

Financial Services Guide

Effective 1 December 2011



People first.

Talk to us today.



ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is provided by Heritage Bank Limited (**Heritage** or **we/us/our**) as a requirement under the *Corporations Act 2001*.

The FSG is designed to assist you in deciding whether to use any of the financial services offered in this FSG.

It contains information on:

- benefits that may be received by Heritage and other relevant persons in relation to those financial services; and
- how complaints against Heritage are dealt with.

It also contains other information about how you can contact and give instructions to us, what financial services and products we are licensed to provide, who we act for and our associations and relationships which relate to our financial services.

This FSG does not relate to financial services provided by our financial planning business which has its own FSG.

OTHER DOCUMENTS YOU MAY RECEIVE

You may also receive a Product Disclosure Statement and/or a Statement of Advice.

Product Disclosure Statement (PDS)

We may be required to give you a PDS when we issue, offer to issue or offer to arrange for the issue of a financial product or when we give personal advice recommending a financial product to you.

A PDS:

- is designed to assist you to decide whether to acquire the financial product; and
- is required to contain information about the features, terms, conditions, benefits, costs and risks for the financial product; and
- is issued by the issuer of the financial product.

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

A basic deposit product is a type of deposit product which satisfies conditions listed in the *Corporations Act 2001*. In general terms, a non-cash payments product is a facility through which payments can be made otherwise than by the physical delivery of Australian or foreign currency in the form of notes or coins.

Statement of Advice (SOA)

We may be required to give you an SOA when we provide personal advice about a financial product to you.

Personal advice is advice when your objectives, financial situation or needs have been or would be expected to be considered.

We do not provide personal advice about deposit products, related non-cash payment facilities or traveller's cheques. We and our staff will only give you information and general advice on those products.

An SOA:

- is designed to record details of the personal advice; and
- sets out the basis of the advice and information about fees, commissions and associations that may influence the advice.

ABOUT HERITAGE

Our name and contact details

Heritage Bank Limited

ABN 32 087 652 024 AFSL 240984, Australian Credit Licence 240984

400 Ruthven Street / PO Box 190

Toowoomba Qld 4350

Phone: 13 14 22

Fax: 07 4694 9780

Email: info@heritage.com.au

Internet: www.heritage.com.au

A full list of Heritage's locations is included in the brochure titled *Where to find Heritage* which is available from our branches or by visiting the *About Heritage* section of our website.

Services and products

Heritage holds an Australian Financial Services Licence authorising us to deal in (by issuing or arranging the issue of) and provide financial product advice about the following types of financial products to retail and wholesale clients:

- deposit and payment products; and
- general insurance products; and
- life insurance products - investment life insurance and life risk insurance; and
- government debentures, stocks or bonds; and
- managed investment schemes including investor directed portfolio services; and

- superannuation and retirement savings accounts; and
- securities; and
- standard margin lending facilities.

Heritage's Wealth Protection Advisors are only authorised to advise on and deal in consumer credit insurance products (a particular type of general insurance product) and life risk insurance products.

Giving us instructions

Depending on the financial service or product concerned, you may conduct transactions or give instructions to us in person, electronically (examples: fax, email, telephone, internet, ATMs) and via our authorised representatives. In some cases you may also authorise other people to conduct transactions or give instructions on your behalf.

Who we act for

Heritage provides the financial services described in this FSG as licensee under its own Australian Financial Services Licence.

When we provide financial services relating to financial products issued by Heritage, we act on our own behalf.

When providing the arranging services, Heritage may act on behalf of other product issuers, including issuers of travellers' cheques, life insurance products, general insurance products, managed investment products, superannuation products, margin lending facilities and securities.

ASSOCIATIONS AND RELATIONSHIPS

Heritage has associations and relationships with financial product issuers as detailed below.

Product issuer	Example of financial products issued
Access Prepaid Australia Pty Ltd ABN 47 145 452 044	Cash Passports
American Express Travel Related Services Company, Inc.	Traveller's cheques
Allianz Australia Insurance Limited ABN 15 000 122 850	Home, contents and motor insurances Caravan insurance Commercial insurance Consumer credit insurance (disability and unemployment component), travel
Allianz Australia Life Insurance Limited ABN 27 076 033 782	Consumer credit insurance (life component) life, disability and trauma insurance
The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809	Life, disability, trauma, income protection and business expenses insurance

Product issuer	Example of financial products issued
OnePath Life Limited ABN 33 009 657 176	Life, disability, trauma, income protection and business expenses insurance
Asteron Life Limited ABN 64 001 698 228	Life, disability, trauma, income protection and business expenses insurance
Zurich Australia Limited ABN 92 000 010 195 Zurich Investment Management Limited ABN 56 063 278 400	Life, disability, trauma, income protection and business expenses insurance

In addition, Heritage refers customers to Australian Investment Exchange Limited ABN 71 076 515 930 for online share trading services. We provide no financial services in this area and are not responsible for the financial services you receive from the provider or its representatives. Those services are the sole responsibility of the provider and its representatives.

BENEFITS RELATING TO FINANCIAL SERVICES

Benefits received by Heritage

Heritage may charge fees for any of its financial services.

We may also receive commissions and other benefits from other product issuers for dealing in financial products on their behalf. The following table indicates the ranges of commissions we may receive.

Product	Range of commission	Who pays commission
Cash Passport (non-cash payments product) – Australian dollar and foreign currency	1% of the Australian dollar amount transacted A monetary bonus payment may apply if we or a branch or mini-branch sell a number of Cash Passports exceeding a minimum target (volume bonus) ¹	Access Prepaid Australia Pty Ltd ABN 47 145 452 044
International drafts International telegraphic transfers	\$5 \$10	American Express Travel Related Services Company Inc.
Foreign Currency	1% of the Australian dollar value (minimum \$4)	
Travellers Cheques	1% of the Australian dollar value (minimum \$5)	

Product	Range of commission	Who pays commission
General insurance (other than caravan insurance and commercial insurance)	Up to 20% of each premium (excluding government fees and charges, plus GST)	Allianz Australia Insurance Limited ABN 15 000 122 850
Caravan insurance Commercial insurance	Up to 10% of each premium (excluding government fees and charges, plus GST)	Allianz Australia Insurance Limited ABN 15 000 122 850
Life related insurance (this includes life cover, total and permanent disability (TPD) cover, trauma cover, income protection cover, business expense cover and child cover)	Up to 125% of each premium (excluding government fees and charges, plus GST)	OnePath Life Limited ABN 33 009 657 176 Asteron Life Limited ABN 64 001 698 228 The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 Zurich Australia Limited ABN 92 000 010 195 Zurich Investment Management Limited ABN 56 063 278 400
Travel insurance	Up to 30% of each premium (excluding government fees and charges, plus GST)	Insurance is underwritten by Allianz Australia Insurance Limited ABN 15 000 122 850 and arranged and managed by AGA Assistance Australia Pty Ltd trading as Allianz Global Assistance ABN 52 097 227 177
Consumer Credit Insurance (Mortgage Repayment insurance and Loan Repayment insurance) Life insurance, disability insurance and trauma insurance	Up to 20% of each premium (excluding government fees and charges, plus GST)	Allianz Australia Insurance Limited ABN 15 000 122 850 and Allianz Australia Life Insurance Limited ABN 27 076 033 782
Compulsory Third Party insurance	Up to 5% of each premium (excluding government fees and charges, plus GST)	Allianz Australia Insurance Limited ABN 15 000 122 850

We also receive payments from other product issuers or financial product advisers to whom we refer you to. We receive commission which is a percentage of the premium for referring you to Allianz Australia Life Insurance Limited for life insurance. Ask us for more details before we provide you with any services on the product. We may receive other benefits which are not required to be in this FSG. For example, we are not required to include in this FSG details of the benefits we receive in relation to some deposit products such as basic deposit products, non-cash payment products related to basic deposit products or traveller's cheques.

Benefits received by our staff and others

Our staff are paid either salary or wages. They may also be paid an incentive for either or both of:

- their performance against sales budgets as part of a team or individually; and
- their participation in our overall financial performance.

Depending on the kind of work they do, the incentive may be paid quarterly, half-yearly or yearly. At the time this FSG is given to you, it is not possible to determine whether a staff member qualifies for an incentive or the amount of that incentive. No commissions, incentives or benefits are paid to our staff on a per sale basis. Our staff members, or the teams they work in, may become eligible to receive or share in any volume bonus paid to us by Access Prepaid Australia Pty Ltd ABN 47 145 452 044 for sales of Cash Passports (see earlier in this FSG)¹.

Our Wealth Protection Advisors are required to disclose to you, if they give you personal advice, the amounts of commissions on specific financial products, or the way those commissions are calculated. This disclosure will usually be in the SOA.

RESOLVING COMPLAINTS

If you have a complaint about Heritage or any of our authorised representatives or staff, please tell us. The various ways to access our dispute resolution procedure are to:

- call us on 13 14 22; or
- visit one of our branches and talk to our staff; or
- write to us at PO Box 190, Toowoomba, Qld, 4350; or
- fax us on 07 4694 9780; or
- email us at feedback@heritage.com.au.

Our dispute resolution procedure requires that we seek to resolve your complaint within 21 days or up to 45 days for more complex matters (or in relation to a Visa dispute up to 60 days), although it is not always possible to resolve a complaint within these time frames. You are entitled to refer your matter to the Financial Ombudsman Service (FOS) at any time. You just need to advise us and we will facilitate the referral free of charge.

¹ You may request particulars of the volume bonus within a reasonable time after receiving this FSG and before any financial service covered by this FSG is provided to you.

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Speak with your local branch direct or call 13 14 22.
www.heritage.com.au

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Heritage Bank Limited.
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