

Australia Post Load&Go Employee Reloadable Visa Prepaid Card

Financial Services Guide 28 August 2015



1. About this Financial Services Guide

This Financial Services Guide (**FSG**) is issued by Australian Postal Corporation ABN 28 864 970 579 (**Australia Post**) and Australia Post Services Pty Ltd (ABN 67 002 599 340) (**Australia Post Services**) (together **us, our** or **we**).

The purpose of this FSG is to assist you in deciding whether to use any of the financial services relating to the Australia Post Load&Go Employee Reloadable Visa Prepaid card (**Card**) that are described in this FSG, and to inform you about how we provide financial services in respect of the Card. It contains information about:

- How you can contact us;
- What financial services we are authorised to provide;
- How we and other relevant parties are paid in relation to the services offered; and
- What to do if you have a complaint.

2. What other documents should you receive?

You should also receive a Product Disclosure Statement (**PDS**) when Australia Post arranges for the issue of a Card to you. The PDS contains important information about the benefits, risks, costs, features and conditions of use of the Card.

3. How you can contact us?

You can contact Australia Post and Australia Post Services by:

Phone: 13 13 18 from Australia,
or +61 3 8847 9045 from overseas

Mail: Australia Post
Customer Sales and Service
GPO Box 9911
Melbourne VIC 3001

Website: www.auspost.com.au

4. What financial services are we authorised to provide?

Australia Post Services and Australia Post (on behalf of Australia Post Services) are authorised to provide financial services in relation to the Card. We are authorised to arrange the issue, variation and disposal of the Card.

We are also authorised to provide general advice in marketing materials about the Card but we are not authorised to give personal advice. This means any commentary, statements of opinion and recommendations by us in relation to the Card contain only general advice. That is, such statements of opinion and recommendations have been prepared without taking into account your personal objectives, financial situation or needs.

5. Compensation arrangements

Australia Post will be acting on behalf of Australia Post Services. Australia Post Services is therefore responsible for the financial services described in this FSG. Australia Post Services has professional indemnity insurance cover and other internal arrangements in place in respect of financial services provided to retail clients.

These arrangements comply with the requirements of Section 912B of the Corporations Act 2001.

6. How is Australia Post remunerated for providing the financial services?

Australia Post receives remuneration and benefits in respect of, or attributable to, the financial services that Australia Post is authorised to provide. The remuneration and benefits will be payable if Australia Post arranges for Heritage Bank Limited (ABN 32 087 652 024 AFSL 240984 Australian Credit Licence 240984) (**Heritage**) to issue, sell or vary a Card to you.

Australia Post Load&Go Employee Reloadable Visa Prepaid Card

Financial Services Guide continued

Payments Australia Post receives from Heritage

Australia Post receives fees paid by you for using the product (as outlined in the PDS), as well as fees from Heritage. The fees are paid monthly. Heritage calculates the commission on daily total balances available for transactions for all Cards issued. Heritage then calculates the commission at a rate determined by which of the following tiers the daily total balance falls into. The amount paid is based on the Cash Rate Target (CRT) published by the Reserve Bank of Australia and the actual rate applied is determined by which of the following tiers the daily total balance falls into. The CRT can vary and can be viewed at: www.rba.gov.au.

Balance	Rate
\$1 or more, but less than \$5,000,000	CRT minus 0.75%
\$5,000,000 or more, but less than \$15,000,000	CRT minus 0.5%
\$15,000,000 or more, but less than \$35,000,000	CRT minus 0.25%
\$35,000,000 or more	CRT minus 0.10%

Other money Australia Post receives from Heritage

Each month, Heritage pays to Australia Post the fees and charges as listed in the PDS. The fees are debited to the available balance of any Card (subject to any fees and charges Heritage retains as specified in this FSG).

7. How is Heritage paid

Heritage receives the following amounts in respect of each Card issued to you (exclusive of any applicable goods and services tax – \$0.10 for each Card activated, \$0.02 for each Card reload, \$7.50 for each returned reload if manual work is required, and 25% of the Foreign Currency Conversion Fee (as described in the PDS).

8. What should you do if you have a complaint?

If you have a complaint about the services provided by us, you should contact Australia Post by

Phone: 13 13 18 from Australia,
or +61 3 8847 9045 from overseas

Mail: Australia Post
Customer Sales and Service
GPO Box 9911
Melbourne VIC 3001

Website: www.auspost.com.au

Our internal dispute resolution process requires that we aim to resolve most complaints within 10 working days, although it is not always possible to do so. If we are unable to resolve your complaint to your satisfaction within 45 days, you may be eligible to escalate the complaint to our external dispute resolution service.

Australia Post Services uses the services of the Financial Ombudsman Service (FOS) for external dispute resolution and their contact details are as follows:

Mail: GPO Box 3, Melbourne VIC 3001

Phone: 1300 78 08 08

Fax: 03 9613 6399

Email: info@fos.org.au

Website: www.fos.org.au

Please note that FOS will refer your complaint back to Australia Post Services if it has not been investigated.