

---

# **FINANCIAL SERVICES GUIDE**

**Maitland Mutual Limited trading as  
The Mutual Bank, ABN: 94 087 651 983,  
AFSL/Australian credit licence 238139**

**Dated: 31 October 2023**



## About This Document

This Financial Services Guide (FSG) is issued by: Maitland Mutual Limited trading as The Mutual Bank, ABN 94 087 651 983, AFSL/Australian credit licence 238139. This FSG is an important document designed to assist you in deciding whether to use any of our financial services and products. It contains information about:

- who we are
- the services and products we offer you
- how you can give us instructions
- what relationships we have with other product issuers
- the remuneration, commissions and benefits that may be paid to us, our staff or other persons in relation to the financial services being offered
- how you can make a complaint
- how to contact us

## Other documents you may receive from us

### *Product Disclosure Statement*

We may provide you with a Product Disclosure Statement (PDS), if you acquire a financial product from us or if we offer to issue a financial product to you. The PDS will help you make an informed decision about the financial product by providing information about:

- terms and conditions
- transaction limits
- fees and charges
- interest rates
- details of the features, benefits and risks associated with holding the product
- dispute resolution procedures
- other information we consider relevant

In certain circumstances we are not required to provide a PDS (including, for example, where you already have an up to date copy).

## About us

The Mutual Bank is a mutually owned Authorised Deposit-Taking Institution which has a proud tradition of having served the local community in the Maitland and Hunter Valley areas of New South Wales since 1888.

We are regulated by the Australian Prudential Regulation Authority (APRA). We hold an Australian Financial Services Licence (AFSL) and an Australian Credit Licence (ACL) issued by the Australian Securities and Investments Commission (ASIC).

## What financial services and products we offer

Our AFSL authorises us to deal in and provide general financial product advice to retail and wholesale customers in relation to:

- deposit products
- facilities for making non-cash payments (for example cheques, direct debit and BPay®)
- general insurance products

In addition to the financial services and products we offer under our Australian Financial Services Licence, we are also authorised under our Australian Credit Licence to provide advice on consumer and commercial lending products such as:

- home loans
- residential investment loans and equity loans
- personal loans
- credit cards
- business loans
- commercial loans

Other services include:

- referral to licensed financial planners
- foreign currency

## Your instructions to us

We generally require that you instruct us in person in relation to products and services, and we generally rely on your signature to verify your instructions. However, for some products and services (e.g. telephone and internet banking), we can make special arrangements, where we can receive your instructions electronically via telephone, website access, email, fax or other electronic means. You may be permitted to authorise other people to give instructions on your behalf in some instances. Please refer to the PDS or terms and conditions for further information.

## Relationships with other product issuers and how we are paid by them

We act on behalf of other product issuers and may receive commissions from them when we sell their financial products.

### Insurance

We act as agent for Insurance Australia Limited ABN 11 000 016 722 AFSL 227 681 for general insurance products. The commissions we receive for insurance products range from 5% to 25% of premiums depending on the type of insurance product.

### Foreign Currency

Convera Australia Pty Ltd ACN 150 129 749; AFSL 404092 pays us a commission for selling their Inward and Outward International transfers.

Commission
Twenty percent (20%) of the foreign exchange and transaction fee revenue resulting from the provision of the Convera Services.

Travellex Limited pays us a commission equal to 1% (minimum \$8.00) of the Australian dollar equivalent for selling their service for the sale and purchase of foreign currency cash which is paid at the time of the transaction.

MasterCard Prepaid Management Services Australia Pty Ltd (MasterCard) (ABN 47 145 452 044) pay us a commission for loading and reloading of their Multi-currency Cash Passport as per below:

Commission Condition	Commission
Load or reload of Multi-currency Cash Passport	The greater of 1.1% of AUD equivalent in store load or reload amount or AUD 15.00

In addition, MasterCard will pay us a share of their foreign exchange revenue earned from our loading and reloading of their Multi-currency Cash Passport as set out in the table below:

Total foreign exchange revenue (current year)	Percentage of revenue paid (in AUD)
Less than or equal to prior year foreign exchange revenue	5%
Greater than prior year foreign exchange revenue	30%

The PDS for each of these products will disclose further details.

### Financial Planning

We have an arrangement to refer members seeking financial planning services and advice with Collective Finance Advice Pty Ltd (ABN 21 614 975 889) trading as Collective Financial Partners who are authorised to provide financial services by Alliance Wealth Pty Limited (ABN 93 161 647 007), AFSL 449221. We receive a commission based on initial Statement of Advice. When the financial advice is provided to you, Collective Financial Partners will let you know the amount of any fee you will pay for their services, including the amount of any fee or commission we or Collective Financial Partners receive.

Commission Condition	Amount Payable
Initial Statement of Advice documents where fees charged by the adviser between \$2200 to \$4400	\$300
Initial Statement of Advice documents where fees charged by the adviser between \$4400 to \$6600	\$750

### Remuneration of staff

Our staff are remunerated by salary and do not receive commissions. They may be eligible for a reward scheme payment which is based on a number of factors which include:

- standards achieved in client service; and
- performance against targets.

They may also receive benefits such as tickets to events and other similar benefits either from us or from product providers whose products we sell.

## Referrals

We do not pay commissions or provide other benefits to third parties for referring retail financial product customers to us.

## What to do if you have a Complaint with Us

If you have a complaint, we encourage you to contact us at any of our branches or using the contact details in this Financial Services Guide. Our staff will acknowledge your complaint promptly.

If a complaint is not resolved immediately, our aim is to resolve complaints by the end of the fifth business day after receiving the complaint. If this is not possible, we will give you the name and contact details of a person to whom you can escalate your complaint within 3 business days.

We will do our best to ensure that we resolve your complaint within 21 days and advise you in writing of our decision and any action to be taken. If we require longer, we will advise you in writing. We do not charge you a fee for making a complaint. For further information go to our website and search 'Complaints'.

### Australian Financial Complaints Authority

If we are unable to resolve a complaint you have made to us to your complete satisfaction, you may refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides an external and impartial procedure, which is available to you free of charge. You can contact AFCA by:

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: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

### Office of the Australian Information Commissioner

If you are not satisfied with our response or handling of your complaint about how we handle your personal information you may also contact the Office of the Australian Information Commissioner (OAIC). You can contact OAIC by:

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

Mail: Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001

## Your private information

The Mutual Bank takes your privacy seriously. In general, we collect information about you to manage the client relationship we have with you. We comply with the Privacy Act generally, the Australian Privacy Principles, and the credit reporting provisions of the Privacy Act. Our Privacy Policy is available by visiting our website: [www.themutual.com.au](http://www.themutual.com.au).

## Customer Owned Banking Code of Practice

The Customer Owned Banking Code of Practice is the code of practice for Australian Mutual Banks, Building Societies and Credit Unions. Its purpose is to set standards of fair and responsible banking for customer owned Australian Deposit Institutions like The Mutual Bank to follow when dealing with individuals and small business customers and their guarantors. We undertake to comply with this Code in our dealings with you. Each relevant provision of Customer Owned Banking Code of Practice applies to the products and services as described in this guide and is incorporated into this Financial Services Guide.

## How to contact us

You can contact us:

- in person at any of our branches or at Head Office 6 Mitchell Drive, East Maitland NSW 2323
- by phoning us on 1300 688 825
- by emailing us at [info@themutual.com.au](mailto:info@themutual.com.au) or through our website: [themutual.com.au](http://themutual.com.au)