

Financial Services Guide

Effective on 1 October 2021



RACQ Bank

This Financial Services Guide (FSG) is an important document provided by Members Banking Group Limited ABN 83 087 651 054 AFSL/Australian credit licence 241195 trading as RACQ Bank.

Our contact details are set out on the last page.

The FSG contains information to assist you in deciding whether to use any of the financial services provided by RACQ Bank.

It sets out the range of financial services and the types of financial products RACQ Bank is authorised to provide under our Australian financial services licence (AFSL) 241195 as well as other services and products we offer.

It contains information about:

- remuneration and other benefits received by RACQ Bank, our staff and other related persons in connection with the financial services provided
- any relationships or associations RACQ Bank has with product issuers
- our complaints handling procedure.

This FSG will be given to you when we provide you with financial product advice or sell you a financial product.

Except for RACQ Bank, any RACQ Group entity referred to in this financial services guide is not an authorised deposit-taking institution for the purposes of the Banking Act 1959 (Cth). The other RACQ Group entity's obligations do not represent deposits or other liabilities of RACQ Bank. RACQ Bank does not guarantee or otherwise provide assurance in respect of the obligations of any other RACQ Group entity, unless noted otherwise.

Other documents you may also receive

You may also receive other documents when we provide services or products to you containing additional information, depending on the type of product or service you choose.

Product disclosure statement (PDS)

This contains general information about the product including:

- the terms and conditions for the product
- any significant risks associated with holding the product
- information about the cost of the product
- details of fees and charges the product provider receives for issuing the product.

We may be required to give you a PDS when we issue, offer to issue, or offer to arrange for the issue of, a financial product.

We will not give you a PDS in relation to a basic deposit product or non-cash payment product related to a basic deposit product. Instead, we will provide you with a copy of the RACQ Bank Terms and Conditions.

Statement of advice (SOA)

If we provide personal advice, we may also give you an SOA, which contains the information that advice is based on and the fees, commissions and associations with others which may have influenced the advice.

We do not provide personal advice in relation to general insurance (issued by RACQ Insurance), consumer credit insurance or life insurance products. Further, we are not required to provide you with an SOA where personal advice is given in relation to the following products:

- basic deposit products; or
- non-cash payment facility

You should consider obtaining independent advice before making any financial decisions.

Products and services RACQ Bank may provide you

We will or are likely to:

- deal in financial products in relation to the following products:
 - Deposit products
 - Non-cash payment products
 - Life insurance
 - General insurance
- provide personal and general financial product advice in relation to the following products:
 - Deposit products
 - Non-cash payment products

Who we act for when providing services

Not all products offered by RACQ Bank are issued by us. We act on behalf of or refer to other issuers when we act in relation to the following products and services:

Insurance

General insurance policies are issued by RACQ Insurance Limited ABN 50 009 704 152 AFSL 233082.

RACQ Insurance is a related entity of RACQ Bank and a member of the RACQ Group.

International

Western Union Business Solutions is a business unit of the Western Union Company. Western Union Business Solutions (Australia) Pty Ltd (ACN 150 129 749, AFSL 404 092) ("WUBS") assist in fulfilling certain foreign exchange and payment services.

Benefits RACQ Bank receives for providing financial services

Fees

We may charge fees for managing the accounts you hold with us. We may also charge you transaction fees or other fees when you use our non-cash payment facilities. The applicable fees are detailed in our Fees and Charges Schedule, available at racq.com/banking.

Commissions

We may receive commissions:

- When foreign exchange and international payment services are provided, RACQ Bank receives a 20% commission calculated on the foreign exchange revenue and transaction fee revenue for each outward telegraphic transfer, foreign currency cheque conversion or outward draft and a 20% commission on the foreign exchange revenue for an inward transaction.
- in the form of profit and dividends from revenue derived from the sale of financial products.

Staff incentives and bonuses

Certain members of our staff may be paid an incentive payment or bonuses:

- in cash or kind for achieving outcomes across a range of accountabilities. Whether such benefits are received, and if so, the amount or value will depend on several pre-determined performance factors
- in the form of cash and/or prizes from time to time as a result of promotional offers from our third party suppliers (e.g. insurance promotions).

You may request particulars of incentives within a reasonable time after receipt of this FSG and prior to the provision of the financial services identified in this FSG.

Other RACQ Group entities may remunerate their staff in relation to the provision of financial services and products referred herein, however importantly, this remuneration is not paid by RACQ Bank and not charged directly to you.

Relationships between RACQ Bank and other parties

In addition to the entities listed above, we have relationships with third parties that might influence circumstances in which our financial services are provided.

Third parties with whom we have a relationship include:

- We are a shareholder of Cuscal Limited ABN 95 087 822 455 (Cuscal), a company that provides services to us.
- We are an associate member of Visa Worldwide and the BPAY electronic payment scheme through Cuscal's principal memberships. We offer Visa and BPAY products and services through these relationships.

Making a complaint

If you have a concern or complaint about our products or services, you should contact us. Our complaints and compliments process requires us to deal with any complaint efficiently and promptly with the aim to resolve the matter within five business days. If you are not satisfied with the way we deal with your complaint or if we do not respond promptly, you may refer the complaint to our external dispute resolution authority, the Australian Financial Complaints Authority, for a free independent review.

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

You can refer to our Complaints and Compliments brochure for further details.

Insurance policy complaints

If your complaint relates to the operation of an insurance policy we have arranged or an insurance claim, please contact the insurance company who issued your insurance policy. They will deal with your complaint under their own dispute resolution process. If you are not satisfied with the resolution of your complaint by the insurance company under its internal dispute resolution processes, you are able to have your dispute considered by the insurance company's external dispute resolution scheme.

Providing instructions to RACQ Bank

You can contact us using the contact details set out at the back of this guide. Some products and services may have their own rules around how to provide instructions or carry out certain transactions. In some cases, you can also give us instructions through internet banking.

Please refer to the relevant PDS or the RACQ Bank Terms and Conditions for details.

Compensation arrangements

RACQ Bank has professional indemnity insurance arrangements in place to meet our obligations as the holder of an AFSL.

Our insurance arrangements cover claims relating to the services and products we offer and the conduct of current and former RACQ Bank staff (where we are responsible for the conduct of the staff member at the time of the relevant conduct).

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