

**People's  
Choice**

**Banking for life**

# **People's Choice & People First Bank Financial Services Guide.**

Prepared on 16 June 2025.

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This Financial Services Guide (FSG) is provided by Heritage and People's Choice Limited trading as People's Choice Credit Union and People First Bank (we/us/our) as a requirement under the Corporations Act 2001.

This FSG contains important information to assist you in deciding whether to use any of the financial services we offer in this FSG.

It provides you with:

- Our name and contact details
- The kinds of financial services we are authorised to deal in and provide advice about under our Australian Financial Services Licence which we will or will be likely to provide to you
- Information about remuneration that we, or any other relevant party, may be paid in relation to the financial services we offer
- How we deal with complaints and disputes
- The circumstances under which you may receive a Product Disclosure Statement (PDS) and the purpose and content of a PDS

## The services we provide

Our Australian Financial Services Licence authorises us to deal in and provide advice about the following kinds of financial services which we will or will be likely to provide to you:

- Deposit products – transaction, savings and term deposits
- Non-cash payment products (which we call 'access facilities') – such as Visa debit and credit cards, Internet Banking, Mobile Banking and Phone Banking
- General Insurance

## Documents you may receive

Depending on the type of product or service you choose, we may provide you with the following documents:

## Product Disclosure Statement (PDS)

Where required, the Product Disclosure Statement (PDS) contains information about the product, including the costs, benefits, risks and features. This information will help you to decide whether to acquire the product. We will give you a PDS if we recommend you acquire a particular financial product, where we have considered your objectives, financial situation or needs, or if we provide, or offer to provide, you with a particular financial product. Where a product does not have a PDS we will give you relevant information about terms and conditions, fees and charges and interest rates.

## Giving us instructions

Depending on the financial service or product concerned, you may conduct transactions or give instructions to us in person, electronically (examples: 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.

## Who we act for

When we provide general advice about financial products, we do so on our own behalf.

We also act on our own behalf when we issue our own financial products – deposit accounts and access facilities.

We act for third party product issuers when we provide or arrange General Insurance.

Details of the relevant product issuer will be included in the PDS or other disclosure information for that financial product.

We use the services of foreign exchange third parties when we provide or arrange foreign currency services.

## 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.

## Associations and Relationships

Not all products offered by us are issued by us.

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

Product Issuer	Example of financial products issued
Convera Australia Pty Ltd ABN 24 150 129 749 AFSL 404092	Telegraphic transfers (inward and outbound)
Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 under the CGU brand	<ul style="list-style-type: none"><li>• Home, contents and motor insurances</li><li>• Caravan, boat and trailer insurance</li><li>• Landlord insurance</li></ul>
Travelex Limited ABN 36 004 179 953 AFSL 222444	<ul style="list-style-type: none"><li>• Foreign currency</li></ul>
Fiducian Financial Services Pty Ltd ABN 46 094 765 134 AFSL 231103	<ul style="list-style-type: none"><li>• Financial planning advice</li></ul>

## Fees, charges, commissions and other benefits we may receive

We may charge you fees for issuing our own products.

Third party product issuers may also charge fees for issuing financial products that we arrange.

Likewise, we may charge you fees when you carry out transactions on a deposit account or when you use our access facilities, such as Visa cards, etc. Details of the relevant fees and charges are set out in the PDS for the financial product (if there is one) or in the terms and conditions and fees and charges documents we give you.

## Benefits received by us

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
Telegraphic transfer (inward and outbound)	50% of total foreign exchange revenue and fee (where applicable)	Convera Australia Pty Ltd
Foreign cash (sell)	35% of the foreign exchange revenue	Travelex Limited
General insurance	Up to 25% of each premium (excluding government fees and charges, plus GST)	Insurance Australia Limited
Financial planning advice	5% of the first Statement of Advice fee for each referred customer	Fiducian Financial Services Pty Ltd

You may request particulars of the commission payable to us by a provider of these products within a reasonable period of time of being given this FSG and before any financial service identified in this FSG is provided.

## Benefits and other rewards received by our employees

Our employees are remunerated principally by salary and do not directly receive any commissions or fees. From time to time we, or the third parties we deal with, may reward our employees with incentive bonuses or gifts for providing exceptional member service and/or assisting our members to meet their financial needs.

## Compensation arrangements

We have 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, we are not required to satisfy the requirements for compensation arrangements under Section 912B of the Corporations Act 2001.

## Referrals

We may pay commissions or provide other benefits to external parties who refer customers to us. These benefits and commissions could consist of a single one-off payment or benefit, or calculated as a percentage of the total amount of sales generated by the external party's referrals.

## Your complaint matters

If you are unhappy with your experience with us 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
- Phone us on 1800 961 687 (free call)
- Email us at [complaints@peopleschoice.com.au](mailto:complaints@peopleschoice.com.au)
- Write to us at GPO Box 1942, Adelaide SA 5001
- Go to [peopleschoice.com.au/help-and-support/feedback-and-complaints](https://peopleschoice.com.au/help-and-support/feedback-and-complaints) to submit online
- Go to our Facebook, Instagram, LinkedIn or any other social media channels on which People's Choice is active, to submit via direct message

## 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 Complaints Resolution 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

We 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. We also offer 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](http://www.afca.org.au)

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

Phone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints 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.

## **How to contact us**

People's Choice Credit Union and People First Bank are trading names of Heritage and People's Choice Limited  
ABN 11 087 651 125 AFSL 244310

- Drop into your nearest branch
- Visit: [peopleschoice.com.au](https://www.peopleschoice.com.au)
- Call: 13 11 82

## **Connect with us**

- Facebook: [facebook.com/PeoplesChoiceAU/](https://facebook.com/PeoplesChoiceAU/)
- Instagram: [@peopleschoiceau](https://www.instagram.com/peopleschoiceau)