



# LABORATORIES CREDIT UNION LIMITED

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## FINANCIAL SERVICES GUIDE

This Financial Services Guide was prepared on 7th June 2024

### What is the purpose of this Financial Services Guide?

We have designed this Financial Services Guide (FSG) to assist you in deciding whether to use any of the financial services we offer. This FSG must provide you with information about:

- our name and contact details;
- the financial services we are authorised to provide;
- any remuneration that we, or any other relevant person, may be paid in relation to the financial services we offer;
- how we deal with complaints against us.

However, this FSG does not provide information about our financial services in relation to basic deposit products and related non-cash payment facilities, other than the information about:

- our name and contact details; and
- how we deal with complaints against us.

### What other documents might I receive?

When we provide you with a financial service, we will provide you with an Account and Access Facilities Conditions of Use when you apply for any savings or payment services. This provides details on the product together with benefits and risks associated with the product.

We may also provide you with a Fees and Charges and Interest Rate brochures as applicable to each product.

**You may receive a separate Product Disclosure Statement (PDS) when you apply for, or we recommend that you acquire a financial product.**

A Product Disclosure Statement (PDS) is a document that provides you with information about a financial product and the entity that issues the financial product (the Issuer).

Not all financial products are required to have a PDS, however we will provide you with the important information, including:

- the Issuer's name and contact details;
- the significant features of the financial product and its terms and conditions,
- any significant benefits and risks associated with holding the financial product;
- the fees and costs associated with holding the financial product;
- dispute resolution procedures, and how you can access them.

We must provide you with PDS about a financial product for which a PDS is available when:

- we recommend that you acquire the financial product; or
- we issue, offer to issue, or arrange the issue of, the financial product to you.

The PDS must contain information about the financial product so that you can make an informed decision whether or not to acquire it.

## What financial services can we provide?

Our Australian Financial Services Licence authorises us to deal in and provide advice about the following financial products:

- basic deposit products – our transaction, savings and term deposit accounts;\*\*
- non-cash payment facilities – such as bPay, Visa card, and internet banking ;\*\*
- term or investment deposit accounts that are not basic deposit products.

*\*\* Please note that the only information we provide in this FSG about our basic deposit products and related non-cash payment facilities is about our contact details and our dispute resolution system under “What should you do if you have a complaint?”*

In addition to the financial services we provide under our Australian Financial Services Licence, we also deal in and advise on consumer and commercial lending products.

## On whose behalf do we provide financial services?

When we provide advice about non-basic term or investment deposit accounts, we do so on our own behalf.

When we issue our non-basic term or investment deposit accounts we do so on our own behalf.

When we arrange to issue third party financial products, we do so on behalf of the product issuers. Details of who the relevant product issuer is will be included in the Product Disclosure Statement for that financial product.

## What remuneration or other benefits do our employees receive for providing financial services?

As a rule, our staff are remunerated principally by salary and do not receive any direct benefits for providing you with financial services in relation to our non-basic term or investment deposit accounts.

However, LCU does receive some referral fees and commissions for some services.

## What should you do if you have a complaint?

We conduct a dispute resolution system to deal with any complaints you may have about any of our banking products or services, or about any financial service we provide. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we have to resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution centre.

If you want to make a complaint, contact our staff at any office and tell them that you want to make a complaint. Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 Free call; or

In writing to: Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001

We have an easy to read guide to our dispute resolution system available to you on request or you can obtain information from our website at [www.lcu.com.au](http://www.lcu.com.au)

## How to contact us:

You can contact us by

- Phone: 02 9859 0585
- Fax: 02 9859 0555
- Email: [info@lcu.com.au](mailto:info@lcu.com.au)