

# FINANCIAL SERVICES GUIDE

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## INTRODUCTION

This Financial Services Guide is designed to assist you in deciding whether to use any of the financial services offered by Australia and New Zealand Banking Group Limited (ANZ). It provides you with an understanding of what to expect from your interactions with ANZ.

The ANZ Group includes a number of companies that provide financial services, insurance, superannuation and investment services.

You should refer to the section headed "ANZ's business interests and associations" on page 14 for more information.

# FINANCIAL SERVICES GUIDE (FSG)

This guide contains information about:

- Services and products provided by ANZ – it outlines the kinds of services and products ANZ is authorised to provide under its Australian Financial Services Licence as well as other services and products ANZ offers;
- Remuneration received by ANZ and related persons – it outlines the remuneration ANZ, its staff and other related persons receive in connection with the financial services ANZ provides; and
- ANZ's Complaints Process – this describes how ANZ deals with any complaints you may have about its services or products as well as providing key contact details to communicate a complaint.

You will typically receive an FSG when ANZ provides you with financial product advice or sells you a financial product.

Some parts of the ANZ Group have their own FSG. You will typically receive their FSG when they provide you with financial product advice or sell you a financial product.

## OTHER DOCUMENTS YOU MAY ALSO RECEIVE

You may also receive other documents when ANZ 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 ANZ provides personal advice to you. You will not receive an SoA where the advice was provided during a telephone instruction given by you to ANZ to deal in a product listed on a market or where the product in question is a basic deposit product, a non-cash payment facility, a travellers' cheque, or a general insurance product.

- **Product Disclosure Statement (PDS)** – This contains general information about the product 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 the product provider receives for issuing the product.

You may receive a PDS when ANZ issues you with a product, offers to issue a product to you, or recommends a product to you as part of personal advice.

## CONTACTING US

You can contact and find out more about ANZ in the following ways:

**By Mail:**

Australia and New Zealand Banking Group Limited  
ABN 11 005 357 522  
PO Box 537E  
MELBOURNE VIC 3001

**Telephone:** 13 13 14

**TTY:** 1300 366 255

**Internet:** [anz.com](http://anz.com)

# PRODUCTS AND SERVICES ANZ IS LICENSED TO PROVIDE

ANZ holds an Australian Financial Services Licence (AFSL). Under this licence, ANZ deals in and provides advice and services in relation to the following products:

## BANKING

- Basic deposit products
- Term deposits
- Electronic Banking facilities such as Automated Teller Machines (ATMs)

## PHONE AND INTERNET BANKING

- Non-cash payment facilities such as direct debits and cheque facilities

## INSURANCE

- Life and general insurance products

## INTERNATIONAL

- Foreign currency accounts and foreign exchange contracts
- Travellers' cheques

## INVESTMENTS

- Capital markets investment products
- Custodial arrangements
- Debentures
- Derivatives
- Managed funds
- Market making for debt securities, derivatives and foreign exchange
- Margin Loans
- Underwriting securities and interests in managed investment schemes

## **INVESTMENT SCHEMES**

- Miscellaneous financial investment products

## **SUPERANNUATION**

- Employer-sponsored
- Personal superannuation
- Self-managed

As well as products and services provided under this licence, ANZ is also authorised to provide the following:

## **CONSUMER LENDING**

- Credit cards
- Home loans, residential investment loans and equity loans
- Personal loans
- Personal overdrafts

## **BUSINESS LENDING AND SERVICES**

- Business loans
- Business overdrafts
- Cash management services
- Leasing and asset based finance
- Trade services

## **INVESTMENT LENDING**

- Commercial bill finance
- Protected equity products

## MISCELLANEOUS FINANCIAL RISK PRODUCTS

### BANK DRAFTS AND BANK CHEQUES

### DOMESTIC AND INTERNATIONAL TELEGRAPHIC TRANSFERS.

## ANZ MAY OFFER PRODUCTS OF OTHER ISSUERS

Not all products offered by ANZ are issued by ANZ.

ANZ often acts on behalf of other product issuers including other ANZ Group members. ANZ acts on behalf of other issuers when it sells the following products:

- Life and General Insurance;
- Investment and superannuation products; and
- Miscellaneous financial risk products.

If you need to know the name of the issuer of a product that ANZ offers you, and therefore who ANZ acts for when it offers you that product, please refer to the Product Disclosure Statement or Statement of Advice (if you receive either of these) or ask your adviser.

ANZ provides all other services and products on its own behalf.

## ARRANGEMENTS WITH EXTERNAL SERVICE PROVIDERS

ANZ may from time to time engage a third party to provide financial services on its behalf. Where that third party does not hold its own AFSL, it will provide the financial services as ANZ's 'authorised representative'.

Authorised representatives can be either individuals or bodies corporate.

ANZ may authorise a company or an individual to act as ANZ's authorised representative for sales and marketing activities. For example, ANZ may authorise an external call centre and its staff to sell ANZ products or authorise external contractors to work in ANZ branches or call centres on a temporary basis. ANZ is responsible for the conduct of these authorised representatives when they act on behalf of ANZ.

## **BENEFITS ANZ MAY RECEIVE**

### **FEES AND CHARGES**

You may be charged fees for financial services or products that you receive from ANZ or other ANZ Group Members.

Details of fees and charges that any ANZ Group member receives for issuing products will be contained in the Product Disclosure Statement for those products.

### **OTHER BENEFITS**

In general, ANZ may receive benefits (including from other ANZ Group members) related to the following:

- Insurance policies or referrals

ANZ may receive commissions or other benefits from insurers for selling their insurance policies or successfully referring a customer to the insurer.

These payments may take various forms including:

- a bulk payment per policy opened; or
- a proportion of the first and/or subsequent years' premium payments.

Commission payments from insurers are generally received by ANZ on a monthly, quarterly or half-yearly basis.

- Investment and superannuation products

ANZ may also receive commission payments for selling **investment and superannuation products**, which can be made up of:

- a percentage of the amount initially invested; or
- a percentage of the ongoing value of the investment.

Commission payments made by superannuation or investment companies are generally received by ANZ on a monthly, quarterly or half-yearly basis.

- Securities, derivatives, foreign exchange products and warrants over managed investment schemes

ANZ may:

- buy and sell **securities** and **warrants over managed investment schemes**;
- issue **derivatives, foreign exchange products** or warrants **over interests in managed investment schemes**; and
- **underwrite** the issue of securities or interests in managed investment schemes.

When ANZ provides financial services in respect of the above products, ANZ may benefit by receiving either of the following:

- a margin representing the amount above which ANZ sourced or funded the product; or
- a percentage of the value of the first instalment of the product plus an annual percentage of the value of the final instalment of the product.

This may be paid quarterly, or on the issue and sale of various products.

- Travellers' cheques

ANZ may receive a commission of the face value of any travellers' cheque it sells to you. This percentage will depend on the currency of the **travellers' cheque** and the foreign currency amount issued. This commission is received by ANZ on a quarterly basis.

ANZ may also receive a lump sum payment at the end of a year. The amount of the payment and whether ANZ receives the payment depends on the total face value of travellers' cheques sold by ANZ in that year.

- Miscellaneous financial risk products

ANZ may receive a commission for selling miscellaneous financial risk products. Commission payments are generally received by ANZ on a monthly, quarterly or half yearly basis.

You may request particulars of any remuneration, commission or benefits payable to ANZ in respect of a particular product or service.

The amount paid to ANZ from third party product issuers will vary from time to time.

All benefits to ANZ form part of ANZ's overall earnings.

If you receive personal advice, more detailed information about fees, commissions or other benefits payable to ANZ or your adviser will be contained in/or with your Statement of Advice.

If any fees, commissions or other benefits payable to ANZ or your adviser affect the return payable to you under a product, further details will also be contained in the Product Disclosure Statement for the relevant product.

- Dividends

ANZ may also receive dividends from its ownership of OnePath Australia Limited ABN 60 000 000 779.

## REMUNERATION OR OTHER BENEFITS RECEIVED BY ANZ GROUP STAFF

All ANZ Group staff receive a salary. Staff may also receive commissions or benefits depending on the product they are selling or providing advice on and the area of the ANZ Group they work in.

Staff may receive these commissions or other benefits in one or more of the following ways:

- Payments for reaching sales and revenue targets generated either by their own sales or for referring customers to other areas of the ANZ Group;
- Bonuses based on the total value of products sold and the number of sales achieved by the staff member;
- Bonuses based on a combination of the performance of the staff member's team or business unit and the staff member's own performance.

Benefits can be either monetary or non-monetary. Monetary benefits are generally paid directly to eligible staff into the same account into which their salary is paid, or in some circumstances, into another account specified by the staff member.

Non-monetary benefits can include shares, options, prepaid holiday accommodation, airline tickets, gift vouchers, discounts on financial services products and study assistance.

You may request particulars of any benefits payable to your adviser in respect of a particular product or service.

If you receive personal advice, more detailed information about fees, commissions or other benefits payable to ANZ or your adviser will be contained in/or with, either your Statement of Advice or the Product Disclosure Statement for the relevant product.

## **BENEFITS FOR THOSE WHO REFER CUSTOMERS TO ANZ**

ANZ may pay parties including external parties and other ANZ Group members who refer customers to ANZ a commission or other benefit. This could be made up of a single one-off payment or benefit or calculated as a percentage of the total amount of sales generated by their referrals.

## ANZ'S BUSINESS INTERESTS AND ASSOCIATIONS

ANZ's subsidiaries include:

- ANZ Lenders Mortgage Insurance Pty Limited  
ABN 77 008 680 055;
- Esanda Finance Corporation Limited  
ABN 64 004 346 043;
- Share Investing Limited ABN 93 078 174 973 and its related bodies corporate and
- OnePath Australia Limited ABN 60 000 000 779 and its related bodies corporate.

ANZ owns 16% of BPAY Pty Limited ABN 69 079 137 518.

## **A RECORD OF TELEPHONE ADVICE**

Where you instruct ANZ to order or transfer a product which is traded on a stock market on your behalf over the telephone, and ANZ provides you with advice relating to that instruction, you may request a record of that advice, unless ANZ has already provided you with one.

You may request a copy of the Record of Advice relating to securities, derivatives or foreign exchange kept by ANZ. The request must be made within seven years of the provision of such advice and should be directed to your nominated representative.

## **PROVIDING INSTRUCTIONS TO ANZ**

You can contact ANZ by using the contact details set out at the front of this guide. Some products and services may have their own rules around how to provide instructions or carry out certain transactions.

Please refer to the Product Disclosure Statement for your product for these details.

## **COMPENSATION ARRANGEMENTS**

ANZ has professional indemnity insurance arrangements in place to meet its obligations as the holder of an AFSL.

ANZ's insurance arrangements cover claims relating to the services and products it offers and the conduct of current and former ANZ staff (where ANZ is responsible for the conduct of the staff member at the time of the relevant conduct).

## MAKING A COMPLAINT

If you have a complaint about any of our products or services, ANZ has established complaint resolution procedures set out below:

### STEP 1 CONTACT US

Your first point of contact for raising concerns or providing feedback is our staff at your local ANZ Branch, Business Centre or our Call Centre. They will do their best to help resolve any issues you may have.

- Use Locate Us on anz.com to find your nearest ANZ Branch or Business Centre
- Call our Call Centre on 13 13 14

### STEP 2 COMPLAINT RESOLUTION CENTRE

If you are unhappy with the response you have received or you would like to escalate the matter, you can contact our Complaint Resolution Centre. Our specialists will work closely with you to address your concern quickly and amicably. We will update you regularly until the matter is resolved.

#### Contact details

**Call** our Complaint Resolution Centre toll free on: 1800 805 154 (8am - 7pm AEST/AEDT weekdays excluding national public holidays)

**Lodge online via:** anz.com

**Mail:** ANZ Complaint Resolution Centre  
Locked Bag 4050  
South Melbourne VIC 3205;

**Email:** yourfeedback@anz.com

### STEP 3 ANZ'S CUSTOMER ADVOCATE

If you are not satisfied with the resolution offered by our Complaint Resolution Centre, you can have your complaint reviewed by ANZ's Customer Advocate who provides a free and impartial review to reach a resolution that is fair to you and to ANZ.

#### Contact details

ANZ Customer Advocate

**Mail:** Level 6A/ 833 Collins St  
Docklands VIC 3008

**Call** our Customer Advocate on: +61 3 8654 1000

**Email:** customeradvocate@anz.com

## **FURTHER HELP OPTIONS**

### **FINANCIAL SERVICES DISPUTE RESOLUTION SCHEMES**

If you are not satisfied with the steps taken by ANZ to resolve the complaint, or with the result of ANZ's investigation, you may wish to contact the Financial Ombudsman Service Ltd within 2 years of our final response.

Please note that before the Financial Ombudsman can investigate your complaint, they generally require you to have first provided ANZ with the opportunity to address the complaint.

### **FINANCIAL OMBUDSMAN SERVICE LTD (FOS)**

GPO Box 3 Melbourne Vic 3001  
Telephone: 1800 367 287 (1800 FOS AUS)  
Fax: +61 3 9613 6399  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Internet: [www.fos.org.au](http://www.fos.org.au)

Alternatively, one of the following external dispute resolution schemes may assist in resolving your complaint.

### **MORTGAGE BROKERS, ORIGINATORS AND PROVIDERS**

Credit Ombudsman Service Limited (COSL)  
PO Box A252  
Sydney South NSW 1235  
Telephone: 1800 138 422 or 02 9273 8400  
Fax: +61 2 9273 8440  
Email: [info@creditombudsman.com.au](mailto:info@creditombudsman.com.au)  
Internet: [www.creditombudsman.com.au](http://www.creditombudsman.com.au)

### **SUPERANNUATION, DEFERRED ANNUITIES, RETIREMENT SAVINGS ACCOUNTS (RSAs)**

Superannuation Complaints Tribunal  
Locked Bag 3060  
GPO Melbourne Vic 3001  
Telephone: 1300 884 114  
Fax: +61 3 8635 5588  
Email: [info@sct.gov.au](mailto:info@sct.gov.au)  
Internet: [www.sct.gov.au](http://www.sct.gov.au)

## **AUSTRALIAN SECURITIES AND INVESTMENTS COMMISSION**

The Australian Securities and Investments Commission's (ASIC) website contains information on complaining about companies and people and describes the types of complaints handled by ASIC. To obtain further information contact the ASIC Info line:

Telephone: 1300 300 630

Fax: +61 3 5177 3999

Email: [infoline@asic.gov.au](mailto:infoline@asic.gov.au)

Internet: [www.asic.gov.au](http://www.asic.gov.au)



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