

▲ IF YOU HAVE A COMPLAINT

Australian Defence Credit Union has its own dispute resolution process which has been established to resolve any complaints about our products and services. Initially, you should contact our Dispute Resolution Officer on 1300 13 23 28. If you need further assistance, you can use our internal dispute resolution service – see our Dispute Resolution brochure for details.

If we are unable to satisfactorily resolve your complaint under our internal dispute resolution process, you are entitled to have your complaint considered by the Financial Ombudsman Service Limited (Mutuals Division), an external independent dispute resolution body of which Australian Defence Credit Union is a member. Address: GPO Box 3, Melbourne VIC 3001. Toll Free Call: 1300 780 808.

▲ CODE OF PRACTICE

We subscribe to the Mutual Banking Code of Practice (MBCOP). We undertake to comply with this Code in our dealings with you.

▲ HOW TO CONTACT US

Please contact us and send us instructions by:

- Mail: Australian Defence Credit Union
PO Box H151
Australia Square NSW 1215
- Phone: 1300 13 23 28
(Monday to Friday during business hours).
- Fax: (02) 9240 4120
- Email: service@adcu.com.au
- Web Site: www.adcu.com.au

All details are current at the date of this Financial Services Guide. We will publish minor changes on our website and update the Financial Services Guide if there are any significant changes.

Website and Online Banking

www.adcu.com.au

All Enquiries & 24 Hour Phone Banking

1300 13 23 28

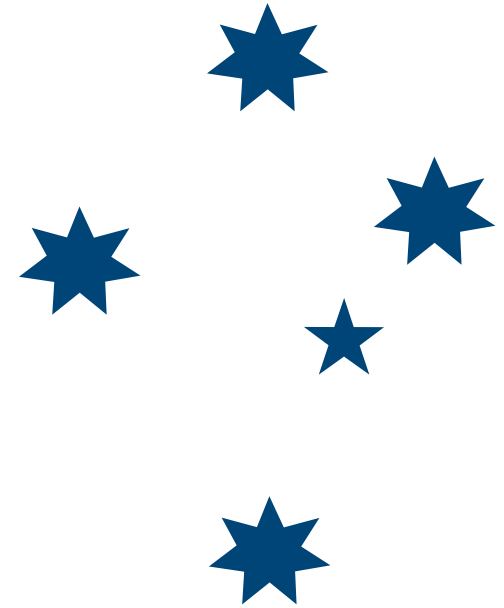
Email

service@adcu.com.au

Australia Wide Branch Network.



Australian Defence Credit Union Limited
ABN 48 087 649 741 AFSL No. 237988



Effective 1 September 2009



This Financial Services Guide (FSG) is designed to help you decide how to best use Australian Defence Credit Union's products and services. The Financial Services Guide contains information on:

- Product Details and Advice
- Our Products and Services
- Our Business Partners and Commissions
- Our Fees and Rewards
- What to do if you have a Complaint
- How to contact us

▲ PRODUCT DETAILS AND ADVICE

You will receive a Terms & Conditions brochure and Schedule of Fees & Charges when you join the Credit Union or before you apply for any of our savings, term deposits and payment products.

Information regarding current interest rates on savings and investment accounts is available on our website: www.adcu.com.au.

When you apply for an insurance product you will receive a Product Disclosure Statement which provides information to help you find the right product for you.

Our staff may provide you with general advice on insurance products. They may also provide you with both personal and general advice on all our other products and services.

▲ ABOUT YOUR CREDIT UNION

Australian Defence Credit Union commenced operations in 1959. The Credit Union is owned by members of the Australian Defence Force, associated defence suppliers and their family members. Each member is an equal shareholder and has an equal say in how the Credit Union operates. Australian Defence Credit Union's objective is to improve the standard of living of our members by encouraging savings, making loans available at the lowest possible cost, and providing other financial services to suit the needs of our members and their families. Australian Defence Credit Union operates under the prudential standards and regulatory controls set by the Australian Prudential Regulation Authority (APRA).

▲ OUR PRODUCTS AND SERVICES

We are licensed by the Australian Securities and Investments Commission to advise on and deal in a range of products, including the following:

- Savings Accounts - a full range of on call transaction and special purpose accounts
- Term Deposit Accounts - ranging from 3 to 24 months
- Payment and online Services - direct debits and credits, BPay®, periodic payments, telephone and internet banking, electronic funds transfer and personal cheques
- Consumer Credit Insurance
- General Insurance Products - home/contents, motor vehicle, motor bike, boat, travel, caravan, and landlords insurance.

Other services

- Car Buying Service
- Referral to Licensed Financial Planners
- Bank@Post
- Payroll credits from employees

We are the product issuer for all products other than insurance products and travellers cheques.

© Registered to BPay Pty. Ltd. ABN 69 079 137 518

▲ CREDIT AND OTHER PRODUCTS

We also provide:

- Personal Loans
- Home Loans
- Investment Loans
- Credit cards
- Foreign exchange products

▲ OUR BUSINESS PARTNERS AND COMMISSIONS

➤ Insurance

We provide Consumer Credit insurance on behalf of CUNA Mutual Life Australia ABN 83 089 981 073 and CUMIS Insurance Society Inc ABN 72 000 562 121 ("CUNA Mutual Group") and receive up to 20% commission based on the premium paid for each policy.

We provide General Insurance products (home/contents, motor vehicle, motor bike, boat, travel, caravan, and landlords) through CUNA Mutual Group Australia and receive 10- 25% commission based on the premium paid for each policy.

➤ Foreign Exchange

We offer travellers' cheques, foreign cash, foreign drafts, telegraphic transfers and other payment products through American Express International, Inc. We receive commission of 1.1% of the transaction value.

➤ BPay

We receive commission from Cuscal when members use BPAY:

- From credit card accounts: \$0.37 per transaction plus 0.27% of the dollar value;
- From other accounts: \$0.49 - \$0.55 per transaction.

➤ Visa Card

We receive commission of up to 0.55% of the dollar value of each Visa Credit transaction and up to \$0.12 for each Visa debit transaction from Visa International.

➤ Financial Planning

We refer members to Bridges Financial Services Pty Ltd for investment advice. For each referral we make, we may receive a referral fee between 0% to 22.5% of any entry fee and any ongoing fee paid to members by Bridges. These payments do not increase the fees already payable by members to Bridges.

➤ Diners Travel Card

We receive commission of 1% on both cash deposit and withdrawal total transactions from Diners Travel Card.

When providing these third party products to members, we are acting on behalf of our business partners and not as your agent.

All commissions are paid to us by our business partners when you take out or use the product or service.

▲ OUR FEES AND OTHER REWARDS

We charge service fees applicable to our products and services as set out in our Schedule of Fees and Charges brochure.

Our employees are salaried and do not receive direct payments that would influence the advice they provide to members on financial products.

On occasion we, our insurers or other business partners may reward or provide benefits to our employees for success in sale of products and services.