



# **Financial Planning Financial Services Guide and Privacy Policy**

Dated 1 January 2018

Financial Solutions Australasia Pty Ltd ABN 36 008 939 599 acts under its own AFSL 244308 ("Financial Solutions"). Financial Solutions is a wholly owned subsidiary of People's Choice Credit Union, a trading name of Australian Central Credit Union Ltd ABN 11 087 651 125 AFSL 244310 and Australian Credit Licence 244310 ("People's Choice"). Financial Solutions is not an authorised deposit-taking institution and its obligations do not constitute deposits or liabilities of People's Choice and are not guaranteed or supported by People's Choice.

# Financial Planning Financial Services Guide (FSG)

Dated 1 January 2018.

It's important you understand this Financial Services Guide ("FSG") as it is a legal document.

If any part of this FSG is not clear, please speak to your People's Choice Credit Union Financial Planner.

We recommend that you retain this FSG for your reference and any future dealings regarding financial planning services provided by Financial Solutions.

**Note:** This FSG does not relate to the People's Choice Credit Union's banking business. A separate FSG relating to the banking business is available upon request.

## What is this document?

This FSG outlines the financial planning services provided by your People's Choice Credit Union Financial Planner ("Financial Planner"). Your Financial Planner is an employee representative of Financial Solutions Australasia Pty Ltd ABN 36 008 939 599 ("Financial Solutions") and all financial services to which this FSG relates are provided by or on behalf of Financial Solutions. Financial Solutions acts under its own Australian financial services licence ('AFSL') 244308.' References to "we", "us" and "our" in this FSG are to Financial Solutions unless otherwise indicated. Financial Solutions is not an authorised deposit-taking institution and its obligations do not constitute deposits or liabilities of People's Choice and are not guaranteed or supported by People's Choice. This FSG is issued by your Financial Planner with the authority of Financial Solutions and People's Choice Credit Union.

The FSG is an important document and will help you decide if you want to use the services being offered. It contains information about:

- Financial Solutions and People's Choice Credit Union and your Financial Planner;
- The services offered;
- How financial advice is documented;
- How you pay for the services;
- Remuneration that may be paid to us or your Financial Planner in relation to the services offered;

- Any associations and incentives which may impact these services;
- How we deal with your personal information; and
- How we deal with your complaints if you are not satisfied with the services provided.

You will be given a Product Disclosure Statement (“PDS”) whenever we recommend to you a financial product in relation to which a PDS is available. The PDS will contain information about the product including the terms and conditions that apply to it, any applicable fees and charges, and potential benefits and risks. It will help you compare financial products and decide whether you want to acquire the product. Whenever we provide you with personal advice, which takes into account your objectives, financial situation or needs, we will give you a Statement of Advice (“SoA”). The SoA will set out our advice, explain the basis for the advice and give you information about anything that may have influenced the advice. The SoA will be your record of the advice and help you to understand why the advice was given.

## **Who is responsible for the financial services provided?**

### **Best Interests Duty**

Your Financial Planner provides financial planning services to you as an employee representative of Financial Solutions. People’s Choice Credit Union is responsible for the financial services described in this FSG.

Your Financial Planner follows People’s Choice Credit Union policy and procedures to ensure they provide advice that is appropriate to your circumstances and has been created with your best interests in mind (where we put your interests above our own).

### **Contacting your Financial Planner**

Your Financial Planner may be contacted during normal business hours on 1300 132 982 or by email via [fpsupport@peopleschoicecu.com.au](mailto:fpsupport@peopleschoicecu.com.au)

### **How your Financial Planner is remunerated and how People’s Choice Credit Union’s fee structure works**

Your Financial Planner receives a salary as an employee of People’s Choice Credit Union, and may also receive a performance bonus which is based on the income they generate for Financial Solutions.

## **Advice Fees**

Your Financial Planner will work closely with you to identify your specific goals and objectives, and then tailor their recommendations in the form of a personal SoA. We will then implement the advice you agree to proceed with, ensuring you are kept up-to-date as things progress. Where our advice includes insurance recommendations, our support extends throughout the underwriting process. The fee charged for the advice and services provided will vary depending on the complexity of the advice you are receiving, but you will not be charged more than \$7,700 (incl. GST). Should you instruct us to prepare a SoA, and then elect not to proceed, you may be charged a fee of up to \$7,700 (incl. GST). The SoA preparation fee, including where you elect not to proceed with our advice, will be expressly agreed to by you prior to any work commencing on the SoA.

In the case where your Financial Planner is recommending insurances, we may receive upfront commission in addition to any advice fees charged, and these will be detailed in your SoA. This commission varies depending on the insurance implemented and can range from 0% to 80% plus GST of the premium you pay (or up to 130% (plus GST) if the policy was applied for before 1 January 2018 and issued before 31 March 2018).

For example: Assume that you take up an insurance policy with an annual premium of \$1,000. If the issuer pays an upfront commission of 80%, we will receive \$800 (plus GST).

Commission is incorporated into the insurance premium you pay and is not an additional or separate charge. For completeness, all fees and commissions will be clearly and fully disclosed in your SoA.

## **Ongoing Service Fees**

We offer a range of ongoing Client Service Packages which provide various levels of ongoing review and interaction, all designed to keep your financial strategies up to date as your needs and circumstances change. The services included in the package offered to clients, along with any fees and/or commissions which we receive on an ongoing basis, will be clearly set out in any SoA presented.

For investment products, the ongoing service fee is 0.88% (incl. GST) up to a maximum \$7,700 (incl. GST) per annum on the balance of your investment products under management and is generally deducted from your investment.

For example: Assume that you held investments valued at \$100,000 over the course of a year and we had previously agreed we would charge 0.88% (incl. GST). You would pay \$880 (incl. GST) for our ongoing service.

For insurance products, we may also receive trail commission, which can range between 0% and 20% (plus GST) of the premiums you pay (or up to 30% (plus GST) if the policy was applied for before 1 January 2018 and issued before 31 March 2018, or if the commission is level - i.e. the same for every year of the policy term).

For example: On a \$1,000 insurance premium, if the issuer pays 20% of the annual premium as an ongoing commission, we will receive \$200 (plus GST) each year for as long as we are listed as your Licensee. Commission is incorporated into the insurance premium you pay and is not an additional or separate charge.

If your circumstances change significantly over time, it may be prudent at some point to offer you a new SoA. The provision of a new SoA is generally not covered by the Ongoing Service Fee, and in such cases a new Advice Fee will be payable depending on your Client Service Package.

### **Consulting Service**

We can provide general consulting services, which encompass any financial advice needs that are not otherwise covered by the above services. Our Consulting Service Fee is \$220/hour (incl. GST).

## **Why choose Financial Solutions?**

### **Range of services and products**

With the support of People's Choice Credit Union, your Financial Planner is able to provide you with access to a broad range of financial planning services which include:

- Investment planning advice;
- Superannuation and rollover advice;
- Retirement planning advice;
- Personal insurance advice (life insurance); and
- Financial strategy review services.

Where additional accreditation (as determined by People's Choice Credit Union) has been completed by your Financial Planner, they may also offer advice in the following specialised areas:

- Margin lending and/or
- Self Managed Superannuation.

Financial Solutions is authorised to provide financial product advice for and deal in the following classes of financial products:

- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Risk insurance products, including life, trauma, income protection and total and permanent disability insurance;
- Retirement savings accounts;
- Securities;
- Standard margin lending facilities;
- Superannuation; and
- Managed investments.

Your Financial Planner is also able to assist you with the process of acquiring the financial products we recommend.

### **How People's Choice Credit Union supports your Financial Planner**

People's Choice Credit Union provides your Financial Planner with significant support and supervision to ensure the quality of the advice you receive. Your Financial Planner has completed professional assessments and qualifications, and they must complete an annual training program to maintain their knowledge. They are also subject to reviews from experienced professionals who assess the quality of their advice.

People's Choice Credit Union has an extensive Approved Product List which enables your Financial Planner to select the right product(s) for you. All products are selected based on research to identify the most appropriate products in each category.

People's Choice Credit Union ensures your Financial Planner:

- Is only authorised to provide services where they have the appropriate qualifications;
- Stays up-to-date with relevant industry and legal changes to maintain their qualifications;
- Is provided with excellent technical support and tools to provide financial planning advice;
- Is provided with high quality financial product research; and

- Is supervised to comply with legal requirements and People's Choice Credit Union strict standards.

## **Protecting you and your assets**

People's Choice Credit Union promotes long-term investment strategies which do not take unnecessary risks with your investments. For this reason, your Financial Planner is not permitted to switch your investments frequently or make speculative investments in products such as tax-driven schemes or unregulated products. Your Financial Planner is also restricted to the People's Choice Credit Union Approved Product List unless they receive special approval from People's Choice Credit Union to use other products in particular circumstances.

To further protect your interests, People's Choice Credit Union does not allow your Financial Planner to :

- Act as a trustee for you or operate a trust account on your behalf;
- Hold a Power of Attorney;
- Hold funds or generally have access to withdraw funds on your behalf. In some instances, your Financial Planner may, where you hold a particular product, withdraw funds from your product account and deposit those funds into another account previously nominated by you where you have instructed them to do so;
- Act on behalf of any other AFS Licence holder; or
- Ask you to sign documents which have not been fully addressed or completed.

## **What you will receive when provided with a financial service**

Your Financial Planner will provide you with recommendations which are appropriate for your circumstances and designed to meet your needs, financial situation and objectives. To achieve this, your Financial Planner will:

- Work with you to understand your needs, objectives and personal circumstances;
- Explain to you the scope of advice being provided;
- Provide you with a SoA, which is a comprehensive document explaining their recommendations, the basis of the advice, the benefits and risks, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice; and
- If a product is recommended, provide you with a PDS containing information about each product recommended,

to help you to make an informed decision about whether to purchase that product.

### **When you will receive a SoA**

Your Financial Planner may meet with you several times to discuss possible advice options before finalising their recommendations. Once they have finalised their advice, they will explain their recommendations to you and document it for you in a SoA. You should only implement advice after taking the time to read and understand the SoA. You may specify how you would like to give us instructions, for example by telephone, email, fax or other means. But in all cases we must receive a written confirmation of those instructions.

In certain circumstances you may not receive a SoA, such as:

- When only general advice rather than personal advice is provided, such as advice provided in seminars and through newsletters which does not consider your personal circumstances; and
- When you have previously received a SoA and you then receive further advice which is not significantly different, we will prepare a Record of Advice ("RoA") detailing the further advice. You can request a copy of the RoA by contacting us (if you have not previously received a copy) within 7 years of that further advice being given.

### **Who we act for**

When we provide advice about financial products, we do so on our own behalf. When we assist you to acquire a financial product, we act on your behalf. Details of the relevant product issuer will be included in the PDS or other disclosure information for that financial product. In all instances where we are providing a financial service to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

### **Other benefits People's Choice Credit Union receives from product providers**

People's Choice Credit Union receives a margin from Colonial First State, being approximately 0.15% on qualifying funds within their Colonial FirstChoice Retail platform. We will inform you in the SoA where such payments may be received by us consequential to any product recommendations we may make to you.

### **Payments to your Financial Planner**

Your Financial Planner is an employee of People's Choice Credit Union and receives a regular salary. In addition, your Financial Planner may receive an additional bonus subject to meeting a range of financial and non-financial objectives. Further



information about how your Financial Planner's remuneration is calculated will be provided in your SoA.

Although rare, People's Choice Credit Union and your Financial Planner may also receive additional benefits such as help with marketing expenses, subsidised attendance at training conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events. As required by law, we maintain a Benefits Register of non-cash payments which you can view upon request.

### **Referral arrangements with third parties**

As part of our advice, your Financial Planner may recommend a referral to another professional such as a lawyer or taxation specialist. People's Choice Credit Union and Financial Solutions do not receive any payments or other benefits for such referrals.

If you have been referred to us by a staff member, the staff member may receive an incentive for the referral. This incentive is provided by People's Choice Credit Union and is not an additional cost to you.

### **Further information or complaints**

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients.

If you have any complaint about the service provided to you, you should, in the first instance, contact the People's Choice Credit Union Member Experience and Service department on 13 11 82 about your complaint. We will try and resolve your complaint quickly and fairly.

If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service ("FOS Australia") on 1800 367 287 or by post at GPO Box 3, Melbourne, VIC 3001. We are a member of FOS' complaints resolution service.

The Australian Securities & Investments Commission (ASIC) also has a Freecall Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

As required by law, we hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of s.912B of the Corporations Act 2001 for compensation arrangements. The insurance will cover claims in relation to the conduct of employee representatives, representatives and employees who no longer work for us (but who did at the time of the relevant conduct).

# People's Choice Credit Union Privacy Policy

People's Choice Credit Union, a trading name of Australian Central Credit Union Ltd (ACN 087 651 125) (we, us, our) is bound by the Australian Privacy Principles under the Privacy Act (Cth) (Privacy Act). We are also bound by Division 3 of Part IIIA of the Privacy Act, which regulates the handling of credit information, credit eligibility information and related information by credit providers; and the Credit Reporting Privacy Code.

This Privacy Policy outlines how we deal with personal information (including credit-related information) about individuals (you, your), as well as our legal obligations and rights as to that information. If we agree with you to use or disclose any of your personal information in ways which differ to those stated in this Privacy Policy, the provisions of that agreement will prevail to the extent of any difference.

This Privacy Policy also applies to our subsidiaries such as Financial Solutions and references to us include those subsidiaries unless otherwise indicated.

## 1. Key types of information

Certain words have special meanings when used in this Privacy Policy. These are shown below.

**Personal information** means information or an opinion about you to the extent that you are identified by, or can reasonably be identified from, the information.

**Credit eligibility information** means information that has been obtained from a credit reporting body, or that has been derived from that information, and is about your credit worthiness.

**Credit information** means personal information that, in general, relates to your credit history (refer to section 13. Glossary - for a more detailed explanation of this term).

**Credit-related information** means credit information, credit eligibility information and related information.

## 2. How will People's Choice Credit Union collect, use and disclose my personal information?

### (a) Collection

We will primarily collect personal information about you (including credit information) directly from you or via a method authorised by you. This information will generally

come from what you provide in your application for one of our products or services and supporting documentation.

We only ask for personal information relevant to our business relationship with you. When you apply for one of our products or request our services, we may request:

- identifying information, like your name, address and other contact details and your date of birth;
- information about your financial position, like your income, expenses, savings and assets and any (other) credit arrangements;
- your employment details;
- your tax file number;
- your tax residency status and related government issued tax identification number if you are a foreign resident for tax purposes;
- your reasons for applying for a product or service;
- in some circumstances, your personal goals, objectives and specific needs, and
- any information we are required to collect by law.

You may decide that you do not wish to provide certain information to us. We will outline the consequences of you not providing such information, although on most occasions it will mean that we will be unable to provide the product or service you have requested.

In some circumstances, we may collect personal information (including credit-related information) about you from third parties. For example, if you have applied for a product or service, we may collect personal information about you from third parties such as any referees that you provide, your employer, other credit providers and third party service providers including credit reporting bodies. Credit reporting bodies collect credit information about individuals which they provide as credit reports to credit providers and others in the credit industry to assist them in managing credit risk, collecting debts and other activities. You can also ask a credit reporting body, through contact details on their website, not to use or disclose your personal information if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud. Some information is created through our internal processes, like credit eligibility scoring information.

We may also collect personal information about you in the course of providing products or services to our members. For example, we may collect personal information about you

in the course of processing payments to or from our member's accounts, if the personal information has been included in the payment details by the person that has initiated the payment.

## **(b) Use**

Where we provide products and services to you, we may use your personal information (including credit-related information) for the purpose of providing those products and services and managing our business. This may include:

- assessing and processing your application for the products and services we offer;
- introducing you to products and services we facilitate on behalf of third parties;
- to provide you with additional information in relation to existing services or products you already receive from us;
- to update contact details on any database held by us, or for providing services to you;
- to update the records of all other accounts or products you have with us;
- to inform you about products and services available (refer to section 9. Marketing - for further information);
- to allow you to obtain the unique benefits that are available resulting from membership of the Credit Union including member newsletters and member offers negotiated by us on your behalf;
- to enhance the delivery of products and services we provide you (including conducting research);
- charging, billing and recovering overdue payments;
- maintaining and developing our business systems.

In general, we do not use or disclose your personal information (including credit-related information) for a purpose other than:

- a purpose set out in this Privacy Policy;
- a purpose you would reasonably expect;
- a purpose required or permitted by law, or
- a purpose otherwise disclosed to you, or a purpose requested by you and to which you have consented.

Where we have collected personal information about you in relation to products and services we provide to someone other than you, we may use that personal information for the use for which we collected it.

### **(c) Disclosure**

We may disclose your personal information (including credit-related information) to other organisations including our external service providers and contractors, credit reporting bodies and other financial institutions. For a more complete list of the organisations to whom we may disclose your personal information please refer to the definition of Permitted Recipients in section 13 - Glossary.

If we receive your personal information in the course of processing payments to or from our member accounts as part of the payment information, we may disclose that information to our member or the third party payer/payee or their financial institution as part of the processing of that payment.

We may disclose your personal information overseas, including credit information and credit eligibility information. If we do disclose this information outside Australia, we will do so on the basis that the information will be used only for the purposes set out in this Privacy Policy.

We currently share limited personal information with organisations that are located in Canada and the United States of America.

## **3. Sensitive information**

Where it is necessary to do so, we may collect personal information about you that is sensitive.

Sensitive information includes information about your health, and membership of a professional or trade association.

Unless we are required or permitted by law to collect that information, we will obtain your express consent (except where your consent can reasonably be implied from the specific nature of our dealings).

## **4. Refusal of credit applications**

We may refuse an application for consumer credit made by you individually or with other applicants. Our refusal may be based on credit eligibility information obtained from a credit reporting body about you, another applicant or another person proposed as guarantor. In that case, we will give you written notice that the application has been refused on the basis of that information. We will tell you the name and contact details of the relevant credit reporting body and other relevant information.

## **5. What if my information is not accurate, up-to-date or complete?**

We take reasonable steps to make sure that your personal information (including credit-related information) that we collect, use or disclose is accurate, complete and up-to-date.

However, if you believe your information is incorrect, incomplete or not current, you can request that we update this information by contacting our National Contact Centre on 13 11 82 or advise any of our branches.

## **6. Keeping your information secure**

We take all reasonable steps to ensure that your personal information (including credit-related information) is protected from:

- misuse, interference and loss, and
- unauthorised access, disclosure or modification.

We will also only keep your personal information (including credit eligibility information) for as long as it is needed (including when we are no longer required by law to keep such records). When your personal information is no longer needed we will take reasonable steps to ensure that it is destroyed or permanently de-identified.

## **7. Can I get access to my personal information held by People's Choice Credit Union?**

You may request access to the personal information (including credit-related information) that we hold about you at any time. If the request for information relates to information that is readily accessible to us we will provide it to you immediately.

For more complex requests an 'Access to Information Form' will need to be completed in order for us to process your request. You will need to provide us with sufficient identification before we can allow you access to any personal information.

We will respond to your request for access within a reasonable time. We may recover the reasonable costs of our response to a request for access to personal information. See our Fees and Charges brochure for full details of the costs involved in accessing your personal information.

## **8. Can People's Choice Credit Union deny access to information?**

Only in limited circumstances can we deny you access to your information. If we refuse to give you access to any of your personal information, we will provide you with reasons for the

refusal and the relevant provisions of the Privacy Act that we rely on to refuse access. You can contact us if you would like to challenge our decision to refuse access.

## **9. Marketing**

We may use your personal information, including your contact details, to provide you with information about products and services, including those of third parties, which we consider may be of interest to you. We are permitted to do this while you are our member, and even if you are on the Do Not Call Register.

We may also provide your details to other organisations for specific marketing purposes, such as mailing houses and internet service providers.

From time to time we may phone you for marketing purposes or send you marketing material. We will consider that you consent to this unless you opt out of receiving marketing material from us. At any time you may advise us if you no longer wish to receive marketing information or do not wish to receive marketing information through a particular channel, like email, phone, sms, or mail. And you may also be able to block online advertising by adjusting your internet browser settings. Please keep in mind that we are required to send some information by law. If you don't want us to send you marketing communications you can update your marketing contact preferences at any time in Internet Banking under the Settings menu, by calling our National Contact Centre on 13 11 82 or by visiting any branch.

To help us reach the right people with our credit direct marketing, we may ask a credit reporting body to "pre-screen" a list of potential recipients of our direct marketing against our eligibility criteria to remove recipients that do not meet those criteria.

The credit reporting body cannot use information about your existing loans or repayment history in carrying out its pre-screening and it must destroy its pre-screening assessment once it has given us, or a contractor acting on our behalf, the list of eligible recipients. If you do not want your credit information used for pre-screening by a credit reporting body that holds credit information about you, you can opt-out by informing that credit reporting body, whose contact details will appear on their website.

## **10. Website**

This section explains how we handle personal information and credit information collected from our website. If you have any questions or concerns about transmitting your personal

information via the internet, you may contact us on 13 11 82 as there are other ways for you to provide us with your personal information.

### **(a) Visiting our website**

Anytime you access an unsecured part of our website, that is, a public page that does not require you to log on, we will collect information about your visit, such as:

- the time and date of the visit;
- any information or documentation that you download;
- your browser type, and
- internet protocol details of the device used to access the site.

Our website also includes a number of calculators, which may require you to enter your personal details. If you save the data you enter on the calculator, this information will be stored.

### **(b) Cookies**

A “cookie” is a small text file which is placed on your internet browser and which we may access each time you visit our website. When you visit the secured pages of our website (ie pages that you have to provide login details to access) we use cookies for security and personalisation purposes. When you visit the unsecured pages of our website (ie public pages that you can access without providing login details) we use cookies to obtain information about how our website is being used.

You may change the settings on your browser to reject cookies, however doing so might prevent you from accessing the secured pages of our website.

### **(c) Email**

When we receive emails, we will retain the content of the email and our response to you where we consider it necessary to do so.

Your email address, provided by you when you send us an email, will only be used or disclosed for the purpose for which it was provided. It will not be added to any mailing lists or used for any other purpose without your consent.

### **(d) Security**

We use up-to-date security measures on our website to protect your personal information and your credit information. Any data containing personal, credit or related information which we transmit via the internet is encrypted. However, we cannot guarantee that any information transmitted via the internet by us, or yourself, is entirely secure. You use our website at your own risk.



## **(e) Links on our website**

Our website may contain links to third party websites. The terms of this Privacy Policy do not apply to external websites. If you wish to find out how any third parties handle your personal information or credit information, you will need to obtain a copy of their privacy policy.

## **11. Changes to the Privacy Policy**

We may make changes to this Privacy Policy from time to time (without notice to you) that are necessary for our business requirements or the law. Our current Privacy Policy is available on our website.

## **12. Privacy questions and complaints**

If you have any questions or concerns about your privacy, confidentiality or access information, contact us on 13 11 82, drop in to your nearest branch or visit [peopleschoice.com.au](http://peopleschoice.com.au). You can also contact us if you believe that the privacy of your personal information has been compromised or is not adequately protected.

Once a complaint has been lodged, we will respond to you as soon as possible. We will aim to deal with your complaint at the source of your complaint. If you are not satisfied with the response you receive, please let us know and our Service Quality Department will investigate further and respond to you.

If you are still not satisfied, you can contact external bodies that deal with privacy complaints. These are Financial Ombudsman Service which is our external dispute resolution scheme, the Federal Privacy Commissioner or, in the case of insurance-related privacy complaints, the Australian Prudential Regulation Authority. Any of these bodies may forward your complaint to another external dispute resolution body if it considers the complaint would be better handled by that other body.

Financial Ombudsman Service - FOS Australia  
Post: GPO Box 3, Melbourne VIC 3001  
Telephone: 1800 367 287 Website: [www.fos.org.au](http://www.fos.org.au)

Federal Privacy Commissioner  
Post: GPO Box 5218 Sydney NSW 2001  
Telephone: 1300 363 992 Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Australian Prudential Regulation Authority  
Post: GPO Box 9836, Sydney NSW 2001  
Telephone: 1300 55 88 49 Website: [www.apra.gov.au](http://www.apra.gov.au)

If you would like further information about privacy laws, visit the Office of the Australian Information Commissioner's Website: [oaic.gov.au](http://oaic.gov.au)

## 13. Glossary

Credit Information is personal information that includes the following:

- information about you, like your name and address, that we may use to identify you;
- information about your current or terminated consumer credit accounts and, your repayment history;
- the type and amount of credit applied for in any previous consumer or commercial credit applications to any credit provider, where that credit provider has requested information;
- information about you from a credit reporting body;
- information about consumer credit payments overdue for at least 60 days and for which collection action has started;
- advice that payments that were previously notified to a credit reporting body as overdue are no longer overdue;
- information about new credit arrangements you may have made with a credit provider, in relation to consumer credit currently or previously held, to deal with any defaults or serious credit infringements by you;
- information about court judgments which relate to credit that you have obtained or applied for;
- information about you on the National Personal Insolvency Index;
- publicly available information about your credit worthiness, and
- an opinion of a credit provider that you have committed a serious credit infringement of credit provided by that credit provider.

Permitted Recipients means:

- our related companies;
- external organisations that are our assignees, agents or contractors;
- external service providers to us, such as organisations which we use to verify your identity, payment systems operators, mailing houses and research consultants;
- insurers and re-insurers, where insurance is provided in connection with our services to you;
- superannuation funds, where superannuation services are provided to you;

- third party investment platforms, where financial planning services are provided to you;
- other financial institutions, for example, when you apply for a loan from another credit provider and you agree to us providing information;
- credit reporting bodies, including disclosing that you are in default under a credit agreement or commit a serious credit infringement, if that is the case;
- lenders' mortgage insurers, where relevant to credit we have provided;
- debt collecting agencies, if you have not repaid a loan as required;
- our professional advisors, such as accountants, lawyers and auditors;
- state or territory authorities that give assistance to facilitate the provision of home loans to individuals;
- certain entities that have bought or otherwise obtained an interest in your credit product, or that are considering doing so, and their professional advisors;
- your representative, for example, lawyer, mortgage broker, accountant, financial advisor or attorney, as authorised by you;
- if required or authorised by law, to government and regulatory authorities, or
- any person, company, body or authority that you have requested or consented to receive your personal information.

## **14. Disclaimer**

This Privacy Policy is provided for the purposes of information only. While we have taken care to ensure that it is accurate and current, we provide no guarantee as to its accuracy or currency. We accept no liability for loss or damage suffered as a result of reliance on the information provided in this Privacy Policy.

## **How to contact us**

You can contact us in any of the following ways:

- **Phone:** 1300 132 982
- **Email:** [fpsupport@peopleschoicecu.com.au](mailto:fpsupport@peopleschoicecu.com.au)
- **Web:** [peopleschoicecu.com.au](http://peopleschoicecu.com.au)
- **Post:** People's Choice Credit Union  
431 Roberts Road, SUBIACO WA 6008







## **FSG provision acknowledgement**

### **FSG for WA-based Financial Planners only**

Financial Planner Name: \_\_\_\_\_

Client 1 Name: \_\_\_\_\_

Client 2 Name: \_\_\_\_\_

I/We acknowledge that I/We received People's Choice Credit Union Financial Services Guide dated 1 January 2018, and that my Financial Planner, as listed above, explained its contents and importance.

Client 1 Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Client 2 Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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