

If you have a Complaint

First, you should contact us on 1300 855 675 or by one of our other contact methods listed in this FSG. First Option Credit Union has an internal dispute resolution process which has been established to resolve any complaints about our products and services. If you require further assistance you can also refer to our dispute resolution brochure.

If we are unable to satisfactorily resolve your complaint under our internal dispute resolution process, you are able to have your matter determined independently by the Financial Ombudsman Service ("FOS"), an external independent dispute resolution body of which First Option is a member. The FOS can be contacted on 1300 780 808.

Code of Practice

Together with over 100 other credit unions, building societies and mutual banks, First Option subscribes to the Customer Owned Banking Code of Practice.

The Customer Owned Banking Code of Practice is our promise to you that we will always lend responsibly and put your needs first.



*Easy banking
designed for you*

Contact Details

Website and Internet Banking

Visit www.firstoptioncu.com.au

Enquiries and 24/7 Phone Banking

Call 1300 855 675

Email

info@firstoptioncu.com.au

Branches

| | |
|----------------|---|
| Melbourne | Level 4, 409 St Kilda Rd Melbourne VIC 3004 PO Box 7063 St Kilda Rd VIC 8004 |
| Granville | 1 Memorial Drive Granville NSW 2142 Locked Bag 7000 Granville NSW 2142 |
| Mobil Refinery | Cnr Millers and Kororoit Creek Rds Altona VIC 3018 |
| Qenos | Maidstone St Altona VIC 3018 |

Financial Services Guide

First Option Credit Union Limited
ABN 95 087 650 735

Your Financial Services Guide (FSG)

Your FSG is designed to help you decide whether to use First Option Credit Union products. It has information on:

- Product information
- About First Option
- Our products and services
- Business partners and commissions
- Our fees and rewards
- If you have a complaint
- Code of practice
- How to contact us

Product Information

You are able to request a copy of our Accounts and Access Facility Conditions of Use and our Fees and Charges Schedule at any time. These documents, and information on our current interest rates for savings and investment accounts, are available on our website www.firstoptioncu.com.au.

When you apply for an insurance product, we will give you a Product Disclosure Statement which will provide you with information to assist you in making a decision about what product is right for you.

About First Option

First Option Credit Union was established in 1965 and provides financial services predominantly to employees and their families in the gaming, leisure, casino/hotel, communications and energy industries.

First Option is owned and operated by its members. This means that all profits are channelled back into the credit union rather than being paid to shareholders as dividends - profits are used to keep fees low and ensure First Option's interest rates are competitive. We are based on mutual support, so the more support our members provide, the greater the benefits.

First Option is safe and secure and, like the banks, is regulated by and operates under the prudential standards of the Australian Prudential Regulation Authority (APRA). Deposits with First Option are also backed by the Australian Federal Government Deposit Guarantee.

Our Products and Services

We are licensed by the Australian Securities and Investments Commission to advise on and deal in a range of products.

- ✓ Savings accounts - full range of at call and special purpose accounts
- ✓ Term deposit accounts - terms from 3 to 24 months
- ✓ Payment and online services - BPAY®, Direct credits and debits, Payroll credits, Internet and mobile banking, PhoneLink telephone banking, Periodical payments, Electronic funds transfer and Bank@Post
- ✓ General insurance products - Home & contents, landlord, motor vehicle, motor bike, caravan, boat and travel insurance
- ✓ Consumer credit insurance

We are the product issuer for all products aside from insurances and foreign currency products. Details of the product issuers are available in the relevant Product Disclosure Statement for that financial product.

We also provide the following credit products:

- ✓ Home loans
- ✓ Personal loans
- ✓ Credit cards
- ✓ Overdrafts

Business Partners and Commissions

Insurance

We can issue, vary, renew or cancel Consumer credit insurance policies on behalf of QBE Insurance (Australia) Limited. ABN: 78 003 191 035 AFSL: 239545 and QBE Life (Australia) Limited. ABN: 83 089 981 073 AFSL: 245492 under a binder authority, and receive up to 20% commission based on the premium paid for each policy.

We can issue, vary, renew or cancel General insurance policies on behalf of QBE Insurance (Australia) Limited. ABN: 78 003 191 035 AFSL: 239545 under a binding authority and receive 10-25% commission based on the premium paid for each policy.

Payment Services

We provide payment services to Members as the product issuer under our AFS licence.

To facilitate these services we have arrangements with Cuscal Limited ABN 95 087 822 455 ("Cuscal"). Cuscal pass on some or all fees received from merchants or other third parties for certain transactions to us. For BPAY® payments we receive 41 cents per transaction if made from a transactional account or 37 cents plus 0.027% of the transaction value if made by credit card.

Debit Card Transactions

We may receive a commission when you use your Visa Debit Card to pay for goods or services. This rate depends on the type of transaction:

- Electronic transaction: \$0.088 per transaction
- Standard, card not present and paper transactions: 0.22% of transaction value

We may also receive a commission on ePAL transactions over \$15 of up to 5 cents.

Foreign Exchange

We receive commissions on various foreign exchange products:

- Multi-Currency Cash Passport (initial load and reload): 1.5% of the transaction value or minimum of \$15
- Foreign Cash: 1% of the transaction value or minimum of \$10

Bridges Financial Planning

We receive a commission of 0.1% of the value of new business when we refer you to Bridges Financial Planning.

Our Fees and Rewards

First Option charge fees applicable to our products and services as indicated in the Fees and Charges Schedule.

Our team are salaried employees and do not operate on a commission basis. From time to time First Option or our business partners may reward some team members with minor incentives for success in the sales of products and services.

Otherwise, no payments are received by our team members that would influence the advice they provide Members of financial products and services.