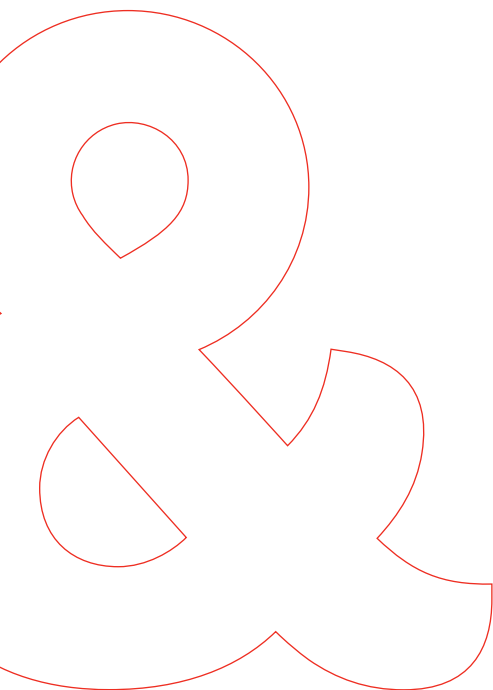


Financial Services Guide

Effective from 1 January 2019



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Who is P&N Bank?

P&N Bank is a Western Australian based member-owned bank that offers a range of financial solutions to people of all ages and backgrounds.

We aim to be the most trusted and highly recommended provider of financial services. For this reason, and due to our standing as a mutual organisation, our profits are invested back into P&N for the benefit of all our members. This allows us to maintain a commitment to personalised service and provide a number of options for our members to avoid transactional and banking fees.

Your Financial Services Guide

This document is a Financial Services Guide (FSG). It has been prepared to inform you of the financial services offered by P&N under its Australian Financial Services Licence (AFSL) and to assist you in deciding whether to use any of the services described. The guide contains information regarding who P&N is, the remuneration arrangements in relation to the services offered, and how complaints against P&N are dealt with.

Additional Documents You May Receive

If you obtain personal advice about a product from us, that is, advice which takes into account any of your particular circumstances, you may receive a Statement of Advice (SoA). The SoA will contain the advice, explain the basis of the advice, and give you information about any commissions payable.

If a recommendation about any financial product is made, or you proceed to acquire a financial product, you will receive a Product Disclosure Statement (PDS). A PDS will provide information about the particular product; including the product issuer, costs, features and benefits. This information will help you decide whether to acquire the product.

Financial Services Provided by P&N

P&N is authorised under our Australian Financial Services Licence (AFSL) to deal in and provide financial advice (both personal and general) regarding the following range of financial products:

- Basic deposit accounts (savings, transactional, and term deposit accounts)

- Non-cash payment services (debit cards, direct debits, auto transfers, BPAY, member cheques, internet, telephone and mobile banking)
- General Insurance (home & contents, motor vehicle, travel, consumers credit & life risk insurance)

In addition to the financial services covered by our AFSL we are also able to provide to our members:

- Credit facilities (personal loans, housing loans, overdrafts and credit cards)
- Referral to Financial Planning advisers
- Car search services
- Foreign Exchange and related services (telegraphic transfers, cash passports, foreign currency and foreign drafts)

How is P&N Paid For Providing a Financial Service to You?

Our representatives are salaried employees, who may also receive cash and/or non-cash performance bonuses based on a number of performance indicators, including the total number of new financial products issued each month.

The ongoing transactional and account fees payable by you on our products and services are set out in our Savings Account Schedule of Access, Fees & Charges brochure.

Interests, Associations or Relationships P&N Has With Third Parties and the Commissions Paid

P&N may from time to time refer you to another Australian Financial Services Licensee who can provide advice and dealing on financial products outside P&N's authorisation. If there is any remuneration payable to P&N as a result of the referral, you will be advised at the time of your initial consultation.

P&N Financial Planning is a majority owned subsidiary of P&N Bank. Monies invested with P&N Financial Planning are not deposits with P&N Bank.

P&N may offer products that are not issued by P&N.

P&N acts on behalf of other product issuers when advising and dealing in:

- Foreign Exchange and related services
- General Insurance

Incentive payments may be made to P&N by the product issuer for the sale of Foreign Exchange and related services and may vary from time to time. These payments are based on the total dollar volume annually.

P&N is acting under a binder agreement when issuing General Insurance products on behalf of Integrity Life Australia Limited ABN 83 089 981 073 AFSL 245492, QBE Insurance (Australia) Limited ABN 78 003 191 035 AFS Licence 239545.

The commission paid on general insurance is calculated on the total base premiums received by the insurance company – QBE (ie. before government duties and taxes) and ranges from 11% to 25% depending on the type of insurance product. A Marketing allowance is paid to P&N by QBE for the purpose of funding marketing campaigns and internal staff promotions to the value of 2.5% of Gross Written Premium. These amounts are paid by the Insurance Company, not the policy holder.

The commission paid on Life Risk Insurance products is 20% (excluding GST) of all payments received by the insurance company (Zurich) from members referred by P&N.

A binder agreement is an agreement between P&N and the Insurance Company which authorises us to enter into insurance contracts on behalf of the Insurer.

Dispute Resolution Procedures

P&N's goal is member satisfaction and we have established procedures for internal and external dispute resolution, including membership of an Australian Securities & Investment Commission (ASIC) approved independent dispute resolution scheme.

If you have a complaint about the service provided to you, please take the following steps:

1. Contact your nearest branch, or call our Contact Centre on 13 25 77 and discuss your complaint. If your complaint is not able to be satisfactorily resolved, you will be referred to our Member Advocate, who will discuss the issue with you and attempt to resolve your complaint.
2. If you do not receive a satisfactory outcome from our Member Advocate, you have the right, at no cost to yourself, to formalise your complaint through our independent external dispute scheme:

Name: The Australian Financial Complaints Authority (AFCA)

Mail: GPO Box 3 Melbourne VIC 3001

Phone: 1800 367 287

Fax: (03) 9613 6399

Email: info@afca.org.au

Website: afca.org.au

Further Information

For more information regarding P&N or any of the products and services outlined in this guide, please visit any of our branches, or contact us on 13 25 77.

Contact US

Police & Nurses Limited

ABN 69 087 651 876 AFSL 240701

Australian Credit Licence 240701

PO Box 8609

PERTH BC WA 6849

Tel: **13 25 77**



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