

SERVICE ONE[®]

**Financial Services
Guide**

Effective Monday 18 March 2019

ABOUT THIS DOCUMENT

This Financial Services Guide (FSG) is an important document.

It provides you with information about SERVICE ONE Mutual Limited (SERVICE ONE), to help you decide whether to acquire financial services through us.

The FSG includes information about:

- membership with SERVICE ONE
- how we can be contacted
- the financial products and services that we are authorised to provide
- how SERVICE ONE, its representatives and others, are remunerated
- SERVICE ONE's internal and external dispute resolution procedures, and how you can access them, and
- the dispute resolution procedures of third party providers.

If you choose to use any of the products and services obtainable through us you may also receive other documents about those products and services, which you should read carefully.

OTHER DOCUMENTS YOU MIGHT RECEIVE

Product Disclosure Statement (PDS)/terms and conditions: We will give you a PDS or other associated terms and conditions if we recommend that you acquire a financial product or if we offer to provide you with a product for which a PDS is required under the Corporations Act 2001. Among other matters, these resources will contain information relating to the features, benefits, risks and costs of the product.

This information will help you decide whether to acquire the product.

Statement of Advice (SOA): If you receive personal financial product advice from one of our representatives, you will be given an SOA. Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which the advice is given and information about fees, commissions and any associations which may have influenced the advice.

ABOUT US

SERVICE ONE is a mutual company owned by its Members that provides financial and community solutions.

SERVICE ONE provides a range of financial products and services principally as an agent of Bendigo and Adelaide Bank Limited (Bendigo Bank) and a range of other third parties as outlined in this document.

SERVICE ONE is an authorised representative (number 473377) of Mastercard Prepaid.

SERVICE ONE is an authorised representative (number 473377) of Bendigo Bank.

For details on how to contact SERVICE ONE, refer to the back cover of this document. Contact details for authorising licensees are contained later in the document.

MEMBERSHIP WITH SERVICE ONE

As SERVICE ONE is a mutual financial services provider, before you can access the various products and services on offer, you need to become a Member (essentially, purchasing a Member share in SERVICE ONE). This can be done by completing the applicable application form.

SERVICE ONE may only issue a Member share after the person pays the full subscription price in cash (\$10). SERVICE ONE issues two primary types of Member shares – adult and junior (for those under 18 years of age). Junior Members do not have voting rights and cannot hold any office in SERVICE ONE until they turn 18 years of age and are reclassified as an adult shareholder which will take place on or after their 18th birthday.

Please note payment of the Member share is required at the time of opening the membership.

If you cease to be a Member, your share will be redeemed and refunded (less any outstanding fees owing).

If you are already a SERVICE ONE Member, you can access the financial products and ancillary health and community services on offer at any time.

Memberships can also be opened for non-personal use – for instance, companies, trusts, clubs, societies, but these must be opened in the name of a separate legal entity and verification of the status of the entity provided to enable the membership to be opened. It is also necessary for us to collect, and in some cases verify, information on the beneficiaries or beneficial owners of trusts or proprietary or private companies.

You may only hold one Member share. If you hold more than one Member share, SERVICE ONE may give you notice of our intention to redeem one of your membership shares at least 14 days prior to proceeding with the redemption, and upon redemption of the share will refund the amount owing in respect of the share.

Your membership may also be closed and your Member share redeemed in some circumstances (for instance, where the Board determines that your membership is inactive).

To close your membership with SERVICE ONE, you must complete the necessary form in-Branch or advise us in writing by fax, secure mail or email. If a Visa card has operated on an account linked to the membership, the closure request will not be processed for 14 days.

MEMBER AND CUSTOMER TERMINOLOGY

SERVICE ONE is a mutual organisation, and as such shareholders are considered Members. However, SERVICE ONE Alliance Bank products and services are provided to Members as an agent of Bendigo Bank. While those who acquire SERVICE ONE Alliance Bank branded products and services are essentially banking with Bendigo Bank and are considered customers of Bendigo Bank through the alliance agreement with SERVICE ONE, the term Member will be used to describe both Member and customer relationships.

THE FINANCIAL PRODUCTS AND SERVICES OBTAINABLE THROUGH SERVICE ONE

SERVICE ONE has been authorised by Bendigo Bank and other third party providers, as set out in this document, to provide financial product advice for the following classes of financial products to retail and wholesale clients, or to provide credit assistance in relation to a credit product:

- basic deposit products, deposit products other than basic deposit products and non-cash payment products
- general insurance products, and
- life risk insurance products (the Financial Products).

We may give you personal financial product advice that takes into account any one or more of your personal circumstances, financial situation or needs. However, we will provide you with an SOA if we give you personal financial product advice. To give you personal advice, we need to find out what these are. You do not have to tell us information about yourself if you do not wish to do so. However, if you do not give us relevant information, our advice may not be appropriate for you.

We may also give you general advice that does not take into account your personal objectives, financial situation or needs. Before acting on such advice, you should assess whether it is appropriate for you, in light of your objectives, financial situation or needs. If this advice recommends that you acquire a particular financial product, you should obtain a PDS or relevant terms and conditions for that product and consider the information in it before deciding to acquire the product.

PROVIDING INSTRUCTIONS TO US

SERVICE ONE is responsible for the managing of relationships with Members and you can usually give us instructions by phone, fax, mail, secure mail or via our website (refer to our contact details). There may be special instruction arrangements for some financial products and services – details of which will be explained in the relevant PDS or terms and conditions. Bendigo Bank, however, retains the right to deal with disputes in relation to any of its financial products or services, and as such, there may be some circumstances in which you will need to provide instructions to Bendigo Bank or SERVICE ONE will provide instructions on your behalf.

CURRENCY OF INFORMATION

Commission arrangements and other payments with business partners may vary from time-to-time and without notice. Information on current arrangements is available in-Branch at the point of acquiring any new product or service through us. You should also refer to the website and review the information available by selecting 'Important Information' from the footer. The most recent copy of SERVICE ONE's FSG is available from the website.

REMUNERATION FOR THE FINANCIAL SERVICES ON OFFER

Any general financial product advice provided by us is free-of-charge.

Our staff are salaried employees of SERVICE ONE. They may receive cumulative rewards for achieving certain targets within a balanced score card framework that acknowledges excellence in Member service, staff development, system and business practice adherence and sales. Cumulative rewards may take the form of, but may not be limited to, cash payments, tickets to sporting or entertainment events, gift vouchers or dinner paid for by SERVICE ONE.

As an agent for Bendigo Bank, we share revenue with Bendigo Bank for the sale of particular products and services. Revenue received by Bendigo Bank may be shared with SERVICE ONE.

You may request particulars of the fee structure within a reasonable time of receiving this FSG and before any financial product or service identified in this FSG is provided to you.

OUR OTHER BUSINESS PARTNERS AND COMMISSIONS RECEIVED

Business partner	Services	Range of commission and other terms
Bendigo and Adelaide Bank Limited (ABN 11 068 049 178)	Merchant and payment services.	We receive a commission of 0.15% on all acquired Visa and Mastercard transactions (including scheme credit and debit card transactions) of the merchant's processed transaction volumes, if the Merchant Service Fee charged to the merchant exceeds 1.00% (excluding GST).
BPAY (ABN 69 079 137 518)	BPAY bill payments via eLink and phoneLink.	We receive a commission of between \$0.41 to \$0.46 of each transaction.
Bridges Financial Services Pty Limited (ABN 60 003 474 977)	Financial planning services.	We receive a commission rate of between 0.10% - 0.20%. For The Portfolio Service products we receive a rate of 22.5%.
Deposit Power Guarantee is issued by Deposit Power Pty Ltd (ABN 49 160 226 442) as the Authorised Manager for CBL Insurance Limited	Issuer of deposit bond (to guarantee deposit on a residential property purchase).	We receive a commission of 20% of the Deposit Power Guarantee (DPG) fees received by CBL Insurance Ltd for each DPG arranged or issued by the Agent.

Business partner	Services	Range of commission and other terms
Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance	General and travel insurance.	Commissions are calculated on the basis of up to 22.5% of the total premiums you pay annually (excluding stamp duty, financial services levy and GST). Commissions are calculated on the basis of up to 25% of the total premiums you pay for travel insurance (excluding stamp duty and GST). We may receive materials, services and/or payments from the insurers whose products we recommend to you to assist us in the sales, marketing and promotion of insurance products. Marketing assistance may also take the form of product training for our staff. Details of the commissions payable to us and all other applicable fees will be disclosed in the SOA if we provide you with personal advice, or deal in a product on your behalf.
Mastercard Prepaid Management Services Australia Pty Ltd (ABN 47 145 452 044, AFSL 386837)	Arranges for the issue of the Multi-currency Cash Passport and Cash Passport Platinum Mastercard in conjunction with the issuer, Heritage Bank Limited (ABN 32 087 652 024, AFSL 240984).	We receive commission equal to 1.1% (or minimum \$15) of the value issued to you inclusive of GST for new purchases, repurchases and BPAY reloads.
Western Union Business Solutions (Australia) Pty Ltd (ABN 24 150 129 749, AFSL 404092)	Issuer of Drafts, Telegraphic Transfers, foreign cash.	We receive commission on the following: 20% of the Western Union Business Solutions services issued by the Agent. \$2.50 for every Draft. \$5.00 for every Telegraphic Transfer (inbound and outbound).
Visa International	Payment services.	If you select the "credit" function when you use your Visa card to pay for goods or services we receive a commission from the owner of the EFTPOS terminal. Current Visa credit interchange rates can be found at visa-asia.com.

BPAY® Registered to BPAY Pty Ltd ABN 69 079 137 518.

OTHER ADVISERS

You may receive advice about the financial products and services available through us from financial advisers who do not work for us. These advisers may receive remuneration from us. Your adviser is required to set out the remuneration and commissions they receive in the FSG and/or SOA which they must give to you.

PERSONAL INFORMATION

We are committed to protecting the privacy of your personal information. Our privacy policy states how we manage personal information. You can obtain a copy through our website or by calling us.

In addition, the privacy policy of our suppliers will also apply to your personal information in relation to the products and services we provide on their behalf.

We aim to ensure that the personal information we retain about you is complete, accurate and up-to-date. If you have any concerns about the completeness or accuracy of the information we have about you or you would like to access or amend your information, simply call us or send an email to support@serviceone.com.au.

COMPLAINTS

If you have a query or complaint relating to any of the products or services we have supplied, you should contact us immediately. If you are not satisfied with the information or response given by one of our staff, you should ask to speak with the Manager. If the matter cannot be resolved immediately, we will enter the complaint in our internal Member complaint register and acknowledge receipt of your complaint to you within 2 working days. Our complaints register is reviewed by management on a regular basis.

If you are still not satisfied that the matter is resolved, you should write to our Senior Manager, Retail at SERVICE ONE, 75 Denison Street, DEAKIN ACT 2600. If the Senior Manager, Retail cannot resolve the matter to your satisfaction, you may refer the matter to SERVICE ONE's internal Dispute Review Panel. Your complaint will be investigated and a decision made on the matter.

Bendigo Bank may become involved in a dispute where the product or service which you are complaining about is issued on its behalf. This is because as the authorising licensee under the legislative regimes it is responsible for having an internal dispute resolution system in place to deal with complaints about the provision of its products and services, including by its authorised representatives.

If you want to raise a complaint directly with Bendigo Bank, you can contact the Customer Feedback Team through the below details:

Phone 1300 361 911 (8.30am – 6pm Monday to Friday (Victorian time))

Email feedback@bendigoadelaide.com.au

Mail Customer Feedback Team
Bendigo and Adelaide Bank Limited
PO Box 480
BENDIGO VIC 3552

If you are not satisfied with the response provided by Bendigo Bank's Customer Feedback Team, you have the option of referring the matter to Bendigo Bank's Customer Advocate who will impartially assess your complaint, keep you informed of the progress and provide you with a response. The Customer Advocate can be contacted through the below details:

Phone 1300 139 572 (+61 3 5485 7919)
Email customeradvocate@bendigoadelaide.com.au
Mail Customer Advocate
Bendigo and Adelaide Bank Limited
PO Box 480
BENDIGO VIC 3552

We do not anticipate a situation where we cannot resolve a concern or complaint to your satisfaction, however, should this happen (or following consideration by Bendigo Bank's Customer Advocate), you have the option of referring the matter to an External Dispute Resolution Scheme (the Scheme). The Scheme's role is to investigate matters only after Members have fully exhausted the established complaint procedures of their financial services provider. You can contact the Scheme by:

Australian Financial Complaints Authority
GPO Box 3, MELBOURNE VIC 3001
Phone 1800 931 678
Website afca.org.au
Email info@afca.org.au

You can also contact ASIC on 1300 300 630 to make a complaint and obtain further information about your rights.

CONTACT DETAILS FOR AUTHORISING LICENSEES

Should you have a need to contact authorising licensees direct, below are the details:

Bendigo Bank

Phone 1300 236 344
Website bendigoadelaide.com.au

Mastercard Prepaid

Phone 1800 098 231
Website cashpassport.com.au

APPROVAL OF DISTRIBUTION

The information contained in this FSG, and its distribution, has been approved by the authorising licensees.

Contact us

PHONE

1300 361 761

EMAIL

support@serviceone.com.au

WEBSITE AND MOBILE

serviceone.com.au

Visit us

Branches throughout the ACT and surrounding NSW.
Visit serviceone.com.au or phone 1300 361 761 for details.

Registered Office:
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DEAKIN ACT 2600

SERVICE ONE® is a registered trade mark of SERVICE ONE Mutual Limited.

SERVICE ONE Mutual Limited (SERVICE ONE) ACN 095 848 598 is an agent of Bendigo and Adelaide Bank Limited (Bendigo Bank) ACN 068 049 178 AFSL/Australian Credit Licence 237879 in the distribution of SERVICE ONE Alliance Bank branded products and services. SERVICE ONE also has arrangements with other third parties as detailed in this Financial Services Guide. SERVICE ONE Alliance Bank branded deposits and loans are deposits and loans of Bendigo Bank.

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