

THE CAPRICORNIAN'S FINANCIAL SERVICES GUIDE

This Financial Services Guide was prepared on 4th April 2025

WHAT IS THE PURPOSE OF THIS 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 must provide 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
- how we deal with complaints against us.

However, this FSG does not provide information about our financial services in relation to basic deposit products and non-cash payment facilities, other than the information about:

- our name and contact details; and
- how we deal with complaints against us.

WHAT OTHER DOCUMENTS MIGHT I RECEIVE?

When we provide you with a financial service, we may also have to provide you with a Statement of Advice or a Product Disclosure Statement. These documents are described below.

Statement of Advice

A Statement of Advice is a document that sets out personal advice we give to you, the basis on which we give the advice, and any benefit or association that may influence the advice we provide to you. The Statement of Advice helps you to make an informed decision about whether to act upon that advice.

We must give you a Statement of Advice when we provide you with advice in relation to a financial product, after taking into consideration your objectives, financial situation or needs. We are not required to provide you with a Statement of Advice if our advice relates only to basic deposit products, non-cash payment facilities or general insurance products.

Product Disclosure Statement

A Product Disclosure Statement (**PDS**) is a document that provides you with information about a financial product and the entity that issues the financial product (**the Issuer**).

We must provide you with a PDS about a financial product for which a PDS is available when:

- we recommend that you acquire the financial product; or
- we issue, offer to issue, or arrange the issue of, the financial product to you.

The PDS must contain information about the financial product so that you can make an informed decision whether or not to acquire it. A PDS about a financial product must include, amongst other things:

- the Issuer's name and contact details;
- the significant features of the financial product and its terms and conditions,
- any significant benefits and risks associated with holding the financial product;
- the fees and costs associated with holding the financial product; and
- dispute resolution procedures, and how you can access them.

WHAT FINANCIAL SERVICES CAN WE PROVIDE?

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

- basic deposit products – our transaction, savings and term deposit accounts;**
- non-cash payment facilities – such as Visa card, mobile banking app and internet banking and travellers cheques’;**
- term or investment deposit accounts that are not basic deposit products;
- general insurance; and
- consumer credit insurance.

** Please note that the only information we provide in this FSG about our basic deposit products and non-cash payment facilities is about our contact details and our dispute resolution system under “What should you do if you have a complaint?”

In addition to the financial services we provide under our (**AFSL**), we also deal in and advise on consumer and commercial lending products.

ON WHOSE BEHALF DO WE PROVIDE FINANCIAL SERVICES?

We generally provide financial services on our own behalf. However, when we arrange to issue insurance products, we do so on behalf of the insurers who are the product issuers. Details of who the relevant product issuer is will be included in the Product Disclosure Statement for that insurance product.

HOW DO YOU DO BUSINESS WITH US?

We generally prefer instructions for products and services be provided in person, and we usually require your signature to confirm these instructions. However, there are special arrangements in place for some products and services where we can receive your instructions electronically via email, by telephone or fax. Where this is possible, it will be specified in the terms and conditions for the relevant product.

Where available, we are also able to accept instructions by other matters- for example, Braille and various foreign languages. If you would prefer to instruct us in any of these ways, please make your request known to a member of our staff.

WHAT REMUNERATION OR OTHER BENEFITS DO WE RECEIVE FOR PROVIDING FINANCIAL SERVICES?

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

We may receive commissions from an insurer when we arrange an insurance product, as set out below:

- general insurance products – commissions range from 10% to 25% of premiums for new insurance and insurance renewals, depending on the type of insurance product;
- consumer credit insurance – the credit union receives 20% of premiums for new insurance.

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.

WHAT REMUNERATION OR OTHER BENEFITS DO OUR EMPLOYEES RECEIVE FOR PROVIDING FINANCIAL SERVICES?

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.

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. If you receive personal advice from us, we will be required to provide you with more detailed information about any relevant benefit in or with your Statement of Advice.

COMPENSATION ARRANGEMENTS

We have professional indemnity insurance arrangements in place to meet its obligations as the holder of an AFSL. Our insurance arrangements cover claims relating to the services and products we offer and the conduct of current and form our staff (where we are responsible for the conduct of the staff member at the time of relevant conduct).

Financial Hardship

You may experience financial hardship at some time. This may be related to illness, unemployment or reduced income, a pandemic, natural disaster or relationship breakdown. But getting support is important – and we're here to help.

If you are struggling to keep up or worried about managing your debt repayments in the future, get in touch with us. We can help with tailored support to suit your needs.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

We conduct a dispute resolution system to deal with any complaints you may have about any of our banking products or services, or about any financial service we provide in relation to insurance products. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we have tried to resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution centre.

If you want to make a complaint, contact our staff at any branch and tell them that you want to make a complaint. Our staff has 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 have an easy to read guide to our dispute resolution system available to you on request.

CONTACT DETAILS

You can contact The Capricornian Ltd:

- in person at one of our branches – visit our website at www.capricornian.com.au for our branch details
- by calling 1300 314 900
- by email at info@capricornian.com.au
- in writing to The Capricornian Ltd
PO Box 1135
Rockhampton Qld 4700

Further Help

If you are not satisfied with the resolution offered by our staff members, you can have your complaint reviewed free of charge by the Australian Financial Complaints Authority (**AFCA**), an external dispute resolution scheme.

The AFCA is designed to offer fair, independent and accessible dispute resolution for consumers who are unable to resolve complaints directly with their financial services provider. In most cases you have two years to submit a complaint to AFCA after you have raised it with us and received a final outcome from us. Before AFCA investigates your complaint, they will generally give us an opportunity to resolve or respond to it.

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO BOX 3, Melbourne VIC 3001

Email: info@afca.org.au

Website: www.afca.org.au