

# Financial Services Guide

GreaterBank 

**Effective 16 October 2023**

Greater Bank, part of Newcastle Greater Mutual Group Ltd  
ACN 087 651 992 AFSL/Australian credit licence 238273

Under the *Corporations Act 2001* (Cth) (**Corporations Act**) we are  
required to supply you with this Financial Services Guide when we  
provide you with certain financial services.

## Important Information

This Financial Services Guide (**FSG**) is issued by Greater Bank, part of Newcastle Greater Mutual Group Ltd ACN 087 651 992 (**Greater Bank, we, our or us**).

It is an important document that we are required to provide under the Corporations Act. It contains information on:

- Who we are and how you can contact us
- What financial services we are authorised to provide
- Who is responsible for providing those financial services
- Relationships or associations we have with other financial product issuers
- How we and our staff are remunerated for providing those financial services
- How you can make a complaint and our complaints and disputes procedures
- How we collect and use personal information and where you can get a copy of our Privacy and Credit Reporting Policy

This FSG is designed to assist you in deciding whether to acquire or use any of the financial products or services we provide. If you choose to acquire or use any of the financial products or services we provide, you may also receive other documents relating to the products or services which you should read carefully (for example, we may also give you a Product Disclosure Statement - see "Product documents" below for more details).

## About Greater Bank

Greater Bank is part of Newcastle Greater Mutual Group Ltd ACN 087 651 992 AFSL/Australian credit licence 238273 (**NGM Group**). NGM Group is an Australian customer-owned bank and mutual financial institution with headquarters in Newcastle, New South Wales, and is an authorised deposit-taking institution regulated by the Australian Prudential Regulation Authority.

Unless otherwise specified, for NGM Group issued financial products, this FSG relates only to Greater Bank branded financial products and services.

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

<b>Head Office</b>	307 King Street, Newcastle West NSW 2302
<b>Phone</b>	13 13 86
<b>Email</b>	<a href="mailto:webenquiry@greater.com.au">webenquiry@greater.com.au</a>
<b>Online</b>	<a href="http://greater.com.au">greater.com.au</a>

## Our financial products and services

NGM Group holds an Australian Financial Services Licence (**AFSL**) authorising us to deal in and provide financial product advice in relation to the following products:

- deposit and payment products;
- general insurance products;
- debentures, stocks or bonds (issued by a government);\*
- life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- interests in managed investment schemes (including investor directed portfolio services);\* and
- superannuation,

to retail and wholesale clients.

*\*These product groups are not currently offered by Greater Bank.*

## Credit activities

NGM Group also holds an Australian credit licence authorising us to engage in certain credit activities, including as a credit provider. Refer to our Credit Guide for further details.

## Types of financial product advice

There are two types of financial product advice: personal advice and general advice. Personal financial product advice considers your objectives, financial situation and/or needs. General financial product advice does not consider your objectives, financial situation or needs.

We will not provide you with personal financial product advice unless we have expressly agreed in writing with you to do so.

Not all of our staff are qualified to give you financial product advice. Some are authorised only to give general advice or factual information on a limited range of financial products.

Our branch and Contact Centre staff are not authorised to provide you with personal financial product advice. Any information provided by our branch or Contact Centre staff will not consider your particular objectives, financial situation or needs, and a statement of advice will not be provided. Accordingly, you will need to consider the appropriateness of the information provided by our branch and Contact Centre staff having regard to your particular circumstances.

If one of our staff cannot help you or provide you with advice, they will let you know and may refer you to another staff member or service provider.

## Who do we act for

We provide the financial products and services described in this FSG under NGM Group's AFSL as part of NGM Group.

When we provide financial services relating to Greater Bank branded financial products issued by Greater Bank (e.g., Greater Bank branded deposit products), we act on our own behalf.

We also distribute (i.e., arrange for the issue of) financial products issued by other third-party product issuers, including issuers of general insurance products. When we do so, we may act on behalf of the other product issuer.

We may also, from time to time, refer you to another service provider. When we do so, it is your choice whether you acquire or otherwise receive any products or services from the other service provider.

We do not guarantee and are not responsible for any products or services you chose to acquire or receive from another product issuer and/or service provider.

## Product documents

When we provide a financial service to you, you may receive product documentation, including the terms and conditions relating to a specific product. The terms and conditions for some of the deposit and payment products and services we offer are available on our website at [greater.com.au/termsandconditions](https://greater.com.au/termsandconditions).

Where required, we may also give you a Product Disclosure Statement (**PDS**) if we offer to arrange for the issue of, or for you to acquire, a general insurance product, a life risk insurance product or a superannuation product. Before deciding about whether to acquire the product, you should carefully read the PDS. The PDS will contain information about the particular product, including the costs, benefits and features. This information will help you to decide whether to acquire the product.

We will not give you a PDS in relation to a basic deposit product or a non-cash payment product related to a basic deposit product.

## Benefits received by us

### Fees and charges

We may charge fees and charges for financial products and/or services we issue and/or provide to you.

Details of those fees and charges are disclosed in product terms and conditions available at any of our branches or on our website at [greater.com.au/termsandconditions](https://greater.com.au/termsandconditions).

## Remuneration and other benefits we may receive through our relationships and associations with other parties

The following table provides details of remuneration and other benefits we may receive from other parties.

Product type	Our associations, relationships and remuneration/benefits
<b>General insurance products</b>	
<b>Home &amp; Contents and Landlord Insurance</b>	Allianz Australia Insurance Limited - 20% of premium
<b>Motor, Caravan and Trailer Insurance</b>	Allianz Australia Insurance Limited - 10% of premium
<b>Travel Insurance (online only)</b>	AWP Australia Pty Ltd trading as Allianz Global Assistance as agent for the issuer, Allianz Australia Insurance Limited  - 14% of premium for new policies only
<b>Other financial products</b>	
<b>Foreign Cash</b>	Travelex Limited  - Higher of \$10 or 1% of the \$AUD amount of foreign cash purchase  - 20% share of foreign exchange revenue
<b>Telegraphic Transfer Fee (outward International Payment)</b>	Convera Australia Pty Ltd trading as Convera  - \$30 when transferring in foreign currency*  - \$50 when transferring in AUD**  Fee is inclusive of *\$20 or **\$40 payable to Convera
<b>Multi-Currency Cash Passport</b>	MasterCard Prepaid Management Services Australia Pty Limited  - A flat fee of \$10 per card loaded or reloaded in one of Greater Bank's branches  - A flat fee of \$20 per card issued by way of Mastercard's URL link displayed on Greater Bank's website  - A share of foreign exchange revenue

**Note** - References to insurance premiums mean base premium exclusive of GST and other government charges.

## Referral Benefits

We receive referral benefits from other product and service providers, including the following:

Product type	Our associations, relationships and remuneration/benefits
<b>General insurance products</b>	
<b>Reverse Mortgage</b>	<p>Heartland Reverse Mortgages (Australian Seniors Finance Pty Ltd/ ASF Custodians Pty Ltd)</p> <ul style="list-style-type: none"><li>- Upfront referral fee - \$500 (plus GST) for each settled loan application</li><li>- For loans which commenced prior to 1 September 2021: customer servicing allowance of 0.30% per annum for the balance of loans funded and 0.70% on any additional drawings on each draw</li></ul>
<b>Credit Assistance</b>	<p>Liberty Network Services Pty Ltd</p> <ul style="list-style-type: none"><li>- Upfront referral fee</li><li>- Up to 44% of the panel lender commission paid to an authorised credit representative of Liberty Network Services Pty Ltd by a lender; or</li><li>- \$400 for all approved and funded motor loan applications</li></ul>

You may request further details of the benefits and other payments described above after receiving this FSG and before any financial services are provided to you.

## Benefits received by our staff

All Greater Bank staff receive a salary. Some staff may receive a monetary or other valuable incentive, reward or bonus from Greater Bank based on a combination of the performance of the staff member's team or business unit and/or the staff member's own performance; or from Greater Bank or other product issuers based on the value and/or number of sales annually or during a promotional period in connection with the provision of a financial product or service.

If we provide any personal financial product advice to you, we will let you know about any benefits that we or our staff receive at the time that the personal advice is given or as soon as practicable after that time. If you do not receive personal financial product advice from us, you may request further particulars about these benefits provided the request is made within a reasonable time after receiving this FSG and before any financial service identified in this FSG is provided to you.

## How can you give us instructions

Depending on the financial service or product concerned, you may give instructions to us in person or electronically. Electronic instructions may be given by email, telephone or via our website, online banking and/or the Greater Bank app. In some cases, you may also authorise other people to conduct transactions or give us instructions on your behalf. It may still be necessary for some instructions to be confirmed by you in person.

## Privacy

We're committed to protecting your privacy. We collect, use, hold, store and share your personal information in accordance with our Privacy and Credit Reporting Policy (**Privacy Policy**). This includes for the purposes of assessing and processing your applications for products and services offered or distributed by us and/or providing, or arranging for the provision of, products and services to you. Without this information, we may be unable to assess or process your application or provide, or arrange for the provision of, products and services to you.

For further information on how we handle your personal information, please read our Privacy Policy, and refer to privacy statements in our disclosure documents, terms and conditions, forms and on our website.

Our Privacy Policy includes details about how you may request access to and ask us to correct the personal information that we hold about you. Our Privacy Policy also outlines our privacy complaints process. Our Privacy Policy is available on our website [greater.com.au](http://greater.com.au) or you can obtain a copy free of charge in any of our branches or by calling us on 13 13 86.

## Hardship

If you're having trouble meeting your financial obligations to us, please contact us immediately so we may determine how we may be able to assist you.



## AML-CTF requirements

As a financial services provider, we have obligations under the *Anti-Money Laundering and Terrorism Financing Act 2006* (Cth) to verify your identity before we can provide you with financial products and services. We will let you know what documentation you will need to provide us with to satisfy identification requirements.

From time to time, we may also require you to provide additional information about you, your account and/or any person you have authorised to access or operate your account. You must provide us with any additional information (including documents) we reasonably request.

## Compensation arrangements

As an authorised deposit-taking institution regulated by the Australian Prudential Regulation Authority, we are exempt from the compensation requirements contained in the Corporations Act. We do, however, have compensation and insurance arrangements in place. These arrangements satisfy the requirements for compensation arrangements under section 912B of the Corporations Act.

## What to do if you have a complaint

### Contact us

If you have a complaint about any of our products or services, please contact any Greater Bank branch or use one of the following methods:

**Phone** 13 13 86

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

**Online** [greater.com.au/complaints#form](https://greater.com.au/complaints#form)

Our staff will aim to resolve your complaint as quickly as possible and will acknowledge your complaint promptly. We will investigate the complaint and, if necessary, decide upon appropriate action.

We will respond to you within 30 days (or any shorter period required by law or a regulator), advising you in writing of the outcome of the complaint. If we are unable to resolve the complaint within 30 days (or applicable shorter period), 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.

## Australian Financial Complaints Authority

If we are unable to resolve your complaint to your satisfaction, you may refer your complaint to the Australian Financial Complaints Authority (**AFCA**). AFCA offers a free independent dispute resolution service for consumer and small business complaints (where the complaints fall within AFCA's terms of reference).

**You can contact AFCA at:**

**Website** [www.afca.org.au](http://www.afca.org.au)

**Email** [info@afca.org.au](mailto:info@afca.org.au)

**Phone** 1800 931 678 (free call)

**Mail** Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001.

## Financial Claims Scheme

The Australian Government Financial Claims Scheme (**FCS**) provides a guarantee for funds deposited with an authorised deposit-taking institution (**ADI**) up to a limit for each depositor. If an ADI becomes insolvent, customers may be eligible to receive a payment under the FCS. More information about the FCS is available at [www.fcs.gov.au](http://www.fcs.gov.au).

## Customer Owned Banking Code of Practice

NGM Group is a member of the Customer Owned Banking Association. The Customer Owned Banking Code of Practice is available at [greater.com.au/about-us/](http://greater.com.au/about-us/).

# Notes

GreaterBank >



**Head Office: 307 King Street, Newcastle West NSW 2302**  
**PO Box 5001, Hunter Region Mail Centre NSW 2310**  
**P 13 13 86**

Greater Bank, part of Newcastle Greater Mutual Group Ltd  
ACN 087 651 992 AFSL/Australian credit licence 238273