

Financial Services Guide

Grand Ridge Agencies Pty Ltd

Personal Advice

If you receive personal financial product advice, you will be provided with a SoA which includes any remuneration and other benefits (where possible in actual dollar amounts). However, for personal advice in relation to deposit, payment and general insurance products, this information will be included in another communication. If the exact amount is not known at the time you are given the SoA or other communication, the manner in which the remuneration (including commission) and any other benefits is to be calculated will be set out.

Remuneration which Bendigo Bank or its related companies or associates may receive in their capacity as issuers of products

Remuneration received by Bendigo Bank for products issued by Bendigo Bank

Bendigo Bank is the issuer of deposit products and non-cash payment facilities and will receive remuneration in its capacity as product issuer of those products.

Remuneration received by other Bendigo and Adelaide Bank Group companies for products issued by them

If you acquire a product issued by a company in the Bendigo and Adelaide Bank Group of companies, the relevant company may receive product fees in relation to that product, including commission, referral fees, entry fees, management fees, exit fees and any other fees specified in the PDS, T&Cs or other disclosure document for that particular product. These product fees may ultimately benefit other Group members or associates.

How employees of the Agent are paid

Employees of the Agency are paid salaries, not commissions.

Privacy

We and the Bendigo and Adelaide Bank Group are committed to ensuring your privacy is protected and understand your concerns regarding the confidentiality and security of personal information you provide to us.

We collect and use your personal information in order to provide you with financial products and services. To do that, we may disclose your personal information to organisations in the Bendigo and Adelaide Bank Group, including alliances and joint venture partners.

Bendigo and Adelaide Bank Group's Privacy Policy (which applies to us) is available upon request at the Agency or at www.bendigobank.com.au

Resolving Complaints

We aim to resolve complaints as quickly as possible. We must forward details of the complaint to Bendigo Bank immediately. If the complaint cannot be resolved within 3 days, you will be contacted and kept informed of our progress and how long we expect the resolution will take.

There are 3 ways you can tell us about the issue prompting your complaint:

1. speak to one of our employees directly or ask to speak with the Principal of the Agent;
2. complete the Customer Feedback form ("Talk to us we're listening") available from the Agent and mail it to Bendigo Bank's Customer Help Centre at PO Box 480, Bendigo, VIC 3552 (this form can also be completed online at www.bendigobank.com.au);
3. contact the Customer Help Centre directly by:
 - > phoning 1300 361 911
8.30am – 7.30pm Monday to Friday (Victorian time);
 - > faxing 1300 367 615; or
 - > emailing customerhelpcentre@bendigobank.com.au

If you are not satisfied with the handling of your complaint or with the outcome of our investigation, you may wish to contact the external dispute resolution scheme.

- The Financial Ombudsman Service
GPO Box 3
Melbourne, VIC 3001
Telephone: 1300 780 808
Facsimile: 03 9613 6399
Internet: www.fos.org.au
Email: info@fos.org.au

You can also contact the Australian Securities and Investments Commission on 1300 300 630 or at www.asic.gov.au/asic/asic.nsf to find out whether an industry complaints scheme may be available to assist you.

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Grand Ridge Agencies Pty Ltd

17 December 2009

Your authorised representative is:

Name: _____

Auth. Rep. No _____ Date issued: _____

Grand Ridge Agencies Pty Ltd
88 Ridgeway, Mirboo North, VIC 3871
Telephone: 03 5668 2154 Facsimile: 03 5668 1819

Grand Ridge Agencies Pty Ltd
88 Ridgeway, Mirboo North, VIC 3871
ABN 18 088 150 985
Authorised Rep No. 265309

Agency of Bendigo and Adelaide Bank Limited.
The Bendigo Centre, Bendigo, VIC 3550.
ABN 11 068 049 178. AFSL No. 237879.

This Financial Services Guide (FSG) has been provided to you by Grand Ridge Agencies Pty Ltd and authorised employees of Grand Ridge Agencies Pty Ltd including the authorised employee whose name appears above on this FSG.

References in this FSG to:

- “Agent” are references to Grand Ridge Agencies Pty Ltd;
- “employees of the Agent” are references to the authorised employees of Grand Ridge Agencies Pty Ltd who are authorised representatives of Bendigo Bank including the authorised employee whose name appears above on this FSG;
- “we”, “us”, or “our” are references to both Grand Ridge Agencies Pty Ltd and its authorised employees including the authorised employee whose name appears above on this FSG;
- “Bendigo Bank” are references to Bendigo and Adelaide Bank Limited.

The Agent and its employees are authorised representatives of Bendigo Bank (ABN 11 068 049 178) which holds an Australian Financial Services Licence (AFSL No. 237879). Bendigo Bank has authorised the distribution of this FSG.

The Agent is an Agency of Bendigo Bank, using the Bendigo Bank name, logo and system of operations.

About this Financial Services Guide

This FSG has been designed to assist you in deciding whether to use the financial services we offer. It also contains general information about how the Agent, its employees and Bendigo and Adelaide Bank are remunerated in relation to those services as well as information about dispute resolution.

This FSG is designed to cater for all agent operating facilities that are offered by Bendigo Bank. Some products and facilities outlined in this brochure may not be available at every agency. Please confirm with the agent nominated as to which products and facilities you can obtain through their agency.

Other documents you may receive

You may also receive other documents when we provide services or products to you:

- Statement of Advice (SoA) - this is a record of personal advice provided to you. Personal advice is advice that takes into account any 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 and commissions, as well as details of any potential conflicts of interest. You will receive a SoA when personal advice is given to you, except where the advice relates to deposit, payment and general insurance products.
- Product Disclosure Statement (PDS) – this will be provided to you if we recommend, issue or offer to issue a financial product to you or we arrange a financial product for you. To assist you in deciding whether or not to acquire the financial product, the PDS sets out the key features, significant benefits, risks and fees associated with the financial product.
- Terms & Conditions (T&Cs)/Product Guides (PGs) – these will be provided to you if we recommend, arrange, issue or offer to issue our basic deposit products for you. Similar to the PDS, the T&C’s/PG’s set out the key terms, features, fees and charges associated with the product.

Contact details

- You can contact us at:
Grand Ridge Agencies Pty Ltd
88 Ridgeway, Mirboo North, VIC 3871
Telephone: 03 5668 2154
Facsimile: 03 5668 1819
- You can contact Bendigo Bank at:
Bendigo Bank (Head Office)
The Bendigo Centre, Bendigo, VIC 3550
Telephone: 1300 361 911
8.30am – 7.30pm Monday to Friday (Victorian time)
Facsimile: 03 5485 7000
- Alternatively you can telephone Bendigo Bank
7 days a week on 1300 366 666
8am – 8pm Monday to Friday (Victorian time)
9am – 4pm Saturday (Victorian time)
10am – 4pm Sunday (Victorian time)
- or visit www.bendigobank.com.au

Instructing us

Generally, you need to give us instructions in writing unless another method has been agreed to by us. You can give us these instructions by using the contact details set out above. Some products and services may have their own requirements as to how to provide instructions or execute certain transactions. Please refer to the PDS, T&Cs or other disclosure document for the relevant product details.

Bendigo and Adelaide Bank Group

We are authorised representatives of Bendigo Bank. Bendigo Bank is a member of the Bendigo and Adelaide Bank Group of companies and is a related company of the following financial product issuers:

- Adelaide Managed Funds Limited;
- Rural Bank Limited;
- Sandhurst Trustees Limited; and
- Victorian Securities Corporation Limited.

Bendigo and Adelaide Bank is a joint venture partner in Community Sector Banking.

The Agent and Bendigo Bank are authorised by a number of other financial product providers to distribute their financial products.

Our financial services

Bendigo Bank is responsible for the financial services we provide to you as authorised representatives of Bendigo Bank.

We are authorised under Bendigo and Adelaide Bank Limited’s AFSL to deal in relation to the following products:

- Banking deposit and payment products (including term deposits and non-cash payment facilities such as direct debit and cheque facilities).
- Insurance
 - > general insurance;
 - > life risk insurance;
 - > health insurance;
 - > ctp (compulsory third party motor vehicle) insurance;
 - > consumer credit insurance.
- Investments
 - > superannuation;
 - > managed funds;
 - > debentures;
 - > securities.

We may be authorised under Bendigo Bank’s AFSL to provide both general and personal advice in relation to deposit and payment products, general insurance and life risk insurance.

Benefits the Agent and Bendigo Bank may receive

In relation to the services that we provide to you, the Agent and Bendigo Bank may receive payments from other people such as product issuers. In some cases these payments are made to Bendigo Bank and shared with the Agent. All payments are paid monthly into either Bendigo Bank’s or the Agent’s account or by bank cheque.

Insurance products

Commissions are included in the amount you pay for the product and the rate of Commission depends on the particular type of product you purchase. Bendigo Bank shares that commission equally with the Agent. Commissions for insurance products are paid to us on a monthly or annual basis depending on the payment method chosen.

Insurance products sold by us are issued by either CGU Insurance Limited, QBE Insurance (Australia) Limited, Allianz Australia Insurance Limited or Swann Insurance (Aust) Pty Ltd. Commissions for insurance products are paid to us on a monthly or annual basis depending on the payment method chosen.

For car and caravan insurance, the commission is up to 13% of the annual base premium¹.

For motorcycle insurance, the commission is up to 20% of the total base premium¹.

For travel insurance, the commission is up to 35% of the total base premium².

For all other general insurance products, including house and contents, residential landlords and construction insurance, the commission is up to 22.5% of the annual base premium¹.

For consumer credit insurance, the commission is up to 20% of the total base premium².

For Auto Equity loan insurance, a maximum commission of \$110 per policy applies.

In all cases, the commission is based on the premium before the addition of government charges.

For example, if the premium for your house and contents policy is \$400 (before the addition of government charges), Bendigo Bank would receive a commission of up to \$90. The bank would keep half of that amount (\$45) and pay the other half to the Agent.

Importantly, these commissions are not charged directly to you. Rather they are paid from the product fees applicable to the financial product you acquire.

¹ “annual base premium” means the amount charged to the customer for an insurance product by the insurer for a 12 month period (excluding stamp duty and GST).

² “total base premium” means the amount charged to a customer for an insurance product by the insurer for the period of coverage selected (excluding stamp duty and GST).

Other benefits

Bendigo Bank may receive other benefits on the sale of certain products.

These payments may take various forms including:

- a bonus payment under an arrangement with CGU Insurance Limited, which is dependent upon Bendigo Bank’s account meeting certain performance criteria over a specific period; and
- a marketing allowance from CGU Insurance Limited to conduct marketing campaigns.

Other companies in the Bendigo and Adelaide Bank Group

Where you apply through us for a product issued by Sandhurst Trustees Limited, Victorian Securities Corporation Limited or Rural Bank Limited, the Agent receives a commission between 0.225% to 0.50% per annum of the value of your investment.

For example, in respect of an investment by you in the Sandhurst Select Fund valued at \$10,000, the Agent will receive a commission of 0.225% per annum on that amount. If the value of your investment remained at \$10,000 for an entire year, the Agent would receive \$22.50 (\$10,000 x 0.225% equals \$22.50).

All payments are paid monthly into either Bendigo Bank’s or the Agent’s account or by bank cheque.