

Our financial planning fees

Our financial planners may at their discretion charge an entry fee or a direct fee calculated at an hourly rate for the preparation and/or review of a financial plan. The amount of this fee will vary depending on a number of factors, including the complexity of your financial plan and the time taken by our financial planners to complete it. The hourly rate is \$250. Entry fees will not exceed 4.00% of the amount of money you invest through us. Any such fees will be discussed with you before the financial planner proceeds and is usually payable on the presentation of your financial plan. Newcastle Permanent does not charge exit fees.

Protecting your privacy

The privacy of your personal information is important to us. In general, we collect your personal information for the purpose of providing you with products and services and to allow us to administer our ongoing relationship.

If you would like further information about our privacy and information handling practices, you can obtain a copy of our Privacy Statement, which is available upon request from any branch of Newcastle Permanent, on our website or by contacting our Member Support Centre on 13 19 87.

Making a complaint

If you have a complaint about Newcastle Permanent please tell us so we can do something about it. To register your complaint please visit your nearest branch or call 13 19 87 between 8am and 8pm, Monday to Friday and 8am to 4pm, on weekends. Our staff will either deal with the matter or refer it to an appropriate person who can answer your questions.

If the matter is not resolved to your satisfaction you can ask us to review your complaint by writing to:

Member Relations Officer
Newcastle Permanent Dispute Resolution Committee
PO Box 5001, HRMC NSW 2310

We aim to resolve most disputes quickly, however some matters are more complex and can take longer to resolve. We will respond to you within 21 days of receiving your complaint, advising you of the outcome of the investigation or the progress made and the need for more time to complete our investigation.

If you are not satisfied with the decision made by the Dispute Resolution Committee you can refer your complaint to the Credit Ombudsman Service Limited, an external dispute resolution scheme.

You can contact the Credit Ombudsman Service Limited by writing to:

Credit Ombudsman Service Limited
PO Box A252, Sydney South NSW 1235
Phone: 1800 138 422
Facsimile: 02 9273 8440
Internet: www.creditombudsman.com.au

The review process provided by the Credit Ombudsman Service Limited is impartial, independent and free for Newcastle Permanent members.

Before the Ombudsman can investigate a matter you must first have given us the opportunity to review the matter.

Here's how to contact us

Newcastle Permanent Building Society Limited
ABN 96 087 651 992
AFSL 238273

By phone: 13 19 87
Member Support Centre open 7 days a week
(8am – 8pm Monday to Friday, 8am – 4pm weekends)

By mail: PO Box 5001, HRMC NSW 2310

By facsimile: 02 4927 4475

At a branch: To locate your nearest branch call 13 19 87 or visit newcastlepermanent.com.au

Online: newcastlepermanent.com.au

Financial Services Guide

Dated: April 2010

This guide is intended to provide you with information about Newcastle Permanent Building Society Limited ("Newcastle Permanent", "we", "us" or "our") and the financial services we offer. It is designed to assist you in making an informed decision about whether you want to use the services we offer.

It also contains information about remuneration that we or other relevant persons may be paid in relation to the services offered, and information on how complaints against us are dealt with.

A guide to our relationship with you and others

About us

Established in 1903, we have an extensive network of branches located across Newcastle, the Hunter Valley, the Central Coast, the Mid North Coast, the Northern Rivers and New England areas. As an independent mutual financial institution, we put our members first by providing an extensive range of value for money, quality financial products and services that are readily available and delivered with efficiency and reliability.

Our Australian Financial Services Licence authorises us to deal in and provide financial product advice in relation to the following product groups:

- ✦ Deposit and payment products
- ✦ General insurance
- ✦ Debentures, stocks or bonds (issued by a government)
- ✦ Life risk insurance
- ✦ Superannuation
- ✦ Interests in managed investment schemes (including investor directed portfolio services)

Documents you may receive from us

Product Disclosure Statement

If we agree to issue a financial product or if we recommend that you acquire a financial product, we will provide you with a document called a Product Disclosure Statement (PDS). The PDS will assist you in deciding whether or not to acquire a particular financial product. The PDS contains information about the financial product including the features, benefits, costs and risks associated with that product.

The purpose of the PDS is to ensure that you are well informed about the product and to help you compare the product you are interested in with similar products from other financial service providers.

Statement of Advice

We may also provide you with a document called a Statement of Advice (SOA). This is a record of personal advice provided to you. Personal advice is advice that takes into account one or more of your objectives, financial situation and needs. An example of personal advice would be where one of our financial planners reviews your personal circumstances and tailors a financial plan specifically for you. The SOA will contain the advice, the basis on which the advice is given, any fees and charges payable by you and information about remuneration and other benefits or associations with product issuers or other parties that could have influenced that advice (where possible in actual dollar amounts). You will receive an SOA when personal advice is given to you, except where the advice relates to a basic deposit product or certain non-cash payment facilities (such as cheque books or travellers' cheques).

Where we provide you with personal advice in relation to a basic deposit product or a non-cash payment facility, information about remuneration and other benefits or associations with product issuers or other parties that could have influenced that advice will be included in another communication (where possible in actual dollar amounts).

If the exact amount is not known at the time you are given the SOA or other communication, the manner in which the remuneration (including commission) and any other benefits is to be calculated will be set out. You should read any warnings contained in the SOA carefully before acting on the advice.

Who is responsible for the financial services you receive

We act on our own behalf and under our own Australian Financial Services Licence (238273) when we provide financial services to you. However, some of the products we offer are issued by third party product issuers and we are authorised by them, and act as their agent, to distribute these financial products. These products include:

- ✦ Travellers' cheques
- ✦ Superannuation products

- ✦ Managed Investment products
- ✦ General Insurance products such as Home and Contents, Motor Vehicle and Travel Insurance
- ✦ Risk Insurance products such as Loan Protection, Life, Income Continuation and Disability Insurance

Where we offer a product to you or provide you with personal advice, the name of the product issuer, and therefore who we act for in providing these services, will be disclosed in the relevant PDS or SOA. You can also ask our staff for details.

Giving us instructions

We generally require you to instruct us in person. You may also be able to give us instructions by phone, fax or other means such as email. However, for certain types of instructions, we may impose particular requirements, such as a need for your signature.

How we are paid

Our staff

Our staff are remunerated by salary and may also be eligible for annual and other discretionary performance bonuses that are based on a number of factors that include the amount of insurance, investment and superannuation products sold. Discretionary bonuses may be of a monetary or non-monetary nature.

Our commission

We may receive commissions for selling the products of other product issuers. The table below is a summary of the range of commissions that we may receive.

For example, where you purchase motor vehicle insurance through us, that is issued by someone else, we may receive a commission of up to 10% of the amount of the premium. This means that if the premium for your motor vehicle insurance is \$400, we may receive a commission of up to \$40.

Product	Commission range
General Insurance products such as Home and Contents, Motor Vehicle and Travel Insurance	0% to 25% of every premium payment when it is paid.
Managed Investment products (including Income Stream products)	0% to 4% of each investment when it is made and an ongoing commission of 0% to 1% per annum of the investment balance.
Risk Insurance products such as Loan Protection Insurance	0% to 20% of every premium payment when it is paid.
Risk Insurance products such as Life, Income Continuation and Disability Insurance	0% to 123.75% of the first year's premium payment when it is paid and an ongoing commission of 0% to 14.3% of any subsequent years premium payment when it is paid.
Superannuation products	0% to 4% of each investment when it is made and an ongoing commission of 0% to 1% per annum of the investment balance.

Ongoing commissions are payable either monthly, quarterly or yearly on either the anniversary of the sale of the product or on the last day of the relevant period, depending on the type of product and product issuer, and are payable for as long as you hold the product. All commissions (except for commissions earned in respect of General Insurance products and Risk Insurance products such as Loan Protection Insurance) are paid either by the product issuer or a third party making a payment directly to us. We deduct the amount of our commission from premium payments for General Insurance products and Risk Insurance products such as Loan Protection Insurance.

Our other benefits

We may also receive a marketing allowance equivalent to 3% of the gross premiums from the General Insurance product issuer to conduct marketing campaigns in relation to its products. The amount of the marketing allowance depends on sales volume in the previous year and it is paid after we incur expenses in a marketing campaign either by the product issuer reimbursing us or paying the expenses itself.