

FINANCIAL SERVICES GUIDE



EFFECTIVE 1 MARCH 2009



ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is provided by Heritage Building Society Limited (**Heritage** or **we/us/our**) as a requirement under the *Corporations Act 2001*.

The FSG is designed to assist you in deciding whether to use any of the financial services offered in this FSG.

It contains information on:

- benefits that may be paid to Heritage and other relevant persons in relation to those financial services; and
- how complaints against Heritage are dealt with.

It also contains other information about how you can contact and give instructions to us, what financial services and products we are licensed to provide, who we act for and our associations and relationships which relate to our financial services.

OTHER DOCUMENTS YOU MAY RECEIVE

You may also receive a Product Disclosure Statement or a Statement of Advice.

Product Disclosure Statement (PDS)

We may be required to give you a PDS when we issue, offer to issue or offer to arrange for the issue of a financial product or when we give personal advice recommending a financial product to you.

A PDS:

- is designed to assist you to decide whether to acquire the financial product; and
- is required to contain information about the features, terms, conditions, benefits, costs and risks for the financial product; and
- is issued by the issuer of the financial product.

We will not usually give you a PDS in relation to a basic deposit product or a non-cash payments product related to a basic deposit product.

A basic deposit product is a type of deposit product which satisfies conditions listed in the *Corporations Act 2001*. In general terms, a non-cash payments product is a facility through which payments can be made otherwise than by the physical delivery of Australian or foreign currency in the form of notes or coins.

Statement of Advice (SOA)

We may be required to give you an SOA when we provide personal advice about a financial product to you.

Personal advice is advice when your objectives, financial situation or needs have been or would be expected to be considered.

We do not provide personal advice about deposit products, related non-cash payment facilities or traveller's cheques. We and our staff will only give you information and general advice on those products.

An SOA:

- is designed to record details of the personal advice; and
- sets out the basis of the advice and information about fees, commissions and associations that may influence the advice.

ABOUT HERITAGE

Our name and contact details

Heritage Building Society Limited
ABN 32 087 652 024 AFS Licence No. 240984
400 Ruthven Street / PO Box 190
Toowoomba Qld 4350
Phone: 13 14 22
Fax: 07 4694 9780
Email: info@hbs.net.au
Internet: www.heritageonline.com.au

A full list of Heritage's locations is included in the brochure titled Where to find Heritage which is available from our branches or by visiting the About Heritage section of our website.

Services and products

Heritage holds an Australian Financial Services Licence authorising us to issue, arrange and provide financial product advice about the following types of financial products to retail and wholesale clients:

- deposit and payment products; and
- general insurance products; and
- life risk products; and

- products issued by a registered life insurance company that are backed by one or more of its statutory funds.

Heritage’s Risk Advisors are only authorised to advise and deal in consumer credit insurance products (a particular type of general insurance product) and life risk products.

Giving us instructions

Depending on the financial service or product concerned, you may conduct transactions or give instructions to us in person, electronically (examples: fax, email, telephone, internet, ATMs) and via our authorised representatives. In some cases you may also authorise other people to conduct transactions or give instructions on your behalf.

Who we act for

When we provide financial services relating to financial products issued by Heritage, we act for ourselves and not for you.

When we provide financial services relating to financial products issued by other product issuers, we act for the product issuer and not for you.

ASSOCIATIONS AND RELATIONSHIPS

Heritage has associations and relationships with financial product issuers as detailed below.

PRODUCT ISSUER	EXAMPLE OF FINANCIAL PRODUCTS ISSUED
Travelex Limited ABN 36 004 179 953	Traveller’s cheques
Allianz Australia Insurance Limited ABN 15 000 122 850	Home, contents and motor insurances Caravan insurance Commercial insurance Consumer credit insurance (disability and unemployment component) Life insurance
The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809	Consumer credit insurance (life component) Life, disability, trauma, income protection and business expenses insurance

PRODUCT ISSUER	EXAMPLE OF FINANCIAL PRODUCTS ISSUED
ING Life Limited ABN 33 009 657 176	Life, disability, trauma, income protection and business expenses insurance
Asteron Life Limited ABN 64 001 698 228	Life, disability, trauma, income protection and business expenses insurance
Zurich Australia Limited ABN 92 000 010 195 Zurich Investment Management Limited ABN 56 063 278 400	Life, disability, trauma, income protection and business expenses insurance

In addition, Heritage refers customers to Bridges Financial Services Pty Ltd ABN 60 003 474 977 for financial planning services and JDV Limited ABN 67 009 136 029 for online share trading services. We provide no financial services in these areas and are not responsible for the financial services you receive from those providers or their representatives. Those services are the sole responsibility of the providers and their representatives.

BENEFITS RELATING TO FINANCIAL SERVICES

Benefits received by Heritage

Heritage may charge fees for any of its financial services.

We may also receive commissions and other benefits from other product issuers for dealing in financial products on their behalf. The following table indicates the ranges of commissions we may receive.

PRODUCT	RANGE OF COMMISSION	WHO PAYS COMMISSION
Cash Passport (non-cash payments product)	1% of the Australian dollar amount transacted (minimum \$4 for foreign currency)	Travelex Limited ABN 36 004 179 953
Foreign currency		
International drafts	\$5	
International telegraphic transfers	\$10	

PRODUCT	RANGE OF COMMISSION	WHO PAYS COMMISSION
General insurance (other than caravan insurance and commercial insurance)	Up to 20% of each premium (excluding government fees and charges, plus GST)	Allianz Australia Insurance Limited ABN 15 000 122 850
Caravan insurance Commercial insurance	Up to 10% of each premium (excluding government fees and charges, plus GST)	Allianz Australia Insurance Limited ABN 15 000 122 850
Life risk insurance	Up to 35% of each premium (excluding government fees and charges, plus GST)	ING Life Limited ABN 33 009 657 176 Asteron Life Limited ABN 64 001 698 228 Allianz Australia Insurance Limited ABN 15 000 122 850 The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 Zurich Australia Limited ABN 92 000 010 195 Zurich Investment Management Limited ABN 56 063 278 400

We may receive other benefits which are not required to be in this FSG. For example, we are not required to include in this FSG details of the benefits we receive in relation to some deposit products such as basic deposit products, non-cash payment products related to basic deposit products or traveller's cheques.

Benefits received by our staff and others

Our staff are paid either salary or wages. They may also be paid an incentive from for either or both of:

- their performance against sales budgets as part of a team or individually; and
- their participation in our overall financial performance.

Depending on the kind of work they do, the commission may be paid quarterly, half-yearly or yearly. At the time this FSG is given to you, it is not possible to determine whether a staff member qualifies for a commission or the amount of that commission. No commissions, incentives or benefits are paid to our staff on a per sale basis.

Many of our authorised representatives operate Heritage mini-branches. We pay them a retainer and they may also qualify for performance or growth bonuses. The growth bonus is available if the authorised representative meets nominated targets in increasing the number of Heritage members assigned to the mini-branch or for increasing the aggregate funds on deposit in accounts assigned to the mini-branch.

Our Risk Advisors are required to disclose to you, if they give you personal advice, the amounts of commissions on specific financial products, or the way those commissions are calculated. This disclosure will usually be in the SOA.

RESOLVING COMPLAINTS

If you have a complaint about Heritage or any of our authorised representatives or staff, please tell us. The various ways to access our dispute resolution procedure are to:

- call us on 13 14 22; or
- visit one of our branches and talk to our staff; or
- write to us at PO Box 190, Toowoomba, Qld, 4350; or
- fax us on 07 4694 9780; or
- email us at feedback@hbs.net.au.

Our dispute resolution procedure requires that we seek to resolve your complaint within 21 days, although it is not always possible to resolve a complaint within that time. If we are unable to resolve your complaint to your satisfaction within 45 days, you may be eligible to escalate the complaint to the Financial Co-operative Dispute Resolution Scheme. You just need to advise us and we will facilitate the referral free of charge.

SAVINGS

INVESTMENTS

LOANS



Building Society

People first.

Heritage Building Society Limited
ABN 32 087 652 024 AFS Licence No. 240984
Effective 03/09 G57