

Financial Service Guide.

27 February 2024

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550 ABN 11 068 049 178. AFSL No. 237879.

"Bendigo Bank", "Adelaide Bank" and "Rural Bank" are divisions of Bendigo and Adelaide Bank Limited.

Throughout this Financial Services Guide (FSG) references to:

- "Bendigo and Adelaide Bank" are references to Bendigo and Adelaide Bank Limited.
- "Community Bank branch or branches" are references to the franchises of Bendigo and Adelaide Bank using the Bendigo Bank and Community Bank name, logo and system of operations.
- "Franchise branch or branches" are reference to the franchises of Bendigo and Adelaide Bank using the Bendigo Bank name, logo and system of operations.
- "**Alliance Bank®** branches" are references to agents of Bendigo and Adelaide Bank using the Alliance Bank® registered trademark.
- "University Community Bank" are references to a collaboration with a University, operated by Bendigo and Adelaide Bank using the Bendigo Bank, Community Bank and the Universities' names and logos.
- "we", "us", or "our" are references to Bendigo and Adelaide Bank, Community Bank branches, University Community Bank and Franchise branches. References to "our staff" and "our branch staff" have a corresponding meaning.

Community Bank branches, Franchise branches and **Alliance Bank®** branches and their employees are authorised representatives of Bendigo and Adelaide Bank.

About this Financial Services Guide

This Financial Services Guide (FSG) has been designed to assist you in deciding whether to use the financial services we offer. It also contains general information about how Bendigo and Adelaide Bank, Community Bank branches, University Community Bank, Franchise branches and **Alliance Bank®** branches, our staff and other representatives are remunerated in relation to those services, as well as information about dispute resolution.

This FSG may be provided to you by authorised staff of Bendigo and Adelaide Bank or its authorised representatives working in Community Bank branches, University Community Bank, Franchise branches or **Alliance Bank®** branches.

Other documents you may receive

You may also receive other documents when we provide services or products to you:

- Statement of Advice (SoA) - this is a record of personal advice provided to you. Personal advice is advice that takes into account any one or more of your objectives, financial situation and needs. The SoA will contain the advice, the basis on which the advice is given and information about fees and commissions, as well as details of any potential conflicts of interest. You will receive a SoA when personal advice is given to you, except where the advice relates to deposit, payment or general insurance products.
- Product Disclosure Statement (PDS) – this will be provided to you if we recommend, arrange, issue or offer to issue certain financial products to you. So you can decide whether or not to acquire the financial product, the PDS sets out the key features, significant benefits, risks, fees and charges associated with the financial product.
- Terms & Conditions (T&Cs)/Product Guides (PGs)/Administration Service Guides (ASGs) – these will be provided to you if we recommend, arrange, issue or offer to issue our basic deposit products to you, and in respect of some administration services we may provide to you. Similar to the PDS, the T&Cs/PGs/ASGs set out the key terms, features, fees and charges associated with the product or service.

Not Independent

Bendigo and Adelaide Bank cannot refer to itself as 'independent', 'impartial' or 'unbiased' in relation to personal advice it provides because:

Bendigo and Adelaide Bank is the issuer of some of the financial products it advises on;

Bendigo and Adelaide Bank advisers can only advise on products and services approved by Bendigo and Adelaide Bank (which includes products issued by Bendigo and Adelaide Bank); and

Bendigo and Adelaide Bank may receive remuneration from product issuers in respect of some products or services.

Contact details

You can contact us at any of our branches, which are listed on our website: www.bendigobank.com.au

Alternatively you can contact us via:

- Telephone 1300 236 344
- The Bendigo Bank website at www.bendigobank.com.au
- Customer Feedback Team
Reply Paid PO Box 480
Bendigo VIC 3552
Telephone 1300 361 911
8.30am - 5.00pm (AEST/AEDT) Monday to Friday

- Email: feedback@bendigoadelaide.com.au
- For lost and stolen cards please contact:
From within Australia: 1800 035 383
From overseas: +61 3 5485 7872

Contact details for **Alliance Bank®** branches are published on their websites.

Instructing us

Generally, you need to give us instructions in writing unless another method has been agreed by us. You can give us these instructions by using the contact details set out above. Some products and services may have their own requirements as to how to provide instructions or execute certain transactions. Please refer to the PDS, T&C's, PG's or other disclosure documents for the relevant product details.

Bendigo and Adelaide Bank Group ("the Group")

Bendigo and Adelaide Bank is a member of the Bendigo and Adelaide Bank Group of companies and is a related company of the following financial product issuers:

- Sandhurst Trustees Limited;
- Bendigo Superannuation Pty Ltd; and
- Leveraged Equities Limited.

Our financial services

Bendigo and Adelaide Bank holds an Australian Financial Services Licence (AFSL). Under this licence, Bendigo and Adelaide Bank deals in and provides advice and services in relation to the following products:

- Banking
 - deposit and payment products (including term deposits and non-cash payment facilities such as direct debit and cheque facilities).
- Insurance
 - general insurance;
 - life insurance;
 - CTP (compulsory 3rd party motor vehicle) insurance;

In relation to general insurance, Bendigo & Adelaide Bank acts under its own Financial Services Licence.

- Investments
 - superannuation;
 - managed funds;
 - debentures;
 - securities.
- Financial Markets and International Trade
 - foreign exchange contracts;
 - foreign currency deposit accounts;
 - foreign currency loans
 - derivatives.

We are also authorised under Bendigo and Adelaide Bank's AFSL to provide both general and personal advice in relation to the above products other than superannuation and managed funds (general advice may be provided by a Bendigo Financial Planning authorised Wealth Concierge, AFSL 237898).

Benefits we or our related companies or associates may receive

In relation to the services that we provide to you, we are also authorised by a number of other financial product providers to distribute or endorse their financial products. We may receive payments from those product issuers. In some cases payments made to Bendigo and Adelaide Bank are shared with a Community Bank branch, University Community Bank, Franchise branch or **Alliance Bank®** branch. Payments are paid monthly into a Community Bank branches, University Community Bank, Franchise branches or **Alliance Bank®** branch account.

Bendigo Invest Direct

We have an arrangement with CMC Markets Stockbroking Limited ABN 69 081 002 851 AFSL 246381 to promote and endorse the trading of shares through Bendigo Invest Direct. Bendigo Invest Direct is a share trading service provided by CMC Markets Stockbroking Limited. If you decide to invest using Bendigo Invest Direct, we will receive commission payments from CMC Markets Stockbroking Limited in relation to your trades on Bendigo Invest Direct. These commission payments may be shared with our related companies, including Leveraged Equities Limited ABN 26 051 629 282 AFSL 360118. The commission received is equal to the brokerage charged to clients using Bendigo Invest Direct (which is determined by us from time to time) less the brokerage retained by CMC Markets Stockbroking Limited, per trade. Any commission amounts paid by CMC Markets Stockbroking to us are not an extra charge to you. You may request particulars of the commission structure within a reasonable time of receiving this FSG and before any financial service identified in this FSG is provided to you.

Insurance products

Commissions are included in the amount you pay for the product and the rate depends on the particular type of product you purchase. Where you conduct most of your transactional banking with a Community Bank branch, University Community Bank, Franchise branch or Agent, Bendigo and Adelaide Bank shares commissions with that entity.

The Community Bank branch, University Community Bank, Franchise branch or Agent receives up to 50% of the commission. All commission payments are made monthly.

Insurance products sold or made available by us are issued by Insurance Australia Limited ABN 11 000 016 722 AFSL 227681. Commissions for insurance products are paid to us on a monthly or annual basis depending on the payment method chosen.

For travel insurance, the commission is up to 25% of the total base premium.¹

For general insurance products, the commission is up to 21.0% of the annual base premium.²

In all cases, the commission is based on the premium before the addition of government charges.

For example, if the premium for your house and contents policy is \$700 (before the addition of government charges), Bendigo and Adelaide Bank would receive a commission of up to \$147.00.

If you conduct most of your transactional banking with a Community Bank branch, University Community Bank, Franchise branch or Agent, that entity would receive up to \$73.50 of that commission.

Importantly, these commissions (and the other benefits referred to below) are not charged directly to you. Rather they are paid from the product fees applicable to the financial product you acquire.

¹ "total base premium" means the amount charged to a customer for an insurance product by the insurer for the period of coverage selected (excluding compulsory Government charges, including stamp duty, GST and any applicable levies).

² "annual base premium" means the amount charged to the customer for an insurance product by the insurer for a twelve month period (net of administration fees, compulsory Government charges including stamp duty, GST and any applicable levies)

Insurance products – other benefits

Bendigo and Adelaide Bank may receive other benefits on the sale of certain products. These benefits may take various forms including:

- an annual bonus payment under an arrangement with Insurance Australia Limited which is dependent upon Bendigo and Adelaide Bank's account meeting certain performance criteria over a specific period;
- an ongoing payment under an arrangement with Insurance Australia Limited to contribute to the administration costs of Bendigo and Adelaide Bank distributing general insurance products;
- an annual marketing allowance from Insurance Australia Limited to conduct marketing campaigns.

Insurance Referrals

WFI

We have a referral relationship with Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as WFI (WFI). Should you acquire a product issued by WFI, in relation to this referral arrangement, Bendigo and Adelaide Bank will be entitled to receive a commission of between 2.5% to 10% for new business and 1.25% to 7.5% for renewals. The Bendigo and Adelaide Bank may also receive incentives associated with the quality of referrals to WFI. In addition, Bendigo and Adelaide Bank may receive an allowance to help conduct marketing campaigns.

Community Broker Network Pty Ltd and Shielded Pty Ltd

Bendigo and Adelaide Bank have a referral relationship with Community Broker Network Pty Ltd ACN 096 916 184 AFSL 233 750 (CBN) and Shielded Pty Ltd ACN 612 044 630 (Shielded) an authorised representative of CBN for the provision of business related insurance solutions, rural insurance solutions and other insurance solutions at the discretion of Bendigo and Adelaide Bank to customers of the Group.

CBN and Shielded are authorised to provide personal advice and are required to act in your best interest when providing personal advice including explaining the risks associated with the insurances recommended to you.

If you acquire an insurance product arranged by CBN or Shielded, the Bendigo and Adelaide Bank will be entitled to receive a share of their fee and commission equal to 25% of the fees and commissions charged in the initial 12 months and 10% for any renewals thereafter.

The Bendigo and Adelaide Bank is not responsible for any financial services or financial advice provided by CBN, Shielded, their employees or representatives. CBN and Shielded are not part of the Bendigo and Adelaide Bank Group. Please review any disclosure documents provided to you by CBN or Shielded to understand how CBN or Shielded will provide personal advice to you.

In some cases, payments made to Bendigo and Adelaide Bank in relation to the referral arrangement may be shared with a Community Bank branch, University Community Bank, Franchise branch, **Alliance Bank®** branch or Agent, or other related company of Bendigo and Adelaide Bank where the referral is made to WFI and/or CBN or Shielded by that entity.

Financial Advice Referrals

We have a referral arrangement with Bridges Financial Services Pty Ltd ABN 60 003 474 977 AFSL 240837 (Bridges). If you decide to progress with personal financial advice with Bridges, Bendigo and Adelaide Bank will receive a referral fee of \$1150.00 plus GST. Bendigo and Adelaide Bank may share \$460.00 plus GST of the referral fee from Bridges with a Community Bank branch, Franchise branch, **Alliance Bank®** branch or Agent if the referral is made to Bridges by that entity. Any amounts paid by Bridges are not an extra charge to you.

Travelex Wholesale Currency Services

Travelex Wholesale Currency Services are provided by us under an agreement with Travelex Limited. ABN 36 004 179.

Cash Passport™ Platinum Mastercard®

The Cash Passport™ Platinum Mastercard® product is provided by us under an arrangement with Mastercard Prepaid Management Services Australia Pty Ltd ABN 47 145 452 044, AFSL 386837 who arranges for the issue of the Cash Passport™ Platinum Mastercard® in conjunction with the issuer. EML Payment Solutions Limited ("EML") ABN 30 131 436 532, AFSL 404131. We will receive a payment from Mastercard Prepaid

Management Services Australia Pty Ltd equal to 50% of the foreign exchange revenue earned on the initial load or reload transaction. Payments are made monthly. We may also charge you a fee of up to 1.1% of the AUD equivalent value or \$15 on the amount loaded by a customer onto their Cash Passport™ Platinum Mastercard® when they purchase or reload it at one of our branches (this fee will be retained by us).

The full amount of this fee will be paid to the Community Bank branch, University Community Bank or Franchise branch where you transacted.

For example if you purchase a Cash Passport™ Platinum Mastercard® at a Community Bank branch 100% of the fee will be paid to that Community Bank branch.

Cash Passport™ Platinum Mastercard®™ product – other benefits

Bendigo and Adelaide Bank may receive other benefits on the sale of the Cash Passport™ Platinum Mastercard® product. These benefits may take various forms such as:

- a bonus payment under an arrangement with Mastercard Prepaid Management Services Australia Pty Ltd which is dependent upon Bendigo and Adelaide Bank's account meeting certain performance criteria over a specific period; and
- a marketing allowance from Mastercard Prepaid Management Services Australia Pty Ltd to conduct marketing campaigns.

Other benefits to Community Bank branches, University Community Bank, Franchise branches and Alliance Bank® branches from companies within the Group

Where you apply through Community Bank branches, University Community Bank, **Alliance Bank®** branches or Franchise branches for a product issued by Sandhurst Trustees Limited, the Community Bank branch, University Community Bank or Franchise branch may receive a commission of up to 0.25% per annum of the value of your investment. Any commission paid by Sandhurst is not deducted from your investment.

For example, in respect of an investment by you in the Sandhurst Select 90 Fund valued at \$10,000, the Community Bank branch, University Community Bank, or Franchise branch will receive a commission of 0.25% per annum on that amount. If the value of your investment remained at \$10,000 for an entire year, the Community Bank branch, University Community Bank or Franchise branch would receive \$25.00 (\$10,000 x 0.25% equals \$25.00).

Where you apply through Community Bank branches, University Community Bank or Franchise branches for a product issued by Leveraged Equities Limited, the Community Bank branch, University Community Bank or Franchise branch receives 50% of the gross margin on any variable loan and, depending on the revenue sharing arrangements with Bendigo and Adelaide Bank, either 50% of the gross margin or 0.25% per annum commission on any fixed loan.

Where you apply through Community Bank branches, University Community Bank or Franchise branches for a product issued by Rural Bank, the Community Bank

branch, University Community Bank, Franchise branch or **Alliance Bank®** branch receives total commission of up to 0.50% per annum of the average account balance for deposit products, depending on the revenue sharing arrangements with Bendigo and Adelaide Bank.

Where you apply through Community Bank branches, University Community Bank, Alliance Bank® branches or Franchise branches for a product issued by Bendigo Superannuation Pty Ltd, the Community Bank branch, University Community Bank or Franchise branch may receive a commission of 0.10% per annum of the value of your investment.

Personal advice

If you receive personal financial product advice, you will be provided with a SoA which includes any remuneration and other benefits (where possible in actual dollar amounts). However, for personal advice, in relation to deposit, payment, and general insurance products, this information will be included in another communication. If the exact amount of remuneration is not known at the time you are given the SoA or other communication, the manner in which the remuneration (including commission) and any other benefits is to be calculated will be described instead.

Referrals

If you have been referred to us by someone else, we may pay that person remuneration (including commission) or other benefits (which may be a fixed amount or up to 0.85% per annum of the amount you have invested or calculated on some other basis).

Remuneration received by Bendigo and Adelaide Bank for products issued by Bendigo and Adelaide Bank

Bendigo and Adelaide Bank is the issuer of the following products and will receive remuneration in its capacity as product issuer of those products:

- Derivatives/Foreign Exchange Contracts.
Bendigo and Adelaide Bank may receive remuneration or other benefits in respect of derivatives and foreign exchange contracts to which we are a counterparty. A description of the means by which the remuneration is to be calculated or provided will be disclosed in the relevant PDS or other disclosure document for the particular product.
- Deposit products and non-cash payment facilities.
- Bendigo and Adelaide Bank also provides and may charge fees for legal and other professional services to superannuation or managed funds of which Bendigo Superannuation Pty Ltd or Sandhurst Trustees Limited is the product issuer. These fees are competitive compared with those currently charged externally for similar work. You may request particulars of the fee structure within a reasonable time of receiving this FSG and before any financial service identified in this FSG is provided to you.

Remuneration received by other Group companies for products issued by them

If you acquire a product issued by a company in the Group, the relevant company may receive product fees in relation to that product, including commission, referral fees, entry fees, management fees, exit fees and any other fees specified in the PDS, T&Cs, PGs or other disclosure document for that particular product. These product fees may ultimately benefit other Group members or associates.

How our staff are paid

Our staff are paid salaries, not commissions.

Our staff may be eligible for a performance bonus payment that is based on a number of factors, such as the overall performance of the Group or, where staff work in a Community Bank branch, University Community Bank, or work for Franchise branch or **Alliance Bank®** branch, the individual branch. These include performance against growth projections, personal development and customer service standards. Where permitted by law, from time to time our staff may also receive non-monetary benefits from product providers, such as tickets to events or promotional merchandise.

Privacy

We collect personal information (for example, your name and address) in order to provide you with the most appropriate products and services for your needs. We are committed to ensuring your privacy is protected and understand your concerns regarding the confidentiality and security of personal information you provide to us. How we collect, manage, use and disclose your personal information is governed by the Group's Privacy Policy. The Group's Privacy Policy (which also applies to Community Bank branches, University Community Bank, Franchise branches and **Alliance Bank®** branches) is available upon request at any of our branches, on the Bendigo Bank website at <https://www.bendigobank.com.au>, on the Adelaide Bank website at <https://www.adelaidebank.com.au> or on the websites of the **Alliance Bank®** branches.

Resolving complaints

We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.

You can raise your complaint with us by:

- speaking to a member of our staff;
- telephoning 1300 236 344;
- website www.bendigobank.com.au/contact-us/
- secure email – by logging into e-banking;

- contacting us through a Bendigo Bank social media channel;
- contacting the **Alliance Bank®** branch using the contact details for complaints shown on their website.
- contacting the Customer Feedback Team at:
Reply Paid PO Box 480
Bendigo VIC 3552
Telephone: 1300 361 911
8.30am - 5.00 (AEST/ADST) Monday to Friday
Email: feedback@bendigoadelaide.com.au

Alternatively you may refer your complaint directly to the appropriate External Dispute scheme.

We are a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne Vic 3001
Telephone: 1800 931 678
Email: info@afca.org.au
Web: www.afca.org.au

Time limits may apply to refer a complaint to AFCA therefore you should act promptly or otherwise consult the AFCA website to find out if, or when the time limit relevant to your circumstances expires.

If your complaint relates to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):

GPO Box 5218
Sydney NSW 2001
Telephone 1300 363 992
Email: enquiries@oaic.gov.au
Web: www.oaic.gov.au

Compensation arrangements

As an approved deposit taking institution regulated by the Australian Prudential Regulation Authority, Bendigo and Adelaide Bank is exempt from the compensation arrangements required for Australian Financial Service licensees.

Talk to us today

In person	At your nearest Bendigo Bank branch
On the phone	Call 1300 236 344
Online	At bendigobank.com.au
By mail	The Bendigo Centre PO Box 480 Bendigo VIC 3552

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550 ABN 11 068 049 178. AFSL/Australian Credit Licence 237879.

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