



Financial Services Guide

Heritage Bank

People first.

 Talk to us today.

Effective 1 June 2022

About this Financial Services Guide

This Financial Services Guide (FSG) is provided by Heritage Bank 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:

- Documents you may receive
- Details of the financial services and/or products Heritage can provide
- Who is responsible for providing the financial services
- Relationships which might influence Heritage or your adviser in providing financial services
- Remuneration and benefits received by our staff
- The complaints procedure and compensation arrangements

Documents you may receive

Depending on the type of product or service you choose, you may also receive a Product Disclosure Statement (PDS).

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. The PDS details all aspects of the product recommended.

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.

Target Market Determination (TMD)

Target Market Determinations for applicable products issued by Heritage Bank, can be located at www.heritage.com.au/TMD.

About Heritage

Our name and contact details

Heritage Bank Limited
ABN 32 087 652 024 AFSL 240984

400 Ruthven Street / PO Box 190
Toowoomba Queensland 4350

Phone: 13 14 22
Fax: 07 4694 9780
Email: info@heritage.com.au
Internet: heritage.com.au

A full list of Heritage's locations is available by visiting the Find a Branch section of our website.

Services and products

Heritage holds an Australian Financial Services Licence (AFSL) authorising us to:

- deal in (by issuing):
 - deposit and payment products;
 - retirement savings accounts; and
- deal in (by arranging):
 - deposit and payment products;
 - general insurance products;
 - life products - investment life insurance and life risk insurance;
 - superannuation and retirement savings accounts;
 - securities; and
- provide financial product advice about:
 - deposit and payment products;
 - general insurance products;
 - life products - investment life insurance and life risk insurance; and
 - retirement savings accounts;

to retail and wholesale clients.

Who we act for

Heritage provides the financial products and services described in this FSG as licensee under its own AFSL.

When we provide financial services relating to financial products issued by Heritage, we act on our own behalf.

When providing the arranging services, Heritage may act on behalf of other product issuers, including issuers of life insurance products, general insurance products, managed investment products, superannuation products, margin lending facilities and securities.

Types of financial product advice

There are two types of financial product advice: personal and general.

Personal advice is advice which is tailored to your personal circumstances and takes into account your objectives, financial situation and/or needs.

General advice is an opinion or recommendation about a financial product, which does not take into account your objectives, financial situation and/or needs.

When we provide financial products and services, we will give you general advice only.

Our staff

Not all of our staff are qualified to give you financial advice. Some are authorised only to give general advice on a limited range of financial products. If one of our staff cannot help you or provide you with advice, they will refer you to another staff member who can.

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. It may still be necessary for some instructions to be confirmed in writing.

Associations and relationships

Not all products offered by Heritage are issued by Heritage.

Heritage often acts as a referrer, distributor or an agent for other product issuers as set out below:

Product issuer	Example of financial products issued
Access Prepaid Australia Pty Ltd ABN 47 145 452 044 AFSL 386837	<ul style="list-style-type: none"> • Multi-currency prepaid cards (Cash passports)
Western Union Business Solutions (Australia) Pty Ltd ABN 24 150 129 749 AFSL 404092	<ul style="list-style-type: none"> • Telegraphic transfers (inward and outward) • Foreign cheque conversion • International drafts
Travelex Limited ABN 36 004 179 983 AFSL 222444	<ul style="list-style-type: none"> • Foreign currency
AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 245631 trading as Allianz Global Assistance, a member of the global Allianz Group	<ul style="list-style-type: none"> • Travel insurance • Complimentary Platinum card insurance including: <ul style="list-style-type: none"> - International travel insurance - Interstate flight inconvenience insurance - Transit accident insurance - Purchase cover insurance - Extended warranty insurance - Guaranteed pricing scheme
Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708	<ul style="list-style-type: none"> • Home, contents and motor insurances • Caravan and trailer insurance • Landlord insurance • Small Business Advantage Pack, Trades & Services Pack, Office Pack, Commercial Motor insurance, Farm Pack
Allianz Australia Life Insurance Limited ABN 27 076 033 782 AFSL 296559	<ul style="list-style-type: none"> • Life insurance • Permanently Unable to Work Insurance • Critical Illness Insurance
Club Marine Limited ABN 12 007 588 347 AFSL 236916, as agent for Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708	<ul style="list-style-type: none"> • Marine Pleasurecraft Insurance
NobleOak Life Limited ¹ ABN 85 087 648 708 AFSL No. 247302	<ul style="list-style-type: none"> • Flexicover Comprehensive Life Insurance (package may include Life, Total and Permanent Disability (TPD), Disability Income insurance and/or Trauma insurance)

¹ We may publish marketing campaigns which contain general advice regarding the Flexicover product but we will otherwise only provide factual information about Flexicover.

Benefits relating to financial services

Benefits received by Heritage

Heritage may charge fees for any of its financial services. Information about the fees charged in relation to our financial planning services are set out in this FSG.

We may also receive commissions and other benefits from other product issuers which are detailed in the table below.

Product	Range of commission	Who pays commission
Multi-currency pre-paid cards (Cash Passports) (non-cash payments product) – Australian dollar and foreign currency	1% of the Australian dollar amount transacted 1.1% of the Australian dollar value or \$15, whichever is greater, on each load or reload in branch. 1% of the Australian dollar value on all BPAY® reloads. Foreign exchange revenue share on the Australian dollar value of all loads and reloads (excluding BPAY®) in a contract year: 20% less than or equal to \$12,000,000; 22.5% greater than \$12,000,000 and less than \$20,000,000; 25% greater than \$20,000,000.	Access Prepaid Australia Pty Ltd
International drafts Telegraphic transfer Foreign cheque conversion	50% of total foreign exchange revenue and fee (where applicable)	Western Union Business Solutions (Australia) Pty Limited
Inward telegraphic transfer	50% of total foreign exchange revenue and fee (where applicable)	Western Union Business Solutions (Australia) Pty Limited
Foreign cash (sell)	1% commission and 20% of the foreign exchange revenue	Travelex Limited
General insurance (other than caravan insurance)	Up to 20% of each premium (excluding government fees and charges, plus GST)	Allianz Australia Insurance Limited
Caravan insurance	Up to 10% of each premium (excluding government fees and charges, plus GST)	Allianz Australia Insurance Limited
Life Insurance (Allianz LifeCover Plus)	Up to 20% on any initial premium and then 20% on any renewals	Allianz Australia Life Insurance Limited
Travel insurance	Up to 30% of each premium (excluding government fees and charges, plus GST)	Insurance is underwritten by Allianz Australia Insurance Limited and arranged and managed by AWP Australia Pty Ltd trading as Allianz Global Assistance

Product	Range of commission	Who pays commission
Flexicover Comprehensive Life Insurance ¹	Up to 16.5% of each premium (including GST)	Cover provided under Flexicover is reinsured by Hannover Life Re of Australasia Ltd.
Financial planning advice	For each referral that results in the referred person becoming a Bridges' client and obtaining comprehensive advice - \$1500 or single strategy advice - \$300.	Bridges Financial Services Pty Limited
Marine Pleasurecraft Insurance	Up to 10% of each premium (excluding government fees and charges, plus GST)	Club Marine Limited, as agent for Allianz Australia Insurance Limited

Heritage has an arrangement in place with Bridges Financial Services Pty Limited ABN 60 003 474 977 AFSL 240837 (Bridges) to provide personal financial planning advice to customers. For each referral that results in that person becoming a Bridges' client, Heritage is entitled to receive a referral fee of \$1500 if that client receives comprehensive advice or \$300 if that client receives single strategy advice. Where you are referred to Bridges, Heritage is not responsible for the financial services you receive from Bridges. Those services are the sole responsibility of Bridges. Heritage may also receive \$135,000 from Bridges to assist Heritage to provide a wealth concierge function to its customers.

We also receive payments from other product issuers or financial product advisers to whom we refer you to. Ask us for more details before we provide you with any services on the product.

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, and non-cash payment products related to basic deposit products.

Heritage may pay other providers up to 0.2% of the amount invested in return for making referrals in respect of Heritage's term deposit products.

¹ We may publish marketing campaigns which contain general advice regarding the Flexicover product but we will otherwise only provide factual information about Flexicover.

Benefits received by our staff and others

Our staff are paid either salary or wages. They may also be paid an incentive 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 incentive 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 an incentive or the amount of that incentive. No commissions, incentives or benefits are paid to our staff on a per sale basis.

Payment of any incentives earned will be subject to satisfactory adherence to regulatory and company compliance requirements.

Incentives are paid by Heritage and are not an added cost to you.

Alternative Remuneration

Periodically, Heritage and/or its representatives may receive benefits such as marketing allowances, business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits from product providers whose products we recommend.

Any non-monetary benefit received is accepted on the express condition that no preference whatsoever will be given to the products provided by any of the organisations concerned.

Non-monetary benefits over \$250 will be recorded in a public register. This register is available for inspection on request and we undertake to provide this information within 1 month of the request being received.

Compensation arrangements

Heritage has professional indemnity insurance cover and other internal arrangements in place in respect of financial services provided to our retail clients. As an authorised deposit-taking institution regulated by the Australian Prudential Regulation Authority, Heritage is not required to satisfy the requirements for compensation arrangements under Section 912B of the Corporations Act 2001.

Resolving Complaints

If you are unhappy with your Heritage experience and would like to make a complaint, there are a number of ways to let us know:

- Visit your nearest branch and talk to our staff
- Ring us on 1800 797 799 (free call)
- Email us at complaints@heritage.com.au
- Write to us at Reply Paid 190, Toowoomba QLD 4350
- Go to heritage.com.au/complaints to submit online

What happens when you make a complaint?

- We will acknowledge your complaint promptly, either verbally or in writing, and do our best to resolve it straight away.
- We aim to resolve all complaints within 21 days, especially if it involves financial hardship, a default notice or notice to postpone enforcement proceedings. However in some cases it may take up to 30 days.
- Your complaint may take a little longer to assess if we need more information or if your complaint is complex.
- In all cases, we'll keep you updated on the progress.
- If we can't resolve your complaint within 5 business days our final response will be provided in writing.
- We may refer your complaint to our Customer Relations Team who will work with you to provide an outcome. If this happens, we'll let you know and give you the direct contact details for the staff member who will be managing your complaint.

Accessibility

Heritage can provide you with information about how we manage complaints in alternative formats and languages upon request.

If you have a hearing or speech impairment, you can access additional support through the National Relay Service on 1300 555 727. Heritage also offers a free interpreter service for our members.

The Australian Financial Complaints Authority (AFCA)

If you are not satisfied with our response, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides free and independent financial services complaint resolution and can be contacted on:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Find out more

 Drop into your nearest Heritage branch

 Visit heritage.com.au

 Call 13 14 22

 Connect with us

Facebook: facebook.com/heritage

Twitter: [@heritagebank](https://twitter.com/heritagebank)

YouTube: youtube.com/HeritagePeopleFirst

This environmentally responsible brochure is printed using vegetable based inks on a paper that is produced using only sustainable resources under the guide of Responsible Forestry Practices. This paper is endorsed by the Forest Stewardship Council, is elemental chlorine free, and is manufactured under Environmental Management System ISO 14001.

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