

Financial Services Guide and Privacy Information

1 November 2023

About this guide

This Financial Services Guide and Privacy Information Document is designed to help you decide whether you want to use our products and services. It includes important information about:

- our financial products and services;
- how we and our staff are paid for providing you with financial products and services;
- our business relationships;
- how and why we collect, use and disclose your personal information; and
- how you can make a complaint.

About Summerland Bank

Summerland Bank ('we', 'us', 'our') is an Authorised Deposit-taking Institution supervised by the Australian Prudential Regulation Authority under the *Banking Act 1959*. Summerland Bank is also supervised by the Australian Securities and Investments Commission under the *Corporations Act 2001* and has been licensed to provide you with a range of financial products and services.

Products and services

We offer a great range of competitive products and services, including:

Transaction and savings accounts	Home loans	Business loans
Fixed term deposits	Investment loans	Business overdrafts
Internet, mobile and phone banking	Personal loans	
	Credit cards	
	Personal overdrafts	

We act on our own behalf when we issue our own financial products. We offer some products as an agent for third party issuers.

We act for St Andrew's Insurance (Australia) Pty Ltd and St Andrew's Life Insurance Pty Ltd as a distributor of consumer credit insurance products.

Our business relationships

We may receive a commission when we offer you a third party issuer's product or service. Information about these products is set out below.

Product	Commission	Who Pays the Commission
General Insurance	Up to 20% of the premium paid	Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 Trading as CGU Insurance
Consumer Credit Insurance	20% of the premium paid	St Andrew's Insurance (Australia) Pty Ltd ABN 89 075 044 656 AFSL 239649 and St Andrew's Life Insurance Pty Ltd ABN 98 105 176 243 AFSL 281731

Business insurance referrals	30% of the commission received by the licensee	Corporate Insurance Brokers Pty Ltd ABN 71 076 782 495 and Corporate Insurance Brokers Ballina (NSW) Pty Ltd ABN 38 080 946 050 and Steadfast Group Limited under AFSL 230142
Foreign currency cash purchases & repurchases	Up to 1% or \$10 of the cash value (whichever is more)	Travelex Limited ABN 36 004 179 983 AFSL 222444
Cash passport cards	Up to 1.1% of the value loaded on the card	Access Prepaid Australia Pty Ltd ABN 47 145 452 044 AFSL 386837
Telegraphic transfers, bank drafts and foreign cheque negotiations	Up to 20% of revenue	Western Union Business Solutions (Australia) Pty Limited ABN 24 150 129 749 AFSL 404092 Trading as Convera
Merchant facilities	Up to 50% of net revenue	Fiserv (First Data Merchant Solutions Australia Pty Limited ABN 51 115 245 531)
Financial planning	Fees paid per initial conversion Comprehensive Advice \$1,500 Single Strategy Advice \$300	Bridges Financial Services Pty Ltd
Consumer loan referrals	Up to 25% of the brokerage paid by the lender to the broker	Professional Funding Pty Ltd ACR 492069 acting under Australian Credit Licence 384324 as broker

Financial advice

When discussing the products we offer with you, we may give you financial advice. We will give you personal advice when we take into account your objectives, financial situation and needs. We may also give you general advice which does not take into account your objectives, financial situation or needs. We will tell you if the advice we are providing is general advice only.

How we are paid

Our staff are paid by salary. However, we value their hard work and reward them with performance incentives including bonuses based in part on sales targets they achieve. These rewards are not attributable to any individual product sale or advice.

We may reward staff or third parties who refer you to us with cash payments. If we do, we will tell you the amount of the payment.

Your privacy

Your privacy is important to us. We are committed to handling your personal information responsibly. We comply with the *Privacy Act 1988*, Australian Privacy Principles and the Customer Owned Banking Code of Practice.

Collection and use of your information

We collect and use your information to:

- provide you with customer benefits, financial services and products or information about those benefits, services and products;
- provide you with information about financial services and products from third parties we have arrangements with; and
- conduct market and demographic research in relation to the products and services you and other customers acquire from us.

The law also requires us to collect and hold your information:

- for our register of members under the Corporations Act; and
- to verify your identity under the Anti-Money Laundering and Counter Terrorism Financing Act.

How we collect your information

We will collect information about you and your financial position from you directly.

How you can access your information

You can request access to your information at any time.

What if you do not wish to provide us with information?

If you do not give us the information we need, we may not be able to admit you to membership or provide you with the financial service or product you have applied for.

Providing your information to other entities

We disclose your information to other entities. We only disclose your information as needed and as required by law. We can disclose your information to:

- entities that verify identity;
- lawyers, conveyancers, accountants, brokers and agents who represent you;
- contractors for statement printing and mail out, card and cheque production, market research or direct marketing;
- affiliated product and service suppliers to provide information to you about their services and products; and
- our auditors.

We will also disclose your information to law enforcement and government agencies as required by law.

Privacy Policy

Our Privacy Policy is available at summerland.com.au. The Policy contains information about:

- how you can access your information;
- how you can seek correction of your information;
- how you make a complaint and how we will deal with it; and
- what overseas countries we are likely to disclose your information.

Disclosure to overseas recipients

We do not currently disclose your information to overseas recipients.

How to make a complaint

If you have a problem, talk to us. We will do our best to resolve any issues you have quickly and to your satisfaction. If your issue relates to how we have handled your personal information, speak to our Privacy Officer and address your correspondence to their attention. If your issue relates to a third party issuer's product, we may refer you to them.

Phone 1300 728 728
Mail Summerland Bank PO
Box 657
Lismore NSW 2480

Fax (02) 6622 6433
Website summerland.com.au
Email complaints@summerland.com.au

National Relay Service TTY/Voice 133 677 Speak and Listen 1300 555 727
<http://www.relay.service.gov.au>

If we have not been able to deal with your issues to your satisfaction, you can contact the Australian Financial Complaints Authority, a free and impartial external dispute resolution scheme.

Phone	1800 931 678	Website	www.afca.org.au
Mail	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001	Email	info@afca.org.au

Compensation

Summerland holds adequate insurance coverage to compensate persons for loss or damage suffered in the unlikely event that we breach any obligations under Chapter 7 of the *Corporations Act 2001*.

Other important information

We may give you other documents which also contain important information, including

- terms and conditions;
- product disclosure statements;
- Privacy Policy; and
- Credit Guide.

You should read these documents carefully.

Summerland Bank is a division
of Summerland Financial
Services Limited

ABN 23 087 650 806
ASFL 239 238
Australian Credit Licence 239 238

