

Financial Services Guide

Prepared on 27 February 2012



The purpose of this Financial Services Guide (FSG) is to give you general information that may help you decide whether you use QT Mutual Bank's products and services.

This Financial Services Guide provides information on behalf of QT Mutual Bank Limited (QTMB).

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 QTMB 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 QTMB 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 QTMB 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 deal in and provide financial product advice about the following financial services:

- Basic deposit products
- Non-cash payment products
- General insurance
- Consumer credit insurance, and
- Cash Passports.

In addition to the financial services we provide under our Australian Financial Services Licence, we also deal in and advise on consumer and commercial lending products, investment, credit, insurance, financial planning and travel facilities. Not all products offered by QTMB are issued by QTMB. QTMB also acts on behalf of other product issuers.

QTMB acts on behalf of other issuers when it sell the following products:

- General insurance
- Consumer credit insurance
- Investment and superannuation products
- Financial planning advice
- Travellers' cheques and foreign currency, and
- MyCard product.

If you need to know the name of the issuer of a product that QTMB offers you, and therefore who QTMB acts for when it offers you that product, please refer to the PDS or SOA (when you receive either of these) or ask our staff.

For insurance products, QTMB acts under a referral agreement and does not act as underwriter.

Insurance policies are issued by CGU Insurance Limited ABN 27 004 478 371 AFSL 238291 and Swann Insurance (Aust) Pty Ltd, ABN 80 000 086 680 AFSL 238292.

QT Mutual Bank Limited ABN 83 087 651 054 AFSL 241195 acts under its own Australian Financial Services Licence and agreement with the insurers, CGU Insurance Limited ABN 27 004 478 371 and Swann Insurance (Aust) Pty Ltd ABN 80 000 086 680.

QTMB conducts its financial planning business through its subsidiary QT Financial Planning Pty Ltd. QT Financial Planners are salaried employees of our subsidiary company.

QT 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, Level 17, 100 Pacific Highway, North Sydney, NSW 2060.

If you would like more information, simply visit your nearest branch, call the Contact Centre on 13 29 30, or download a brochure online at www.qtmb.com.au.

Benefits QTMB receives for providing financial services

Remuneration, commission and fees

QTMB does not charge any fees for managing the accounts you hold with us on your behalf, with the exception of the Everyday account, to which a monthly fee applies where monthly deposits do not exceed \$2,000.

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 A\$ 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 \$71 per MyCard account and when you carry out certain transactions using your MyCard — at a rate of 3% per month on the A\$ 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. ® Registered to BPAY Pty Ltd ABN 69 079 137 518
- 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 QT Financial Planning Pty Ltd.

Staff Incentives and 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, QT Financial Planning Pty Ltd, for financial planning advice. The details of any payment will be outlined to you when engaging the services of QT Financial Planning, and documented in the Statement of Advice.
- Some of the staff employed by our subsidiary, QT 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 that 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 QT Financial Planning Pty Ltd's Financial Planners.
- Representatives of QTMB are paid by salary, not commission.

Relationships between QTMB and other parties

QTMB 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.

Third parties with whom we have a relationship include:

Access Prepaid Australia Pty Ltd
(who arranges for the issue of the Cash Passport product)
Level 5, 504 Pacific Highway, St Leonards NSW 2065
ABN 47 145 452 044 AFSL 386837

CGU Insurance Limited
Level 26, 388 George Street, Sydney NSW 2000
ABN 27 004 478 371 AFSL 238291

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

CUNA Mutual Life Australia Limited
ABN 83 089 981 073 AFSL 245492
CUMIS Insurance Society INC.
ABN 72 000 562 121 AFSL 245491
Level 10, 345 George Street, Sydney NSW 2000

Heritage Bank Limited
(who issues the Cash Passport product)
PO Box 190, Toowoomba Qld 4350
ACN 087 652 024 AFSL 240984

Swann Insurance (Aust) Pty Ltd
Level 26, 388 George Street, Sydney NSW 2000
ABN 80 000 086 680 AFSL 238292

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

Visa International
50 Bridge Street, Sydney NSW 2000

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

Making a complaint

If you have a concern or a complaint about any QTMB 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 five 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.

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.qtmb.com.au or emailing qtmb@qtmb.com.au.

This Financial Services Guide (FSG) was prepared on 27 February 2012. 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.qtmb.com.au.



local branch



13 29 30



qtmb.com.au

QT Mutual Bank Limited

Head office: 454 St Paul's Terrace, Fortitude Valley, Qld 4006

Mail to PO Box 929, Fortitude Valley, Qld 4006

ABN 83 087 651 054 AFSL/Australian credit licence 241195