or other benefits are received by Greater staff or associates of Greater?**

All Greater staff receive a salary. Some staff may receive a bonus based on a combination of the performance of the staff member's team or business unit and the staff member's own performance.

Some business unit managers may receive a bonus based in part on the combined value of sales of General, Consumer Credit and Life Insurance products on an annual basis.

Some Greater staff may, from time to time, receive other benefits, linked to the value of sales, during a defined period of promotion, in the form of money or products of value from the product issuers noted in this document, in connection with the provision of a financial product or service on their behalf.

The Greater is the founder and a principle donor to the Greater Charitable Foundation, a private ancillary fund whose principle objective is to make a difference to families and communities in NSW and QLD. Consequently, a portion of the benefits received by Greater or it's staff may be donated to the Foundation.

Other than as indicated, there are no other monetary benefits paid to staff in respect of either our, or another issuer's financial products.

**Can I request further information?**

Yes. You may request particulars about remuneration, provided the request is made within a reasonable time after receiving this Financial Services Guide and before any financial service identified in this Financial Services Guide is provided to you.

**Will anyone be paid for referring you to the Greater?**

In some circumstances you may have been referred to the Greater directly or incidentally. The Greater does not have any formal arrangements with people to refer financial services business to us and does not pay any commissions or other benefits to such people.

**Does the Greater, or any of its related bodies, have relationships or associations with product issuers?**

Other than the agreements Greater has with the product issuers to act as intermediary between the issuer and customers and receive remuneration the Greater has no association or relationship with those issuer companies.

**WHO CAN I TALK TO IF I HAVE A COMPLAINT ABOUT A FINANCIAL SERVICE PROVIDED?**

**If you have a complaint about any of our products or services please contact any Greater branch or our Customer Service Centre on 1300 651 400.**

Our staff will aim to resolve your complaint as quickly as possible. We will endeavour to do this within 21 days of the initial notification.

If your complaint relates to a financial product issued by other product issuers or arrangers, please refer to the Product Disclosure Statement for information on complaint handling and dispute resolution.

**WHAT SHOULD YOU DO IF YOU HAVE A DISPUTE WITH US?**

A dispute arises where you find our response to a complaint raised by you to be unsatisfactory. If you have a dispute, you can contact us about it at any Greater branch or by using the contact details in this Financial Services Guide.

**When we receive a request for the resolution of a dispute, we will:**

- acknowledge receipt of that request promptly;
- investigate the dispute;
- if necessary, decide upon appropriate action; and
- respond to you within 45 days, advising you in writing of the outcome of the dispute.

If we are unable to resolve the dispute within 45 days, we will notify you of this fact in writing, inform you of the reasons for the delay and specify a date by which a decision can be reasonably expected.

At all times, the dispute will be dealt with by one of our officers with the appropriate powers to resolve the dispute or our dispute resolution committee.

If the dispute has not been resolved in a manner acceptable to you, we will provide you with a written statement of reasons for the decision, and inform you of any recourse available to

you, including any avenue of appeal against our decision to an independent external dispute resolution service.

**We are a member of an external dispute resolution scheme known as:**

Credit Ombudsman Service Limited

**Contact Details**

**Address:** Credit Ombudsman Service Limited  
PO Box A252  
SYDNEY SOUTH NSW 1235

**Phone:** 1800 138 422  
between 9am – 5pm Monday to Friday

**Internet:** www.creditombudsman.com.au

This service is provided to you free of charge.

**IS MY PRIVACY PROTECTED?**

The Greater takes your privacy seriously. In collecting and managing personal information, we comply with the National Privacy Principals of the Privacy Act.

The Greater may collect personal information about you to assess an application for financial services. Where your application is successful, we retain that personal information to administer your account.

If your personal information is not provided we cannot do these things. In opening and administering accounts for you, we will disclose your information (where we act as intermediary) to the relevant product issuer and will also usually disclose your personal information to organisations to which we outsource functions such as a mailing house ("service providers").

We are required to collect information about your identity under the Anti-Money Laundering and Counter-Terrorism Financing Act. Under this Act, we are also required to provide details of certain transactions to AUSTRAC.

We may also use your personal information to tell you about other products and services offered or distributed by us or any of our related companies. To do that, we may disclose your personal information to the organisations whose products we distribute and to our service providers. If you do not want us to use or disclose your personal information for this purpose, please contact our Customer Service 1300 651 400 and we will respect your decision.

**WHAT HAPPENS IF THIS FSG CHANGES BEFORE I RECEIVE A FINANCIAL SERVICE?**

The information in this FSG is up to date. If, before we provide you with the financial service, we revise this FSG, we will provide you with a supplementary FSG or an updated version.

GREATER BUILDING SOCIETY LTD

FINANCIAL  
SERVICES GUIDE

FINANCIAL  
SERVICES  
GUIDE

**As well as the financial products and services Greater is licensed to provide, we are also authorised to provide the following other products and services.**

- Home loans;
- Residential investment loans and equity loans;
- Personal loans;
- Business loans.

**The Greater also offers other products or can refer you to another service provider for the purposes of:**

- M.V. Compulsory Third Party insurance;
- Leasing and other commercial finance;
- Foreign Currency including cash passports;
- Obtaining EFTPOS terminals for business purposes;
- Financial Planning.
- Commercial Insurance



www.greater.com.au

Greater Building Society Ltd. • ABN 88 087 651 956 • Licence No. 237476

Head Office: 103 Tudor Street Hamilton NSW 2303

PO Box 173 Hamilton NSW 2303

Phone 1300 651 400

Facsimile 02 4921 9112

07/09/2011

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GREATER BUILDING SOCIETY LTD

FINANCIAL  
SERVICES GUIDE

FINANCIAL  
SERVICES  
GUIDE

**Greater Building Society Ltd  
103 Tudor Street  
Hamilton NSW 2303**

AFSL/ACL Licence No: 237476

Under the Corporations Act we are required to provide you with this Financial Services Guide (FSG) when we provide you with certain financial services. This FSG provides you with key information about the Greater Building Society Ltd and is designed to assist you decide whether to use the financial service we provide.

This FSG is dated 22.09.2011



## WHAT INFORMATION DOES THIS FSG CONTAIN?

### This FSG contains information about:

- Who we are and how to contact us;
- The types of services and products we are authorised to provide under our Australian Financial Services Licence and other services and products we offer;
- The remuneration that we, our staff or people prescribed by law may receive as a result of providing any of these financial services to you;
- How we deal with any complaints you may have regarding our services or products as well as providing contact details to communicate a complaint.

## WHO WILL BE PROVIDING THE FINANCIAL SERVICE?

The financial services described in this FSG are provided by Greater Building Society Ltd (ABN 88 087 651 956) (hereinafter referred to as the Greater). Our principal place of business is 103 Tudor Street Hamilton NSW 2303.

The Greater was established in 1945, and formed part of a group of mutual co-operatives, which commenced operations in 1923. The Greater remains a mutual, and holds the position of being one of the largest building societies in Australia.

### The Greater's mission is to be recognised as the most progressive, customer-focussed financial institution in Australia.

#### The Greater's corporate objectives are to:

- Assist as many people as possible to acquire a home of their own.
- Provide a level of service to our customers that is superior to that of our competitors.
- Provide people with finance at competitive rates.
- Continually offer a range of savings and investment products that meets the needs of customers.
- Bring the services that the Greater offers to as many people as possible through an extensive Branch network.
- Make a positive contribution in the communities in which we operate by being an active corporate citizen.

The Greater has an extensive network of branches covering Newcastle and the Hunter Valley, North Coast, mid-North Coast, Central Coast, Sydney, South Coast, Bathurst/Orange, North West region and the Gold Coast.

## HOW DO YOU CONTACT THE GREATER?

You can contact us at any of our branches or at:

103 Tudor Street Hamilton NSW 2303

**Phone:** 1300 651 400

**Fax:** 02 4921 9112

**Email:** [webenquiry@greater.com.au](mailto:webenquiry@greater.com.au)

**Internet:** [www.greater.com.au](http://www.greater.com.au)

## WHAT DO THE FINANCIAL SERVICES RELATE TO?

### We are authorised and hold an Australian Financial Services Licence (AFSL) to:

- Offer you financial product advice; and
- Deal in financial products

#### in relation to the following:

##### Banking

- Basic Deposit Products;
- Non-basic Deposit Products
- Non-cash Payment Facilities;

##### Insurance

- General Insurance Products including Travel Insurance;
- Life Products – limited to Life Risk Insurance Products (Consumer Credit Insurance) as well as any products issued by a registered life insurance company.

##### Superannuation

- Greater's Rollover Fund (closed to new investors);
- Greater's Allocated Pension Fund (closed to new investors).

## WHAT INFORMATION AND ADVICE DO WE OFFER?

If you acquire a financial product or we offer to issue a financial product to you, we will provide you with, in respect of our banking services our Terms and Conditions, or in respect of other financial services the relevant document called a Product Disclosure Statement (PDS). The purpose of those documents is to assist you in deciding whether or not to acquire that particular financial product. They contain information about the financial product such as the product's significant benefits and risks.

If we give you personal financial product advice, we will (subject to some exceptions) provide you with another document called a Statement of Advice (SoA). Personal financial product advice is advice that takes into account any of your objectives, your financial situation or needs. The SoA contains the advice itself, information about the basis on which the advice is given and information about remuneration, other benefits or associations with products issuers that could have influenced that advice.

We do not have to give you a SoA for advice that relates to a basic deposit product, a related non-cash payment facility (like a cheque book) or travellers cheques we arrange for you. Our policy is only to provide general advice. Where we provide general advice in respect to the products for which we are licensed we are not required to provide you with a SoA.

## WILL THE ADVICE BE SUITABLE TO YOUR FINANCIAL NEEDS?

We provide general advice in relation to the financial products (including insurance and superannuation) we sell, but we do not provide personal advice services. We do not provide personal advice on financial strategies or plans, nor do we provide market or investment advisory services or research material.

We provide financial services by providing information and general advice but ultimately you must make your own decision on whether our financial products or services are right for your circumstances.

We remain up to date on industry compliance issues in accordance with our Australian Financial Services Licence authority, which requires staff to undergo training in respect of our responsibilities to you.

## WHAT BENEFITS MAY THE GREATER RECEIVE?

### Fees and charges

We may charge fees and charges for services and products we issue and provide to you. Details of those fees and charges are disclosed in Part 2 of our Terms and Conditions relating to our deposit products and related non-cash payment facilities.

## OTHER BENEFITS

### Apart from deposit products and related non cash payment facilities issued by us, the Greater also provides financial services for other product issuers or arrangers:

- Allianz Australia Insurance Limited ABN 15 000 122 850; AFSL 234708 (Allianz);
- Club Marine Limited ABN 12 007 588 347; AFSL 236916 (Club Marine);
- Allianz Australia Life Insurance Limited ABN 27 076 033 782; AFSL 296559 (Allianz Life);
- Travelex Limited ABN 36 004 179 953; AFSL 222444 (Travelex); and
- Trust Company Superannuation Services Limited ABN 49 006 421 638 (Trust).
- Access Prepaid Australia Pty Ltd ACN 145 452 044; AFSL 386837 (Access).

### The following table provides further details of benefits we may receive for selling products on behalf of those other product issuers.

Type of Product	Reason for Benefit	When Benefit is Paid	By whom and amount
General Insurance (Home and Contents incl. Landlords)	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> </ul>	Monthly	Allianz 20% (percent of premium) both new business & renewal.
General Insurance (Motor Vehicle and Caravan)	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> </ul>	Monthly	Allianz 10% (percent of premium) both new business & renewal.
General Insurance (Boat/Pleasure Craft)	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> </ul>	Monthly	Club Marine 10% (percent of premium) both new business & renewals
General Insurance (Commercial)	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> </ul>	Monthly	Allianz 10% (percent of premium) both new business & renewal.
Consumer Credit Insurance	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> </ul>	Monthly	Allianz 20% (percent of premium)
Life Insurance	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> </ul>	Monthly	Allianz Life 20% of new business and 10% on the renewal of that business (percent of premium)
General Insurance (Travel Insurance)	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> </ul>	Monthly	Allianz 30% (percent of premium)
Superannuation	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> <li>• administration and investment</li> </ul>	Ongoing / Quarterly	Our remuneration is calculated on the return generated by funds under administration less: <ul style="list-style-type: none"> <li>• declared returns for superannuants;</li> <li>• trustee fees to Trust (minimum of \$15,000.00 or 0.1% of funds under administration);</li> <li>• administration costs.</li> </ul>
Travellers Cheques	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> </ul>	At time of purchase	Travelex the higher of 1% of the \$AUS amount or \$10.00
Telegraphic Transfer	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service;</li> <li>• information &amp; general advice</li> </ul>	At time of purchase	Travelex \$10.00
International Currency Draft	Providing: <ul style="list-style-type: none"> <li>• distribution outlets,</li> <li>• client service; information &amp; general advice</li> </ul>	At time of purchase	Travelex \$7.50
Cash Passport Debit Card	Providing: <ul style="list-style-type: none"> <li>• distribution outlets</li> <li>• client services</li> <li>• information and general advice</li> </ul>	At time of purchase and ongoing / quarterly	Access Prepaid Australia 1% of the \$AUS amount loaded onto the card and 1% of the \$AUS amount of any BPay reload.

### In addition to the commissions above the Greater:

- may receive monetary support, not in the nature of commissions, for reimbursement of expenses unconnected with the sale of Allianz Consumer Credit Insurance; and
- may be entitled to receive payments from Allianz Australia Partnership Services Ltd in connection with the financial services Allianz provides to you. These payments are for the provision of training, marketing and other services by GBS to Allianz Australia Partnership Services Ltd and are calculated by reference to the profitability of the insurance portfolio to which those services relate.