

Financial Services Guide

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About this Document

This Financial Services Guide (FSG) is an important document, which is designed to assist you with the legal and administrative points that are important to you and us, when you are considering whether to use any of the financial services offered.

This FSG was prepared on 1 March 2010.

This FSG contains important information about:

- the services and products we offer you
- the remuneration commissions or other benefits that may be paid to St.George Bank or other relevant persons in relation to the financial services being offered
- our internal and external dispute resolution procedures and how you can access them
- how you can contact us, and
- how you can give us instructions.

There is a section at the end of this FSG which gives the meaning of some of the more important words used in this document.

Other documents you may receive from us

Product Disclosure Statement

We will generally provide you with a Product Disclosure Statement (PDS), if a recommendation is made to you to acquire a particular financial product, or if it is offered or issued to you. The PDS will help you make an informed decision about the financial product by providing information about:

- terms and conditions
- fees and charges
- interest rates
- details of any features, benefits and risks associated with holding the product
- dispute resolution, and
- privacy.

In certain circumstances we are not required to provide a PDS (including, for example, where you already have an up-to-date copy).

Statement of Advice

You will receive a Statement of Advice (SOA) whenever you receive any personal advice, which takes into account your needs, objectives and financial situation. The SOA will contain:

- the advice
- the basis on which it is given
- the name and contact details of the entity providing you with the advice, and
- information about fees, commissions and benefits payable, and any associations which may have influenced the advice.

An SOA is not required to be given in certain circumstances, such as if the advice relates to basic deposit products or related non-cash payment facilities, or if the advice is given over the phone in relation to a product, which is listed on a licensed market.

Record of Telephone Advice

If you have instructed us by telephone to order or transfer a product, which is traded on a licensed market on your behalf, and we have provided you with advice in relation to that instruction, you may request a record of that advice unless we have already provided you with one. Any request for a record of the telephone advice must be made within 90 days of the provision of such advice, and should be requested by calling your Financial Adviser.

About St.George

St.George Bank has retail and commercial branches nationally, with BankSA branches in South Australia and the Northern Territory.

We pride ourselves on building long-term relationships with customers, and we aspire to be acknowledged as the most respected service brand in Australia. We'll achieve this by better understanding our customers and their needs, and by being pro-active about it.

St.George is big enough to be able to provide customers with a wide range of financial products and services, including retail banking, business banking, wealth creation and insurance products, but small enough to still offer personalised service. That's what sets St.George apart.

We constantly seek to increase customer satisfaction by introducing new products and services. With an extensive suite of retail banking products, we provide all the financial services customers need throughout their lives. From opening a first bank account, obtaining a credit card, financing a car or buying a home, we're there to help at every step along the way.

We offer a comprehensive range of business banking services which includes transaction accounts, electronic banking, sophisticated financial markets products, trade finance, property finance, automotive finance, cash flow finance and equipment leasing finance.

The St.George Group's wealth management solutions combine market-leading master trusts, funds management, margin lending and other solutions with leading financial products from third-party providers. Clients enjoy the simplicity of a single relationship backed by the freedom to choose the tools that are right for them.

St.George Bank belongs to Westpac Banking Corporation which is the holder of an AFS Licence issued by the Australian Securities and Investments Commission (ASIC), and is an Australian Prudential Regulatory Authority (APRA) regulated entity and is also a principal member of the Financial Planning Association (FPA).

Westpac Banking Corporation is also a participating organisation of the Australian Stock Exchange Limited.

What financial services and products does St.George offer?

We are authorised to:

- Provide financial product advice
- Deal in financial products
- Make a market in financial products
- Provide custodial/depository services.

The financial services we provide relate to the following financial products:

- Deposits
- Securities (such as shares)
- Derivatives (such as options)
- Managed investments
- Retirement products including superannuation
- Life insurance
- General insurance
- Foreign exchange contracts
- Travellers' Cheques
- Debentures and bonds.

The financial services we provide in relation to insurance products are described in a separate FSG, which you can obtain by contacting us.

We provide an extensive range of financial planning services, which include:

- Investment planning advice
- Superannuation and rollover advice
- Retirement planning advice
- Personal insurance advice
- Portfolio review services.

For further information about these advisory services, our financial planning representatives can provide you with a specific FSG, available by contacting us.

As well as products and services provided under Westpac Banking Corporation's AFS Licence, St.George Bank also provides the following:

- Consumer lending
- Business lending and services
- Investment lending
- Bank drafts and cheques
- International telegraphic transfers
- Real time gross settlements.

Customer Instructions

We generally require that you instruct us in person in relation to products and services, and we generally rely on your signature to verify your instructions.

However, for some products and services, we can make special arrangements, where we can receive your instructions electronically via email, telephone, fax or other electronic means.

Relationships we have with Product Issuers

Many of the financial products that our services relate to are issued by us or companies related to us.

The following are companies in the St.George Group who are also financial product issuers (in addition to St.George Bank):

- St.George Life Limited, ABN 88 076 763 936, AFS Licence No. 240900
- Advance Asset Management Limited, ABN 98 002 538 329, AFS Licence No. 240902
- Asgard Capital Management Limited, ABN 92 009 279 592, AFS Licence No. 240695
- Crusade Management Limited, ABN 90 072 715 916, AFS Licence No. 286595
- Crusade CP Management Pty Limited, ABN 85 083 796 721, AFS Licence No. 286597.

When we provide you with travellers' cheques, we act on behalf of the issuer of the travellers' cheques.

Information about the Remuneration and Other Benefits we receive

The fees, commissions and other benefits paid to St.George Bank or a related entity will vary, depending on the service being provided. If you obtain a financial product issued by St.George Bank or another entity within the St.George Group, you may be charged fees in relation to that product. Details of the fees payable in respect of a financial product provided to you will be set out in the relevant disclosure document for the product, such as a PDS.

Travellers' Cheques

St.George Bank may, depending on the total dollar amount issued and the currency type of Travellers' Cheques it sells, receive a percentage ranging from 0.15% to 0.60% of the face value of any American Express Travellers' Cheques sold. This amount is paid quarterly.

Example: If we had already sold more than 16 million in Australian dollar American Express Travellers' Cheques, and we then issued you with American Express Travellers' Cheques with a face value of \$2,000, St.George would receive a commission of \$8, or 0.40%, which would be paid by American Express.

Share Trading

ETrade Australia Securities Limited (ETrade) provide trading and execution services through *directshares*, which is a non-advisory online and phone share trading service that is operated for customers of St.George Bank. For this we receive a commission of between 20% and 50% of brokerage received for referring our customers to the *directshares* site.

Example: For each \$100 in brokerage you pay or trading through *directshares* we receive between \$20 and \$50.

The PDS or offer document for each of these products may disclose further details.

Remuneration of Staff

All staff receive a fixed salary from St.George Bank.

In addition to this salary, staff may participate in a performance related incentive program. Entitlement to an incentive is dependent upon achievement of pre-determined performance

targets, which may include St.George Group, division and individual outcomes. The targets are outlined in the staff member's performance agreement. Generally, incentives are paid to staff on a monthly, quarterly or annual basis and are approved by Senior Management based on the outcomes and values exhibited by the staff member.

In addition to a salary and incentive program, staff may also become entitled to other monetary and non-monetary rewards, depending upon their role within St.George Bank and the area of St.George Bank they work in. These monetary and non-monetary rewards may be related to total performance in terms of income generated and sales made over a defined period. St.George Bank may also periodically provide sales incentives in the form of promotions and competitions.

If the remuneration or other benefits that St.George or its related entities are to receive are calculable at any time personal advice is given by a St.George Group Adviser, the remuneration or other benefits to which the personal advice relates will be disclosed at the time personal advice is given or as soon as practicable after that time. If the remuneration or other benefits are not calculable at the time personal advice is given, the manner in which the relevant remuneration or benefit is to be calculated will be disclosed at the time the personal advice is given or as soon as practicable after that time.

Dispute Resolution

If you have something on your mind, share it with us. We welcome the opportunity to fix the situation. We often find that any concern a customer may have is a genuine misunderstanding and can quite easily be resolved.

St.George Bank takes customer service and satisfaction very seriously.

If you have a complaint, please follow the steps below.

Step 1. Please Talk to Us

Our staff are here to help you. So if you have a concern or complaint, please talk to our staff at your local branch, your initial contact person from St.George Bank (for example your Financial Adviser), or alternatively telephone the St.George Bank Customer Contact Centre on 13 33 30, or BankSA on 13 13 76.

A copy of our St.George Bank "Customer Satisfaction" brochure or, for BankSA customers, "Have Your Say" brochure, is also available for you to download on our websites: stgeorge.com.au or banksa.com.au or is available at your local branch.

If we do not satisfy your concern or complaint, please contact our Customer Relations Team (see Step 2 below).

Step 2. Customer Relations Team

If our branch, Customer Contact Centre or Financial Adviser have not resolved your concern or complaint, please call our Customer Relations Team. Our Customer Relations Officers are there to find

a solution for you, by investigating the concern you have raised. The Customer Relations Officer will inform you of our decision as set out in either our St.George Bank "Customer Satisfaction" brochure or BankSA "Have Your Say" brochure.

St.George Customer Relations

Phone: 1800 804 728
Fax: (02) 9952 1080
Email: customerrelations@stgeorge.com.au
Mail: Customer Relations Department
Locked Bag 1 Kogarah, NSW 1485

OR

BankSA Customer Relations

Phone: 13 13 76 and ask for Customer Relations Department
Fax: (08) 8424 5950
Email: custrelbsa@banksa.com.au
Mail: Customer Relations Department
GPO Box 399 Adelaide, SA 5001

If we still have not satisfied your concern or complaint, you may escalate your complaint to an external dispute resolution scheme (see Step 3 below).

Step 3. Financial Services Dispute Resolution Schemes

If, despite our best efforts, you believe we have not satisfactorily dealt with your complaint, you can contact an alternative dispute resolution scheme.

Following is a list of alternative schemes you can contact.

General banking products - credit cards, home loans, basic deposit accounts

Financial Ombudsman Service (FOS)

GPO Box 3, Melbourne, VIC 3001

Phone: 1300 780 808
Toll Free: 1800 337 444
Fax: +61 3 9613 7345
Internet: www.fos.org.au

Life insurance, Superannuation, funds management, financial advice, stockbroking, investment advice and sales of financial or investment products provided by a Financial Adviser

Financial Industry Complaints Service Limited

PO Box 579, Collins Street West,
Melbourne, VIC 8007

Phone: 1300 780 808
Toll Free: 1800 335 405
Fax: +61 3 9621 2291
Internet: www.fics.asn.au

Superannuation, deferred annuities, Retirement Savings Accounts (RSAs)

Superannuation Complaints Tribunal

Locked Bag 3060, GPO Melbourne, VIC 3001

Phone: 1300 884 114

Fax: +61 3 8663 5588

Email: info@sct.gov.au

Internet: www.sct.gov.au

Privacy

We handle your personal information in accordance with the privacy statement in the application form for the product or service applied for or as described in our privacy brochure, titled "Protecting Your Privacy". You can obtain a copy of the brochure by:

- asking at any St.George Bank branch or by calling **13 33 30**, or
- asking at any BankSA branch or by calling **13 13 76**.

Our privacy policy is also available by visiting our websites: stgeorge.com.au or banksa.com.au

Contact Details

St.George Bank – A Division of Westpac Banking Corporation
ABN 33 007 457 141 AFSL 233714. 4-16 Montgomery Street,
Kogarah NSW 2217 Australia.

You may contact us:

- by calling **13 33 30**. Call 8.00am to 9.00pm, 7 days a week
- by email: stgeorge@stgeorge.com.au or by visiting our website: stgeorge.com.au
- by visiting any of our branches or agencies
- by writing to us at: Locked Bag 1, Kogarah, NSW 1485, or
- by faxing us at (02) 9952 1081.

BankSA – A Division of Westpac Banking Corporation

You may contact us:

- by calling **13 13 76**. Call 8.00am to 8.00pm, 7 days a week
- by email: banksa@banksa.com.au or by visiting our websites: banksa.com.au and regional.banksa.com.au
- by visiting any of our branches or agencies
- by writing to us at: GPO Box 399, Adelaide, SA 5001, or
- by faxing us at (02) 9952 1081.

Important words

AFS Licence No. means an Australian Financial Services Licence issued by the Australian Securities and Investments Commission.

basic deposit product means our transaction accounts, savings accounts and most of our term deposit and interest bearing deposit products.

non-cash payments mean payments other than physical delivery of Australian or foreign currency in the form of notes or coin, which are not solely used for access to a credit line. Examples include electronic payment systems (direct debit and credit), BPAY®, phone and Internet banking, stored value and other smart cards, Automatic Teller Machines (or ATMs) and Electronic Funds Transfer Point of Sale (or EFTPOS), cheques and Travellers' Cheques.

Financial Adviser means any person employed by St.George Bank or within the St.George Group who offers you financial product advice.

FSG means a Financial Services Guide, designed to assist you in deciding whether to use the financial services described in the document.

PDS means a Product Disclosure Statement containing information about the financial product you are looking at acquiring as explained in this FSG.

St.George Group means Westpac Banking Corporation ABN 33 007 457 141 or any related body corporate of Westpac Banking Corporation.

SOA means a Statement Of Advice as explained in this FSG.

we or us or our or St.George or St.George Bank means St.George Bank – A Division of Westpac Banking Corporation ABN 33 007 457 141 and its successor and assigns.

you or your means the person or persons to whom a financial service or product is to be offered or made available.