

# Financial Services Guide

Effective 7 March 2025



G&C Mutual Bank Limited.  
ABN 72 087 650 637. AFSL & Australian Credit Licence 238311.

## About us

G&C Mutual Bank trading as Unity & Reliance Bank Limited is a Customer Owned Bank. Our central governing document is our constitution, which sets out our major rules that govern how we operate as a Mutual Bank.

We are a corporation and as such, we are subject to the Corporations Act and regulated by the Australian Securities and Investment Commission (ASIC) along with the Australian Prudential Regulation Authority (APRA).

## Responsible Banking

As a customer owned bank, we're always striving to make a positive impact, and we are committed to a more sustainable future for our members and their communities. To support this, we have published our Responsible Banking Policy which guides our approach to lending and investing with respect to our Environmental, Social and Governance (ESG) Strategy.

We recognise the importance of sound practices as part of our responsibility to members, employees and the communities in which the Bank is a part of.

## Financial Services Guide

We have designed this Financial Services Guide (FSG) to assist you in deciding whether to use any of the financial services we offer. This FSG provides you with information about:

- our name and contact details;
- the financial services we are authorised to provide;
- any remuneration that we, or any other relevant person, may be paid in relation to the financial services we offer; and
- details of our internal and external dispute resolution procedures and how you can access them.

We will provide you with an Account and Access Facility Terms & Conditions when you apply for any of our savings or payment service products. This provides details of the product together with benefits, features and risks associated with the product.

We may also provide you with a Fees and Charges Schedule and Interest Rate Schedule as applicable to each product.

You may receive a separate Product Disclosure Statement (PDS) when you apply for, or we recommend that you acquire, a financial product. A PDS sets out the features, benefits, costs and risks associated with the product, to give you information to help you decide whether the product is right for you. Not all financial products have a PDS.

## Not Independent

The Bank is not independent, impartial or unbiased in relation to personal advice that we may provide because:

- we limit the financial products that our employees may advise on;
- we issue some of the financial products that our employees (who are remunerated by us) may advise on;
- we receive remuneration from some issuers of third-party financial products that our employees may advise on.

## What financial services can we provide?

Our Australian Financial Services Licence authorises us to deal in and provide advice about the following financial products:

### Deposit products

Transaction and savings accounts. Term deposit and investment accounts offered are basic and non-basic products.

### Non-cash payment facilities

Visa Debit Card, deposit books, direct credits and debits, Bpay, periodical payments and Online Banking.

### Foreign payments

Cash Passports, International Funds Transfers and Foreign Cheque Buy Back.

### Insurance

Insurance products including home, motor vehicle, landlord, caravan, and life insurance.

In addition to the financial services we provide under our Australian Financial Services Licence, we also deal in and advise on consumer and commercial lending products.

We are the product issuer for all products other than insurance products and foreign payment products.

## Third party relationships

We may enter into arrangements from time to time to pay a commission to third parties for referring clients to us.

For loan referrals, the Bank may make an initial upfront payment to third parties for a percentage of the initial loan amount and/or a trailing commission is paid. These payments are not an additional cost to you but are paid by us.

## Financial advice benefits and commission

We do not receive fees or commissions for financial product advice we give or for issuing our investment products.

We may receive commissions from third party issuers when we arrange to issue their products, as summarised below:

Product	Commission
Life Risk Insurance	We may refer you to Zurich Australia Limited for life risk insurance products and we receive commission of 20% of the premium paid for each policy.
General Insurance	We can arrange and distribute General Insurance with Insurance Australia Limited ABN 11 000 016 722 trading as CGU Insurance ("CGU") for the referral of insurance products. We are entitled to receive from CGU a commission being a percentage of premium paid ranging from 5% to 30% for insurance products issued to you or your business pursuant to this agreement.
Travel cards	<p>We charge you commission of 1% on the AUD equivalent value loaded or re-loaded on your Mastercard Cash Passport™. This commission is retained by us.</p> <p>We receive from Mastercard Prepaid Management Services Australia Pty Ltd an annual bonus payment of 0.20% to 0.40% of the total amount loaded or re-loaded on to Cash Passport™ in a relevant calendar year depending upon the amount of sales made during that calendar year.</p>
Foreign Currency	International Funds Transfers and foreign cheques offered through Convera, results in us receiving 25% share of the revenue for the provision of services.
Visa	We receive commission from Visa International and/or Visa Worldwide on Visa Debit Card transactions.
Financial Planning	We refer Members to Bridges Financial Services Pty Limited (Bridges) for financial advice. We may receive a referral fee, entry fee and/or any ongoing fee paid by you to Bridges. We may also receive additional incentive payment on new amounts invested through Bridges. These payments do not increase the fees already payable by the Member to Bridges.
Fiserv	We will receive additional one-off financial benefits from Fiserv if we meet certain criteria. These financial benefits are calculated by reference to the number of referrals and activations.

If you receive personal advice from us in relation to insurance products, we will be required to provide you with more detailed information about the amount of commission that we may receive or the method in which commission is calculated.

## Staff remuneration and incentives

As a rule, our staff are remunerated principally by salary and do not receive any direct benefits for providing you with financial services in relation to our non-basic term or investment deposit accounts or insurance products.

Our Sales staff are eligible for an incentive bonus linked to sales targets where products are appropriate for members and also include quality and member service targets. Compliance is a critical component of these targets, and we do not market products to customers who fall outside the applicable 'target market determinations'.

From time to time, we may allow insurers to run promotion programs under which they may reward or provide benefits to our staff for their success in arranging the issue of insurance products during the promotion period.

## What should you do if you have a complaint?

If we can improve our services, we welcome your feedback. If you have any issues, suspect an error, or have any concerns about your accounts, we genuinely want to help resolve them.

We have a dispute resolution system to deal with any complaints you may have in relation to your account and access facility or any transactions on your account. Our dispute resolution policy requires us to deal with any complaint efficiently, promptly and sympathetically.

You can access our complaint resolution service in the following ways:

- Phone: 1300 364 400 or 1300 36 2000
  - Mail: PO Box A253, Sydney South NSW 1235 (attention to the Complaints Officer)
  - Email: [info@gcmutual.bank](mailto:info@gcmutual.bank) or [mail@unitybank.com.au](mailto:mail@unitybank.com.au)
  - In person: Visit one of our Service Centre locations
  - Website: [www.gcmutual.bank](http://www.gcmutual.bank) or [www.unitybank.com.au](http://www.unitybank.com.au)
- Online form through our website or through secure messaging in Online Banking

Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint.

We also have an easy-to-read guide to our complaints and dispute resolution process available to you on request and on our website.

If you are not satisfied with the way in which we resolve your complaint or the speed at which we respond, please raise this with our Complaints Officer.

If your complaint is still unresolved after 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA), which is an independent external dispute resolution body that is free to consumers. You can contact AFCA at:

Phone: 1800 931 678

Mail: GPO Box 3, Melbourne, VIC 3001

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: <http://www.afca.org.au>

AFCA requires you to contact us in the first instance to try to resolve your complaint.

## Privacy

We understand the importance of protecting your privacy and we are committed to complying with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles. You can collect a copy of our Privacy Policy at any of our Service Centres or visit our website.

We're committed to protecting your privacy. We collect, use, hold, store and share your personal information in accordance with our Privacy Policy. Our Privacy Policy contains information about how you:

- can request us to provide you access to any personal information about you,
- can seek correction of personal information we hold about you,
- may complain about a breach of an Australian Privacy Principle and how we will deal with such a complaint.

Our Privacy Policy is available on our website, on request by calling us, or at any of our Service Centres.

We may make changes to our Privacy Policy from time to time for any reason. For this reason, we recommend that you review it on a regular basis.

## Hardship

If your financial circumstances change due to unexpected life events such as job loss, accidents, illness, relationship breakdown, or natural disasters which make it difficult for you to manage your debts and to make repayments, please call us as soon as possible to discuss the situation and your options.

We have a centralised financial hardship team, and our approach is to actively assist any member experiencing financial difficulty. Knowing early increases our ability to work with you and assess your situation on a case by case basis.

We will work with you to tailor a suitable plan and will

suggest solutions based on the nature of your financial hardship (short term, where restoring your financial position is possible in a few months, or long term, where it may take longer than a few months).

Depending on the nature of your circumstances, we offer a range of options to help best suit your needs. If you are in a tough situation financially, please call us on 1300 364 400 or 1300 36 2000 or refer to our website for more information.

## AML-CTF requirements

As a financial services provider, we have obligations under the *Anti-Money Laundering and Terrorism Financing Act 2006 (Cth)* to verify your identity before we can provide you with financial products and services.

We will let you know what documentation you will need to provide us with to satisfy identification requirements.

From time to time, we may also require you to provide additional information about you, your account and/or any person you have authorised to access or operate your account. You must provide us with any additional information (including documents) we reasonably request.

## Voluntary Codes of Practice

We voluntarily subscribe to, and are bound by, the Customer Owned Banking Code of Practice which sets a standard of good practice and service in the financial services industry for mutual organisations.

We also voluntarily subscribe to, and are bound by, the ePayments Code which is administered by ASIC.