

Financial Services Guide

The purpose of this Financial Services Guide is to give you general information that may help you decide whether you wish to use any of the services set out in the Guide.

This Financial Services Guide provides information on behalf of
Queensland Teachers' Credit Union Limited
ABN 83 087 651 054 AFSL 241195
454 St Paul's Terrace Fortitude Valley Qld 4006
Phone 13 29 30

Other documents you may also receive

You may also receive other documents when QTCU provides services or products to you.

Statement Of Advice (SOA)

This is a record of personal advice you receive as well as the information that advice was based on.

You will receive an SOA when QTCU provides personal advice to you. However, you will not receive an SOA where the product is a basic deposit product, a non-cash payment facility or travellers' cheques.

Product Disclosure Statement (PDS)

This contains general information about our products including:

- The terms and conditions for the product;
- Any significant risks associated with holding the product;
- Information about the cost of the product; and
- Details of fees and charges QTCU receives for issuing the product.

We must provide you with a PDS about a financial product when:

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

What financial services can we provide?

Our Australian Financial Services Licence authorises us to provide the following financial services:

- To provide financial product advice about:
 - Deposit products;
 - General insurance; and
 - Non-cash payment products;
 - Consumer credit insurance
- To deal in:
 - Deposit products;
 - General insurance; and
 - Non-cash payment products;
 - Consumer credit insurance

Products and Services

Over the years, the Credit Union has developed an extensive range of products and services, including transaction, investment, credit, insurance, financial planning and travel facilities. A brief summary is covered in this document. However if you require more information, simply visit a branch, call the Contact Centre on 13 29 30, or download a brochure online at www.qtcu.com.au.

Products

Current Account

When you join the Credit Union, your Current Account is established. This can become your everyday working account, and with the convenience of linked card and cheque facilities, you can have access to your money via ATMs, phone and internet banking.

Christmas Savings Account

This special savings account allows you to make year-round deposits, with your accruing savings gathering interest. The full amount is then available for withdrawal during the festive season to help ease the financial pressure.

eSave Account

The eSave Account allows you to earn a high rate of interest on balances over \$5,000 while your money remains on call. You can deposit funds to the account via direct credit or transfers from other accounts using NetAccess and Tele-access. Access to your money in the account is via NetAccess and Tele-access only. This gives you fast and easy access to your savings whenever you need it.

Home Loans*

Buying your home or investment property is one of the most important financial commitments you will ever make. It makes sense to get the right advice and the best combination of competitive home loan features to suit your needs.

Creating your Home Loan package is about working together to achieve a loan that complements your financial situation and goals. QTCU offers a range of home loan options to help make your money and your investment work for you.

Personal Loans*

Borrowing for a car, boat, holiday, wedding, computer or your latest home improvements? QTCU personal loans are flexible to suit your lifestyle, with competitive rates and no ongoing maintenance fees or early payout penalties. Apply in person, online or over the phone.

Overdraft*

An overdraft is simply an agreed credit limit attached to your Current Account. It puts you in control, ensuring total flexibility of your working account and access to cash if you need it.

*Terms, conditions, fees, charges and normal lending policies apply. Information is subject to change.

Insurance

Through QTCU you can manage your insurance with security and choice. QTCU will also assist with claims if you ever need it. The Credit Union can arrange a wide range of products and services to cover your domestic and life interests. Ask for a Product Disclosure Statement, available from QTCU, before you decide what insurance you need.

QTCU acts under a binder agreement so it can immediately issue cover to you, or vary or renew an existing policy, on behalf of the insurers. In many cases, you can be covered before you walk out the door.

Insurance policies are issued by CUMIS Insurance Society Inc. ABN 72 000 562 121 AFSL 245491 (incorporated in the United States) trading as CUNA Mutual General Insurance (the members of the Society have no liability) and/or CUNA Mutual Life Australia Limited ABN 83 089 981 073 AFSL 245492.

VISA Card

With a Credit Union VISA Card you'll experience freedom and flexibility to shop without cash or cheques. With 12 million access points worldwide, VISA offers you unparalleled convenience at home or overseas.

MyCard

QTCU's MasterCard credit card - MyCard offers an interest free period of up to 55 days, special rates and a choice of two rewards programs.

Investment Accounts

To help you plan for your future, the Credit Union offers a wide range of tailored investment accounts including cash management accounts, an online savings account and term deposits. Each is designed to suit your different needs, with a choice of terms and interest payment options.

Youth Programs

Through the Keyway youth programs, QTCU's young members learn about life and finance in an innovative and enjoyable way.

Edvest

Edvest is an investment and lifestyle service designed exclusively for members who are 50 years of age or over. Joining Edvest gives you immediate access to a comprehensive package of member benefits in addition to the range of Credit Union services.

Services

Diploma World Travel

Diploma is the Credit Union's very own award-winning travel agency, offering expert advice and innovative travel packages. Whatever your destination or style of travel, Diploma has a specialist who can assist with inside tips and helpful suggestions to make your trip an amazing experience. For more information, contact Diploma Travel on 1300 888 999, or visit the web site at www.diplomatravel.com.au.

Financial Planning

QTCU conducts its financial planning business through its subsidiary QTCU Financial Planning Pty Ltd who offers members access to a highly qualified team of experienced Financial Planners+ who can provide advice on issues such as wealth creation, superannuation, retirement planning and estate planning. QTCU Financial Planners are salaried employees of our subsidiary company who provide sound, strategic advice to help you take a deliberate, sensible approach to investing.

Throughout the year you are invited to attend the popular seminar series, at minimal or no cost. Take control of your financial future and reach your goals with the expert guidance of the QTCU Financial Planners.

+ QTCU Financial Planning Pty Ltd ABN 35 116 361 650 is a Corporate Authorised Representative (ASIC No. 293929) of Outlook Financial Solutions Pty Ltd, ABN 40 083 233 925, AFSL 240959, 70 Yarra Street Heidelberg VIC 3084.

Motor Vehicle Consultants (MVCs)

QTCU's Motor Vehicle Consultants are specialists in finding the new or used vehicle you want, negotiating the right price, and ensuring you get value for money. What's more, the service is FREE to Credit Union members.

The MVCs can source your new car, organise all the paperwork, test drives and inspections, and even find a competitive trade-in on your current vehicle. There's no catch, just the best deal available on your next car without the haggling and stress. Simply call 13 29 30 and discuss your needs to get started.

MVC's are a separate business conducted by Platinum Nominees Pty Ltd ABN 44 010 878 252 trading as The Motor Vehicle Consultants and are not a related party of Queensland Teachers' Credit Union Limited.

Foreign Exchange Service

QTCU can assist with a range of currency exchange and transfer services. These include travellers' cheques, drafts, telegraphic transfers, Cash Passport Cards and the sale and purchase of foreign currency. The Credit Union also negotiates the repurchase of foreign cheques, money orders, drafts and travellers' cheques.

Other Important Information about QTCU

Remuneration, commission and fees

QTCU does not charge any fees for managing the accounts you hold with us on your behalf. We invest all monies that form part of deposit both in Australian and overseas securities.

Commissions

We may receive commissions:

- When you carry out certain transactions using your VISA card - at a range between 0.5% to 1.42% on the \$AUD of all sales by merchants. The commission rate varies depending on whether sales are made inside or outside Australia.
- For MyCard referrals - of an amount between \$11 to \$66 per MyCard account and when you carry out certain transactions using your MyCard - at a rate of 3% per month on the \$AUD of all sales by merchants.
- When we arrange insurance policies - at a range of rates between 5% to 25% of the value of the premium. The commission rate will vary depending on the type of insurance product sold.
- When we arrange to issue foreign currency to you - at a range of 1% for travellers' cheques, \$5 for each draft or repurchase, \$20 for each overseas telegraphic transfer and an amount equal to 1% of the value of any Cash Passport.
- When you carry out transactions using Bpay® - \$0.55 per transaction.
- In the form of profit and dividends from revenue derived from the sales of financial products and for the provision of advice through our subsidiary QTCU Financial Planning Pty Ltd.

® Registered to BPAY Pty Ltd ABN 69 079 137 518

Staff Incentives & Bonuses

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

- In cash or kind each quarter up to \$2,500 for achieving outcomes across a range of accountabilities.
- In the form of cash and/or prizes from time to time as a result of promotional offers from our third party suppliers (eg MyCard, VISA card or insurance promotions).
- Our frontline staff may receive a payment for referral of customers to our subsidiary, QTCU Financial Planning Pty Ltd, for financial planning advice. The details of any payment will be outlined to you when engaging the services of QTCU Financial Planning, and documented in the Statement of Advice.

- Some of the staff employed by our subsidiary, QTCU Financial Planning Pty Ltd, may receive an incentive payment or bonus, depending on sales targets achieved for the sale of the Financial Planning products and giving advice about those products. When your Adviser provides you with personal advice, you will receive a Statement of Advice which includes the details of these payments. Further details are set out in the Financial Services Guide that relates to Financial Planning products and advice issued by Outlook Financial Solutions Pty Ltd and provided to you if you consult QTCU Financial Planning Pty Ltd's Financial Planners.

Representatives of the Credit Union are paid by salary, not commission. A complete itemisation of fees and charges can be found in our current Fees and Charges brochure.

Making a Complaint

If you have a concern or a complaint about any QTCU product or service 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 5 working days. If you are not satisfied with the way in which we deal with your complaint, or if we do not respond promptly, you may refer the complaint to our external dispute resolution centre, Financial Ombudsman Service, on 1300 780 808. You may wish to refer to our Complaints and Compliments brochure for further details.

Relationships between QTCU and Other Parties

QTCU has relationships with third parties that might influence circumstances in which its financial services are provided and acts on behalf of the following product issuers.

The third parties involved in Insurance Products are disclosed under the heading "Insurance". Other third parties include:

Citibank Limited (MyCard product only)
2 Park Street, Sydney NSW 2000

VISA International
50 Bridge Street, Sydney NSW 2000

Travelex Limited
1 Margaret Street, Sydney NSW 2000
ABN 36 004 179 953

Zurich Australia Limited
5 Blue Street, North Sydney NSW 2060
ABN 92 000 010 195 AFSL 232510

RIM Securities Limited
1/41 Edward Street,
Brisbane QLD 4000
ACN 111 273 048

Further Information

More information is available on the financial services outlined in this document from the consultant you spoke to or by contacting us on 13 29 30, visiting www.qtcu.com.au or emailing qtcu@qtcu.com.au.

This Financial Services Guide (FSG) was prepared on 10 January 2010. The information contained in this document is current at the time it was prepared.

It's also important for you to retain this FSG and any subsequent FSG so you can refer back to it whenever you need to. Alternatively, all of the elements contained in this FSG can be obtained online at www.qtcu.com.au.



**Queensland Teachers'
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