



**Retail and
Business Banking
Financial Services
Guide, Credit
Guide and Privacy
Statement**



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St. George - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714

About this Guide

This is a Financial Services Guide, Credit Guide and Privacy Statement (Guide) to help you decide whether to use the financial or consumer credit services offered by St. George.

It contains information about:

- some of the financial services and products we can offer you, including details of any remuneration, commission or other benefits that may be paid to St. George or other relevant persons in relation to those services
- the consumer credit services and products we can offer you, and
- our internal and external dispute resolution procedures and how you can access them.

In this Guide, the words “we”, “our”, “us” and “St. George” refer to St. George – a division of Westpac Banking Corporation. References to the “Westpac Group” mean Westpac Banking Corporation and all its related bodies corporate.

Some other documents you might get from us

Product Disclosure Statement (PDS)

Whenever we provide advice about a financial product which takes your specific needs, objectives or financial situation into account (personal advice), or offer, issue, or arrange a financial product, we'll usually give you a PDS. The PDS includes information to help you make an informed decision about whether to purchase the product, including information about any significant benefits and risks of the product, and its cost.

Other Financial Services Guides

St. George also provides other financial services that are not covered by this Guide. If you are interested in these services, you may receive an additional Financial Services Guide.

Information about our financial services and products

St. George is authorised to provide you with financial product advice about and deal in certain financial products, including:

- banking products, such as deposit accounts and payment facilities,
- superannuation,
- financial and debt markets and international products (including foreign exchange accounts and contracts), and
- insurance products.

When we give financial product advice or issue our own products, we act on our own behalf. When we arrange for the issue, change or termination of a financial product issued by another entity, we may act on behalf of that entity.

We are responsible for the financial services we provide under our financial services licence.

Insurance services and remuneration

Depending on the type of insurance, St. George can:

- issue an insurance policy on behalf of the insurer under binder,
- arrange for the issue, variation or cancellation of an insurance policy by the insurer, or
- refer you to the insurer for more information and assistance.

The following table provides further details of the insurance services that we offer, and the remuneration that St.George and our related companies may receive.

Type of Insurance	Insurer(s)	Can we issue policies on behalf of the insurer?	Remuneration (as a percentage of premium)
Home and Contents Insurance (including Landlords Insurance)	Westpac General Insurance Limited, ABN 99 003 719 319	Yes	Up to 12.5% on initial issue Up to 12.5% on renewal
Motor Vehicle Insurance	CGU Insurance Limited, ABN 27 004 478 371	No	10% on initial issue 10% on renewal
Travel Insurance	CGU Insurance Limited, ABN 27 004 478 371	No	Up to 40% on initial issue Up to 40% on renewal
Boat and Caravan Insurance	CGU Insurance Limited, ABN 27 004 478 371	No	10% on initial issue 10% on renewal
Business Insurance	AAI Limited, ABN 48 005 297 807 (trading as GIO Insurance)	No	10% on initial issue 10% on renewal
Farm Insurance	CGU Insurance Limited, ABN 27 004 478 371	No	10% on initial issue 10% on renewal
Life Insurance (excluding Home Loan Protection and consumer credit insurance)	Westpac Life Insurance Services Limited, ABN 31 003 149 157	Yes	Nil
Home Loan Protection	St.George Life Limited, ABN 88 076 763 936	Yes	Up to 20% of first year's premium only
Consumer Credit Insurance	Swann Insurance (Aust) Pty Ltd, ABN 80 000 886 680 St.George Life Limited, ABN 88 076 763 936	Yes	Up to 20% of premium on an ongoing basis

Neither St.George nor any other member of the Westpac Group (other than the relevant insurer) guarantees the insurance described in this Guide.

Share Trading

ETRADE Australia Securities Ltd (E*TRADE Australia) provides trading and execution services through *directshares*, which is an online and phone share trading service that is operated for customers of St.George. For referring customers to the *directshares* site, we receive the following commission payments:

- Up to 95% of fees charged to customers by E*TRADE Australia for equity, options, warrants, managed funds, CFDs and Global Share trades
- Up to 50% of fees charged to customers by E*TRADE Australia of the foreign currency exchange rate fee
- Up to 35% of fees charged to customers by E*TRADE Australia of the Tax Tools Plus and Tax Tools Premium subscription fee
- Up to 100% of fees charged to customers by E*TRADE Australia of Other Services

The PDS or offer document for each of these products may disclose further details.

The amounts we pay to our staff

All of our staff receive a salary, plus superannuation, and may also be eligible for cash and non-cash incentives.

Cash incentives take the form of individual or team bonuses based on meeting:

- performance targets in relation to sales or referrals of financial products, and
- performance targets based on other factors such as compliance, customer, shareholder, people and corporate responsibility requirements.

Non-cash incentives are also based on meeting performance targets and may include gift vouchers, eligibility for competitions, pre-paid holiday packages, attendance at conferences and Westpac performance shares and options.

Information about our credit services and products

St.George's consumer lending products include:

- credit cards,
- home loans,
- residential investment property loans, and
- personal loans.

Our general obligations

As a credit provider, if we assess that a credit contract is unsuitable for you, we will not:

- enter into the credit contract with you, or
- increase the credit limit of the credit contract with you.

We refer to this assessment as the Suitability Assessment.

When will a credit contract be unsuitable?

A credit contract will be unsuitable if:

- the credit contract does not meet your requirements or objectives, or
- it is likely that you will be unable to comply with your financial obligations under the credit contract, or
- it is likely that you could only comply with your financial obligations under the credit contract with substantial hardship.

How can you access a copy of a Suitability Assessment?

If your application for credit or an increase in credit has been approved, you can call the St. George Customer Relations Team on 1800 804 728 and request a written copy of the Suitability Assessment, which we will provide within the following time-frames:

If your request is made:	We will give you your assessment:
Before the Credit Day*	As soon as possible after we receive your request
Up to 2 years after the Credit Day*	Within 7 business days after we receive your request
Between 2 and 7 years after the Credit Date*	Within 21 business days after we receive your request

* The Credit Day is the date the credit contract is entered into or the credit limit is increased.

We are not required to provide you with a copy of the assessment if the credit application or increase has been declined, or if the credit contract that your request relates to was entered into before 1 January 2011.

About St. George

St. George is a division of Westpac Banking Corporation, Westpac General Insurance Limited, Westpac Life Insurance Services Limited and St. George Life Limited, who issue some of the products referred to in this Guide, are subsidiaries of Westpac Banking Corporation.

We are regulated by the Australian Prudential Regulation Authority (APRA). As an APRA regulated entity, we are exempt from the compensation requirements in the *Corporations Act 2001*. We nonetheless have professional indemnity insurance, which provides cover for claims that relate to the financial services that we and our representatives provide.

Privacy statement

We collect personal information from you to process your application, provide you with your product or service, and manage your product or service. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in

relation to our products or services, and help us run our business. We may also use your information to tell you about products or services we think may interest you.

If you do not provide all the information we request, we may need to reject your application or we may no longer be able to provide a product or service to you.

We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf, and other organisations that assist us with our business.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at stgeorge.com.au or by calling 13 33 30. It covers:

- how you can access the personal information we hold about you and ask for it to be corrected,
- how you may complain about a breach of the Australian Privacy Principles or a registered privacy code and how we will deal with your complaint, and
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

We will use your personal information to contact you and send you information about products and services offered by the Westpac Group or its preferred suppliers. Please call us on 13 33 30 or visit any of our branches if you do not wish to receive marketing communications from us.

If you have a complaint

Making sure you get great service is one of the most important things we do. So if you have a complaint, we'd like you to contact us straight away. We welcome the opportunity to fix any problems.

If our staff at your first point of contact can't resolve your concern or complaint, you should call our dedicated Customer Relations Team. They're there to help you find a solution to any issue by looking into it in full.

St.George Customer Relations

Phone: 1800 804 728

Financial Services Dispute Resolution Schemes

If our best efforts still don't satisfy you, you can contact an independent dispute resolution service, such as:

The Financial Ombudsman Service (FOS)

Mail: GPO Box 3, Melbourne, VIC 3001

Phone: 1300 780 808

Toll Free: 1800 337 444

Fax: 03 9613 6399

Internet: www.fos.org.au

To find out more:



Ask us today



Call us on 13 33 30



stgeorge.com.au