



Our commitment to you.

Westpac In-stores



This information leaflet provides details about the services we can provide to you and our commitment to providing you with the product you have requested, including how the information collected from you will be used.

It also explains any factors, like incentives and payments, which could influence our actions.

A reference to “we”, “us, and “our” is a reference to the In-Store Proprietor. Our contact details are on the back page of this flyer.

We are committed to providing customers with a quality selection of personal banking solutions.

The services we provide are to meet your request to open a specific product. We will always provide you with all the important information about the products in a comprehensive disclosure document known as a Product Disclosure Statement and will endeavour to answer any questions that you may have.

In providing services to you on behalf of Westpac Banking Corporation (“Westpac”), we have been appointed as Westpac’s authorised representative. Westpac issues the products that we are authorised to sell on their behalf.

Privacy

Your privacy is important to us

The information you provide will be used to fulfil your request for a new product and will also be used by Westpac for administration, for marketing and research purposes and for providing other products and services to you.

Westpac may disclose this information to other members of the Westpac Group, its related bodies corporate, their service providers and third parties where it is required by law, or where you have consented.

You can request access to your personal information by calling Westpac, visiting any of their branches, or logging on to the internet (see contact details below).

Westpac’s Privacy Policy explains its commitment to the protection of your personal information. You may obtain a copy of Westpac’s Privacy Policy by:

- **Calling** Westpac on 132 032;
- **Asking** at any of Westpac’s branches; or
- **Visiting** Westpac’s website at www.westpac.com.au

Problem resolution is a priority.

If you have a problem or a complaint about our service or the product that you obtain or have obtained we want you to contact us as soon as possible. We will aim to have the matter resolved immediately. We will take your details and refer your complaint through to your local Westpac branch (the “Branch”). The Branch will be in contact with you to follow up your complaint within 24 hours.

Alternatively you can contact Westpac directly by calling Westpac Telephone Banking (contact details on back page) from the phone provided at the In-store. If Westpac is unable to resolve your problem you can obtain an independent review by referring it to the Banking and Financial Services Ombudsman. The Product Disclosure Statement for Westpac’s deposit accounts provide a further explanation of this dispute resolution process and the contact details that you may require.

Are there any factors that may influence our service?

In order for you to be confident with our products, we believe that it is important that we disclose to you anything that is capable of influencing our service.

We are only able to open a certain range of banking products that are issued by Westpac. However, we are confident that either you will be able to select a product that suits your banking requirements from this range of products, or we will be able to recommend the best person at Westpac who can discuss your financial needs and goals in more detail to provide a solution that meets your needs.

We will receive from Westpac a referral fee of either \$45 for referring a customer to Westpac, or \$90 if the customer chooses one of the following products to be opened at the Instore:

- A new consumer term deposit where the funds are new to Westpac
- A new consumer deposit account
- A new consumer credit card

In addition, where a customer establishes a new banking product as a result of either origination at the In-store or a referral from us, we receive an additional one off payment from Westpac as follows:

- For a new consumer term deposit, we receive 0.25% per annum of the amount you deposit where the funds are new to Westpac;
- For a new consumer deposit account opened, we receive \$100
- For a new consumer credit card opened, we receive \$100

Of course when you ask for us to open a new account for you please be assured that we will always explain your choices to allow you to select an appropriate product.

For more information:

Call Westpac on 132 032

Visit A Westpac Branch or www.westpac.com.au

Email online@westpac.com.au

Write Westpac at GPO Box 3433, Sydney NSW 2000

Our contact details

In-store to stamp contact details here.

Parent Branch contact details

In-store to stamp contact details here.

