Financial Services Guide

This Financial Services Guide (FSG) was prepared on **12 September 2025**

community first bank

illawarra credit union

Not independent:

Community First is not independent, impartial or unbiased in relation to personal advice that we may provide because:

+ We limit the financial products that our employees may advise on;
+ We issue some of the financial products that our employees (who are remunerated by us) may advise on;
+ We receive remuneration from some issuers of third-party financial products that our employees may advise on.

What is the purpose of this Financial Services Guide?

Our Financial Services Guide sets out information such as the types of financial services we are authorised to provide and how we deal with complaints.

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;
+ 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 (SoA) 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 SoA helps you to make an informed decision about whether to act upon that advice.

We must give you a SoA 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 SoA if our advice relates only to basic deposit products, non-cash payment facilities or certain 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.

Practically, this will apply to the provision of a PDS for insurance products and other third party financial products.

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 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;
+ dispute resolution procedures, and how you can access them.

What financial services can we provide?

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

+ basic deposit products - our transaction, savings and term deposit accounts;**
+ payment facilities – such as Visa cards, telephone and internet banking;**
+ term or investment deposit accounts that are not basic deposit products;
+ general insurance including home and contents, motor vehicle, pleasure craft and travel 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 Australian Financial Services Licence, we also deal in and advise on consumer and commercial lending products.

On whose behalf do we provide financial services?

When we provide advice about non-basic term or investment deposit accounts or insurance products, we do so on our own behalf.

When we issue our non-basic term or investment deposit accounts, we do so on our own behalf.

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.

When issuing insurance products on behalf of an insurer we do so under a special authority from the insurer, called a "binder". This means that the insurer is bound by our acts when we issue the insurer's policies to you. It also means that, when you pay us an insurance premium, the insurer is taken to have received it.

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.

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.

We have an arrangement to refer members who require a deposit bond to Deposit Assure and we receive commission of 25% of the fees collected per deposit bond.

We may receive commissions from Travel Product Providers when we arrange a travel product. Set out below are our current providers:

+ we provide foreign currency through Travelex Ltd. We receive commission equal to 1% to the value issued to you inclusive of GST ($10.00 minimum). Please refer to the Fees and Charges schedule for more information.
+ we provide Drafts and Telegraphic Transfers through Convera. Please refer to the Fees and Charges schedule for more information.

We may receive commissions for the referral of sales for business payment facilities. Depending on the type of facility sold as a result of the referral, the commission will be:

+ 15% of the third party's net profit per merchant plus GST after deducting the relevant interchange fee + scheme fee over a period of 3 months for that merchant's continuous business and continuing for 12 months per referred merchant, or;
+ 15% of net revenue per transaction calculated over a period of 3 months and continuing for a period of 12 months for each successfully referred merchant.

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 third parties to run promotions programs under which they may reward or provide benefits to our staff for their success in arranging issuance of products during the promotional period. We may also be provided with funds from third parties to support marketing initiatives to promote products. We may also give benefits or make payments to staff in relation to meeting certain sales targets or quotas, or for making referrals. 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.

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 product 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 resolved 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 store and tell them that you want to make a complaint. Our staff have 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.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

+ Website **www.afca.org.au**
+ Email **info@afca.org.au**
+ Telephone **1800 931 678 (free call)**
+ In writing to **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001**

We have an easy to read guide to our dispute resolution system available to you on request.

Take the next step and contact us on:

community first bank

1300 13 22 77
communityfirst.com.au

illawarra credit union

1300 13 22 49
illawarracu.com.au