

# Financial Services Guide

Fernvale Medical Centre

## 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 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](http://www.bendigobank.com.au)

## Resolving complaints

If you have a problem please let us know immediately because we may be able to fix it for you. We will attend to your concern promptly and courteously.

You can raise your concern or complaint with us by:

- Speaking to one of our employees directly or ask to speak with the Principal of the Agent;
- Telephoning the Customer Help Centre on 1300 361 911 8.30am to 7.30pm (Victorian time) Monday to Friday;
- Fax the Customer Help Centre on 1300 367 615;
- Emailing [customerhelpcentremailbox@bendigobank.com.au](mailto:customerhelpcentremailbox@bendigobank.com.au);
- Write to the Customer Help Centre, Bendigo and Adelaide Bank Ltd., Reply Paid 480, Bendigo 3552.

We do not anticipate a situation where we cannot resolve a concern or complaint to your satisfaction, however, should this happen, you have the option of referring the matter to the Financial Ombudsman Service. The Ombudsman's role is to investigate matters only after customers have fully exhausted the established complaint procedures of their bank.

You may obtain further information about this service by contacting the Ombudsman at:

Financial Ombudsman Service  
GPO Box 3  
Melbourne Vic 3001  
Telephone: 1300 780 808  
Fax: 03 9613 6399  
Email: [info@fos.org.au](mailto:info@fos.org.au)

# Financial Services Guide

## Fernvale Medical Centre

10/04/12

Your authorised representative is:

Name: \_\_\_\_\_

Auth. Rep. No \_\_\_\_\_ Date issued: \_\_\_\_\_

Fernvale Medical Centre  
Shop 8, 1500 Brisbane Valley Highway, Fernvale QLD 4306  
Telephone: 07 5426 7738 Facsimile: 07 5426 7624

Farnsea Pty Ltd  
Shop 8, 1500 Brisbane Valley Highway, Fernvale QLD 4306  
ACN 010 454 289  
Authorised Rep No. 404630

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 Fernvale Medical Centre and authorised employees of Fernvale Medical Centre including the authorised employee whose name appears above on this FSG.

References in this FSG to:

- “Agent” are references to Fernvale Medical Centre;
- “employees of the Agent” are references to the authorised employees of Fernvale Medical Centre who are authorised representatives of Bendigo Bank including the authorised employee whose name appears above on this FSG;
- “**Community Bank**® branch” are references to Somerset Region Community Enterprises Limited T/As Lowood & Fernvale **Community Bank**® ;
- “we”, “us”, or “our” are references to both Fernvale Medical Centre 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 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 a financial product to you or arrange a financial product for you, you are issued with a financial product or we offer to issue a financial product to you. So you can decide 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 or arrange our basic deposit products for you. Similar to the PDS, the T&C’s/PG’s set out the key features, significant benefits, risks and fees associated with the financial product.

### Contact details

- You can contact us at:  
Fernvale Medical Centre  
Shop 8, 1500 Brisbane Valley Highway, Fernvale QLD 4306  
Telephone: 07 5426 7738  
Facsimile: 07 5426 7624
- 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 BENDIGO** (1300 236 344)  
8am – 8pm Monday to Friday (Local hours)  
9am – 4pm Saturday (Local hours)  
9am – 4pm Sunday (Local hours)
- or visit [www.bendigobank.com.au](http://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; and
- Sandhurst Trustees Limited.

Bendigo and Adelaide Bank Limited 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’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 insurance;
  - > health insurance;
  - > ctp (compulsory third party motor vehicle) insurance;
  - > consumer credit insurance.

In relation to general insurance and consumer credit insurance products Bendigo & Adelaide Bank acts under its own Financial Services Licence.

- 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 insurance.

### Benefits the Agent, the Community Bank® branch and Bendigo and Adelaide Bank may receive

In relation to the services that we provide to you, the Agent, the **Community Bank**® branch and Bendigo Bank may receive payments from other people such as product issuers. In some cases these payments are made to Bendigo Bank and are shared with the Agent and **Community Bank**® branch. All payments are paid monthly into either Bendigo Bank’s, the **Community Bank**® branch’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 **Community Bank**® branch and the **Community Bank**® branch shares part of its commission 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, 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 premium<sup>1</sup>.

For motorcycle insurance, the commission is up to 20% of the total base premium<sup>1</sup>.

For travel insurance, the commission is up to 35% of the total base premium<sup>2</sup>.

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 premium<sup>1</sup>.

For consumer credit insurance, the commission is up to 20% of the total base premium<sup>2</sup>.

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), the 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 **Community Bank**® branch who would then share that with 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.

<sup>1</sup> “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).

<sup>2</sup> “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;
- A marketing allowance from CGU Insurance Limited to conduct marketing campaigns; and
- A rate of return on debentures held by Bendigo and Adelaide Bank and issued by subsidiaries of CGU Insurance Ltd which is in part dependant on profit earned by CGU Insurance Ltd on products sold by Bendigo and Adelaide Bank.

### Other companies in the Bendigo and Adelaide Bank Group

Where you apply through us for a product issued by Sandhurst Trustees Limited or Rural Bank Limited, the Agent and the **Community Bank**® branch will share a commission of between 0.25% 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 and the **Community Bank**® branch will share a commission of 0.25% per annum on that amount. If the value of your investment remained at \$10,000 for an entire year, the **Community Bank**® branch and the Agent will share \$25.00 (\$10,000 x 0.25% equals \$25.00).

Where you apply through us for a product issued by Rural Bank Limited, the Agent receives total commission of up to 0.50% per annum of the average account balance for deposit products.

All payments are paid monthly into either Bendigo Bank’s, the **Community Bank**® branch’s or the Agent’s account or by bank cheque.