

# Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to provide you with key information about us so that you can decide whether or not you want to use our financial services. It contains information about:

- who we are;
- how to contact us;
- what services we provide;
- details of any remuneration that we or people connected with us may receive as a result of providing any of these financial services to you;
- associations or relationships that we or people connected with us have with product issuers; and
- what you can do if you have a dispute with us.

This FSG only relates to IMB Bank branded financial services and products, except where it is stated otherwise.

If we give you personal financial product advice, we will (subject to some exceptions) give you another document called a Statement of Advice (SOA). Personal financial product advice is advice that takes into account any of your objectives, financial situation or needs. The SOA will contain the advice itself, information about the basis on which the advice is given and information about remuneration, other benefits or associations with products issuers that could have influenced that advice. We do not have to give you an SOA for advice that relates to a basic deposit product or a related non-cash payment facility (like a cheque book).

If you want to acquire a financial product, or if we recommend that you acquire a financial product or we offer to issue a financial product to you, we will provide you with a document called a Product Disclosure Statement (PDS) or the relevant product terms and conditions. The purpose of these documents is to assist you in deciding whether or not to acquire that particular financial product; they contain information about the financial product such as its significant benefits and risks.

## Who are we and how can you contact us?

The financial services described in this FSG are provided by:

IMB Ltd trading as IMB Bank. ABN 92 087 651 974. AFS Licence no. 237391

Mail: 47 Burelli Street, Wollongong NSW 2500

Phone: 133 462

Email: [imb.info@imb.com.au](mailto:imb.info@imb.com.au)

Internet: [www.imb.com.au](http://www.imb.com.au)

**133 462 | [imb.com.au](http://imb.com.au)**

Effective date: 1 July 2022

## **What kinds of financial services are we authorised to provide and what financial products do they relate to?**

We are authorised to offer you financial product advice in relation to the following financial products:

- Deposit and Payment Products – Basic Deposit
- Deposit and Payment Products – Non-basic Deposit
- Deposit and Payment Products – Non-cash Payment
- General Insurance Products
- Life Products – Life Risk Insurance Products
- Retirement Savings Account Products

We are authorised to deal in a financial product by issuing, applying for, acquiring, varying or disposing of the following financial products:

- Deposit and Payment Products – Basic Deposit
- Deposit and Payment Products – Non-basic Deposit
- Deposit and Payment Products – Non-cash Payment
- General Insurance Products
- Life Products – Life Risk Insurance Products
- Retirement Savings Account Products

We are authorised to deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person for the following financial products:

- Deposit and Payment Products – Non-cash Payment
- General Insurance Products
- Life Products – Life Risk Insurance Products
- Retirement Savings Account Products

## **What remuneration or other benefits will we or other people associated with us receive as a result of providing you with these financial services?**

We receive commission when we act for the following companies and sell you the following products on their behalf:

- Allianz Australia Insurance Limited (ABN 15 000 122 850) AFSL 234708:
  - For Motor Vehicle Insurance products, we receive 10% commission on total annual premium payable excluding Stamp Duty and GST for new policies and 10% commission on total annual premium payable excluding Stamp Duty and GST for renewed policies.
  - For Home & Contents Insurance products, we receive 18% commission on total annual premium payable excluding Stamp Duty and GST for new policies and 18% commission on total annual premium payable excluding Stamp Duty and GST for renewed policies.
  - For Landlord's Insurance products, we receive 18% commission on total annual premium payable excluding Stamp Duty and GST for new policies and 18% commission on total annual premium payable excluding Stamp Duty and GST for renewed policies.

We receive commission when we refer you to the following companies for financial planning services.

- Bridges Financial Services Pty Limited (ABN 60 003 474 977)
  - For Comprehensive Advice where you are issued with a Statement of Advice for multi-strategy or specialist advice, we receive \$1,000 commission, once you accept the advice by signing the Authority to Proceed.
  - For Single Strategy Advice where you receive advice in relation to only one need or strategy, we receive \$300 commission, once you accept the advice by paying the advice fee or by other express means of acknowledging the debt.

Any commission amounts are paid by the above companies directly to us, and not to any individual staff members. From time to time, these companies may provide promotional incentives to our staff in addition to the commission payments directly to us. Any commission is paid directly to us on a regular basis, after we collect the premium amounts for these products. Promotional incentives for staff may include gifts and other prizes, which are provided from time to time.

## **Do we (or certain people connected with us) have relationships or associations with product issuers?**

Where we provide financial product advice on and/or arrange a dealing in a financial product issued by another company, we do this under a commercial arrangement we have in place with that company. There are no other relationships or associations with these companies.

## Privacy Notice

This notice provides you with an overview of how IMB Ltd (“we”, “us”, “our”) handles your personal information. Our Privacy Policy provides additional information such as how you can ask for access to personal information we hold about you and seek correction of that information. It also explains how you can complain about a breach of the Privacy Act or the Credit Reporting Code of Conduct and how we will deal with your complaint. Our Privacy Policy is located at [www.imb.com.au/privacy](http://www.imb.com.au/privacy), or can be obtained by calling us on 133 462 or by visiting one of our branches.

We collect and use your personal information:

- to provide you with information about a product or service;
- to assess any application for a product or service;
- to provide, manage and administer the products and services you seek;
- to communicate with you about us and our products and services;
- as required under various Australian laws and regulations including the Anti-Money Laundering and Counter Terrorism Financing Act 2006 and the National Consumer Credit Protection Act 2009.

If you do not provide some or all of the information requested we may not be able to provide you with products and services.

We may disclose your personal information to:

- a related entity, subsidiary or joint venture company;
- our alliance partners such as insurers, credit card and other financial service providers;
- organisations who perform services on our behalf including but not limited to mailing services, payment processing services, document storage services, data verification services, information technology support services including systems development, debt collection services, our insurers and professional advisers including accountants, lawyers and auditors;
- your representative, for example a lawyer, financial adviser, or someone you have appointed to act on your behalf;
- your referee(s) or employer(s), a joint borrower(s) or account holder(s) or a proposed guarantor; and/or
- Government and regulatory authorities if required or authorised by law.

We may disclose your personal information overseas. Refer to our Privacy Policy for the locations to which we are likely to disclose your personal information. If we do disclose personal information outside of Australia, we will only do so as required, and in accordance with our Privacy Policy.

We would like to keep you up to date on the products and services we offer, including those issued by our alliance partners such as insurers, credit card and other financial services providers, which we consider may be of interest to you. To do this we may communicate with you, including by using any email address, mobile phone number or the details of any other electronic medium you have provided to us. You can opt out of receiving these communications at any time by calling 133 462 or visiting an IMB branch. In addition you can unsubscribe from email and SMS communications by visiting [imb.com.au/unsubscribe](http://imb.com.au/unsubscribe).

If you would like more information, you can contact us as follows:

Mail: Privacy Officer, PO Box 2077, Wollongong NSW 2500  
Phone: 133 462  
Online: [www.imb.com.au](http://www.imb.com.au), using our online enquiry form.

## Change of address

You or any additional cardholder must tell us in writing, by coming into a branch or by calling us on 133 462 of any changes to your residential or postal address.

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

If you have a complaint, you can contact us about it at any of our branches or using the contact details in this Financial Services Guide. We encourage you to put your complaint in writing wherever possible. When we receive a complaint, we will:

- acknowledge receipt of the complaint promptly;
- investigate the complaint;
- where possible, resolve the complaint on the spot or within 5 business days; or
- respond to you in writing advising you of the outcome of the complaint. In the case of unauthorised transactions involving a PIN or access code, we will do this within 21 days. In all but exceptional cases, we will take less than 30 days to complete our investigation. If we require longer, we will request an extension from you in writing.

If you are not satisfied with our decision, please talk to us first. At any time however, you can seek an external review of our decision by the Australian Financial Complaints Authority (AFCA). If your complaint relates to privacy or credit reporting, you may also be entitled to request a review of your matter by the Office of the Australian Information Commissioner (OAIC).

These services are provided free of charge.

### The Australian Financial Complaints Authority (AFCA)

IMB is a member of the Australian Financial Complaints Authority (AFCA) — a self-regulatory service providing an external and impartial dispute resolution process for retail members and customers of participating building societies, credit unions, banks and other financial service providers. The Ombudsman's determinations are binding upon IMB if you accept the decision.

You can contact the AFCA by:

Telephone: 1800 931 678  
Facsimile: (03) 9613 6399  
Mail: GPO Box 3, Melbourne VIC 3001 (Australia)  
Website: [www.afca.org.au](http://www.afca.org.au)

### Office of the Australian Information Commissioner (OAIC)

The Office of the Australian Information Commissioner (OAIC) is an Australian Government agency responsible for oversight of the Privacy Act and other relevant Australian privacy rules and regulations. If you have a complaint relating to privacy or credit reporting that has been lodged with AFCA, you may also choose to lodge your complaint with the OAIC.

You can contact the OAIC by:

Telephone: 1300 363 992  
Mail: GPO Box 5218, Sydney NSW 2001  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)