

# Financial Services Guide.

Adelaide Bank Limited ABN 54 061 461 550.  
169 Pirie Street, Adelaide SA 5000. AFSL 240516.  
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## **About this guide**

This Financial Services Guide (FSG) is an important document designed to help you decide whether to use any of the financial services we (Adelaide Bank Limited) offer. This FSG contains information about who we are, the range of financial products and services that we are authorised to provide and how you can contact us. It also contains information about how we and our staff are remunerated for these services, and details of our complaint handling procedures including how you can make a complaint.

## **Other documents you may receive**

You may also receive other documents from us when selecting financial products and/or services that we offer.

If we issue you with a financial product, offer to sell you a financial product, or recommend that you acquire a particular financial product as part of our personal advice to you, you will receive a Product Guide (PG) or Product Disclosure Statement (PDS). A PG or PDS is designed to help you decide whether a product meets your needs. They contain information about the product, including its features, terms and conditions, fees and charges and any significant risks associated with the product.

If we provide you with personal advice on certain products (for example, some types of insurance products), you will receive a Statement of Advice (SOA). The SOA is a record of our advice, the basis on which the advice was given, information about commissions or other benefits, and any associations with other parties that may influence our advice.

## **About us**

Adelaide Bank has a long and proud history in the Australian financial services sector. Its origins date back to 1900, when it was then known as the Co-Operative Building Society of South Australia.

Since those humble origins Adelaide Bank has grown to become a truly diversified wholesale bank.

Adelaide Bank has a major presence in the South Australian retail banking business with 25 branches based in its home town of Adelaide. However, it has also spread its influence to all corners of Australia through its wholesale mortgage, business lending, wealth, and margin lending businesses.

## **Financial products and services we are licensed to provide**

Adelaide Bank holds an Australian Financial Services Licence (AFSL) and is authorised to deal in and provide advice in relation to a range of financial products including:

- deposit products (such as transaction accounts and savings accounts)
- non-cash payment products and electronic banking facilities (such as direct debits, cheque facilities, internet and telephone banking)
- travellers cheques
- general insurance products
- risk insurance products
- managed investment schemes.

## **Our relationships with other product issuers**

When we offer you a financial product or service we are generally acting on our own behalf. However some of the products we offer or provide advice on are not issued by us. The financial products issued by other product issuers are:

<b>Type of product</b>	<b>Product issuer</b>
Travellers cheques	Travelex Limited
General insurance products e.g. home, building and/or contents insurance	CGU Insurance Limited
Risk insurance products e.g. mortgage protection and loan repayment insurance	Swann Insurance (Aust) Pty Limited
Cash Passport (point of sale enabled) cards	Heritage Building Society Limited

## **Benefits we may receive**

If you acquire a financial product issued or sold by us we may receive fees in relation to that product. Details of fees and charges that we may charge in relation to a specific product are set out in the PG or PDS for that product. Other benefits that we may receive include:

### **Cash Passport**

If you purchase a Cash Passport card issued by Heritage Building Society Limited through us, we will receive a commission from Travelex Limited.

The commission paid is based on a 50% share of the revenue raised from commission charges and/or foreign exchange margin that is applied to the Cash Passport cards.

Commissions are paid on a quarterly basis.

### **Insurance**

If you purchase an insurance product issued by CGU Insurance Limited or Swann Insurance (Aust) Pty Limited through us, we may receive a commission from the insurance provider.

The amount of commission we receive from CGU Insurance Limited for general insurance products sold by us will vary depending on the type of insurance product, but ranges from 13% to 40% of the annual base premium<sup>1</sup>.

We may receive commission of 20% of the total base premium<sup>2</sup> from Swann Insurance (Aust) Pty Limited for loan repayment and mortgage protection insurance products sold by us. We may receive a maximum commission of \$110 per policy from Swann Insurance (Aust) Pty Limited for Auto Equity loan insurance products sold by us.

Commissions for these insurance products are paid to us on a monthly or annual basis depending on the payment method chosen.

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<sup>1</sup> "annual base premium" means the amount charged to the customer for an insurance product by the insurer for a 12 month period (excluding stamp duty and GST).

<sup>2</sup> "total base premium" means the amount charged to a customer for an insurance product by the insurer for the period of coverage selected (excluding stamp duty and GST).

## **Financial Planning**

If you require financial advice from a financial planner we may refer you to a Poynter Hargraves adviser who will be able to assist you in planning your financial future. If you acquire certain financial products or services through Poynter Hargraves Financial Consultants Pty Limited, we now receive a commission of 30% of the initial commission earned by Poynter Hargraves Financial Consultants Pty Limited on the financial product or service acquired by you pursuant to our referral.

## **Travellers cheques**

If you purchase travellers cheques issued by Travelex Limited through us, we may receive a discount from Travelex Limited on the amount we charge for the travellers cheques.

## **Personal advice**

If you receive personal advice from us, detailed information about fees, commissions or other benefits received by us will be either disclosed when the advice is given or contained in the Statement of Advice given to you.

## **Benefits our staff may receive**

Adelaide Bank staff receive a salary and may also be eligible to receive bonuses or other benefits. These benefits are generally not directly attributable to any specific product the staff member has sold or provided advice on.

Our staff may receive monetary payments for achieving certain criteria such as meeting sales targets, increasing customer satisfaction or meeting volume or profitability targets. Bonus payments may be received for the staff member's individual performance or for the combined performance of the staff member's team or business unit. Bonuses are paid to staff on an annual basis. Our staff may also receive payments as incentives for achieving certain targets or criteria that are based on a number of different performance and service measures. Such performance measures include resolving complaints within a specified number of days and achieving the highest number of sales in a business unit for a quarter. These incentives are paid to staff on a quarterly basis.

In addition to monetary benefits, our staff may also receive non-monetary rewards such as movie tickets, dinner vouchers and other similar benefits from time to time as a reward for outstanding individual or team performance, or as an encouragement award.

## **Referral payments**

We do not pay commission or provide other benefits to any person for referring customers to us in relation to the financial services described in this FSG.

## **Instructing us**

If you provide us with instructions we will generally require you to do this in writing or another method as agreed by us. There may be specific rules on how to provide instructions or conduct transactions for certain products – these will be contained in the PG or PDS for that product. Our contact details are shown on the last page of this FSG.

## **Making a complaint**

If you have a concern or complaint about any of our financial products or services, you can:

- visit your local Adelaide Bank branch and ask for our “Compliments, concerns and questions” brochure
- call our Customer Relations Department on (08) 8300 6111 or toll free on 1800 266 233 Monday to Friday between 9am and 5pm (CST)
- email us at [enquiries@adelaidebank.com.au](mailto:enquiries@adelaidebank.com.au)
- write to us at:

Customer Relations  
Adelaide Bank Limited  
Reply Paid 1048  
Adelaide SA 5001

We have procedures in place to ensure that all complaints are properly considered and dealt with. These procedures are set out in our “Compliments, concerns and questions” brochure.

Once we receive your complaint an experienced consultant will conduct an investigation and work with you to resolve the matter. This may occur within the business unit where you lodge the complaint or within our

Customer Relations team. Either way, upon receiving details of your concern the matter will be reviewed immediately and we will respond to you within 24 hours (or 48 hours if you are outside South Australia). If we expect the matter to take longer than this to resolve, we will inform you of the expected time frame.

If you are still not 100% satisfied with the way we have handled your complaint you can contact the Banking and Financial Services Ombudsman Ltd (BFSO). The Ombudsman's dispute resolution process is impartial, independent and free for bank customers.

You can contact the BFSO at:

Banking and Financial Services Ombudsman

GPO Box 3A

Melbourne VIC 3001

Telephone 1300 780 808

Fax (03) 9613 7345

### **Contacting us**

You can contact us to find out more about our financial products and services by:

- calling us on 13 22 20 (within South Australia) or 1300 65 22 20 (outside South Australia)
- visiting our website [adelaidebank.com.au](http://adelaidebank.com.au)
- visiting any of our branches
- writing to us at 169 Pirie Street, Adelaide SA 5000.

## **For more information**

- **visit one of our branches**
- **talk to your adviser**
- **call 13 22 20**  
**(within South Australia)**
- **call 1300 65 22 20**  
**(outside South Australia)**
- **visit [adelaidebank.com.au](http://adelaidebank.com.au)**

