

# Retail and Business Banking Financial Services Guide, Credit Guide and Privacy Statement.

**Preparation Date:**

9 July 2018

Westpac Banking Corporation  
ABN 33 007 457 141 AFSL and  
Australian credit licence 233714.

200



200 years proudly supporting Australia



## About this Guide.

This is a Financial Services Guide, Credit Guide and Privacy Statement (Guide) to help you decide whether to use the financial and consumer credit services offered by Westpac.

It contains information about:

- Some of the financial services and products we can offer you, including details of any remuneration, commission or other benefits that may be paid to Westpac or other relevant persons in relation to those services,
- The consumer credit services and products we can offer you; and
- Our internal and external dispute resolution procedures and how you can access them.

In this Guide, the words “we”, “our”, “us” and “Westpac” refer to Westpac Banking Corporation. References to the “Westpac Group” mean Westpac and all our related bodies corporate.

## Some other documents you might get from us.

### **Product Disclosure Statement (PDS).**

When we provide advice about a financial product which takes your specific needs, objectives or financial situation into account (personal advice), or offer, issue, or arrange a financial product, we'll usually give you a PDS. The PDS includes information to help you make an informed decision about whether to purchase the product, including information about any significant benefits and risks of the product, and its cost. You may also receive other product documentation, including the terms and conditions (T&Cs) relating to a specific product. The T&Cs for some of the products we offer can be found at:

- <https://www.westpac.com.au/disclosure-documents/wpgc-personal-disclosure-doc/> (for retail banking and insurance products)
- <https://www.westpac.com.au/disclosure-documents/wpgc-bus-disclosure-docs/> (for business banking products)

Please ensure you carefully read and understand the PDS and/or T&Cs (where relevant) for a product before making a decision to use or acquire that particular product.

## **Other Financial Services Guides.**

Westpac also provides other financial services that are not covered by this Guide. If you are interested in these services, you may receive an additional Financial Services Guide.

## **Information about our financial services and products.**

Westpac is authorised to provide you with financial product advice about and deal in certain financial products, including:

- Banking products, such as deposit accounts and payment facilities,
- Superannuation,
- Financial and debt markets and international products (including foreign exchange accounts and contracts); and
- Insurance products.

In general, when we provide financial services, we act on our own behalf. However, when we issue insurance products on behalf of an insurer that is part of the Westpac Group, as outlined on pages 6 and 7 of this Guide, we act on the insurer's behalf.

We are responsible for the financial services we provide under our financial services licence.

## **Relationships and Associations.**

Westpac has a number of associations with entities within the Westpac Group, as well as associations with external product issuers, referrers, brokers and other third parties.

Westpac General Insurance Limited  
ABN 99 003 719 319, Westpac Life Insurance  
Services Limited ABN 31 003 149 157, and BT Funds

Management Limited ABN 63 002 916 458, who issue some of the products referred to in this Guide, are part of the Westpac Group.

## Providing instructions to Westpac.

You can contact Westpac by using the contact details set out on the back page of this Guide. Some products and services may have their own rules around how to provide instructions or carry out certain transactions. Please refer to the PDS or T&Cs for your product for these details.

## Remuneration and benefits paid and received by Westpac.

Product issuers receive product fees and may be entitled to certain expense reimbursements if you invest in or purchase their products.

The PDS or T&Cs for each of these products may disclose further details in respect of the remuneration and benefits paid and received by us.

You may request the details of any benefits payable in respect of any product or service you receive. If you receive personal advice, more detailed information about fees, commissions or other benefits payable will be contained in the relevant PDS or T&Cs for the product.

The insurance PDSs can be found at <http://www.westpac.com.au/insurance>.

### **Insurance services and remuneration.**

Depending on the type of insurance, Westpac can provide you with advice about the insurance on its own behalf, and:

- Issue an insurance policy on behalf of the insurer under binder,
- Arrange for the issue, variation or cancellation of an insurance policy by the insurer; or
- Refer you to the insurer for more information and assistance.

The following table provides further details of the insurance services that we offer, and the remuneration that Westpac and our related companies may receive. Some of these insurance products are issued by insurers who are not part of the Westpac Group.

Type of Insurance	Insurer(s)
Home and Contents Insurance (including Landlord Insurance)	Westpac General Insurance Limited ABN 99 003 719 319
Motor Insurance	Allianz Australia Insurance Limited ABN 15 000 122 850
Travel Insurance (excluding credit card complimentary travel insurance)	AWP Australia Pty Ltd ABN 52 097 227 177 (trading as Allianz Global Assistance), as agent for Allianz Australia Insurance Limited ABN 15 000 122 850
Caravan and Trailer Insurance	Allianz Australia Insurance Limited ABN 15 000 122 850
Marine Pleasurecraft Insurance	Club Marine Limited ABN 12 007 588 347, as agent for Allianz Australia Insurance Limited ABN 15 000 122 850
Business Insurance	Allianz Australia Insurance Limited ABN 15 000 122 850
Farm Insurance	Allianz Australia Insurance Limited ABN 15 000 122 850
Life Insurance	Westpac Life Insurance Services Limited ABN 31 003 149 157
Consumer Credit Insurance	Westpac General Insurance Limited ABN 99 003 719 319, and Westpac Life Insurance Services Limited ABN 31 003 149 157

Can we issue policies on behalf of the insurer?	Remuneration (as percentage of base premium exclusive of GST and other government charges)
Yes	Up to 12.5% on initial issue Up to 12.5% on renewal
No, only arrange insurance	10% on initial issue 10% on renewal
No, only arrange insurance	25% on initial issue
No, only refer you to the insurer	10% on initial issue 10% on renewal
No, only refer you to the insurer	10% on initial issue 10% on renewal
No, only refer you to the insurer	14% on initial issue 10% on renewal
No, only refer you to the insurer	14% on initial issue 10% on renewal
No, only refer you to a BT Advice financial adviser	Nil
Yes	Up to 20% on an ongoing basis

Allianz Australia Insurance Limited  
ABN 15 000 122 850 (Allianz) may pay a step-up commission and a profit share payment to Westpac, and will fund marketing activities, for certain general insurance products which are issued by Allianz. The amounts are calculated either by reference to annual profits earned by Allianz for motor insurance premiums or as a percentage of total annual premiums for certain general insurance products, as applicable. You may request further particulars of the benefits by calling us on 1300 650 255.

If you're referred to us for Home and Contents Insurance (including Landlord Insurance), Westpac may pay the referrer up to \$250 (plus GST) per Home and Contents Insurance policy on initial issue only. Referrers may also be eligible to enter competitions run by Westpac.

From time to time, Westpac and other members of the Westpac Group may pay additional fees to referrers. If you are referred to Westpac for your insurance needs, your referrer should provide you with details of these fees, or you can contact us for more information by using the contact details on the back page of this Guide.

### **BT Super for Life remuneration.**

BT Funds Management Limited ABN 63 002 916 458 Australian Financial Services Licence No. 233724 RSE Licence No. L0001090 (BTFM) is the issuer and trustee of BT Super for Life which is part of Retirement Wrap ABN 39 827 542 991 RSE Registration No. R1001327. BTFM may receive a financial benefit from your investment in BT Super for Life. Such benefits may include investment fees, administration fees, ongoing fees, and other fees. Details of the financial benefit that BTFM may receive are set out in the PDS or other disclosure document(s) for BT Super for Life.



## The amounts we pay to our staff.

All of our employees receive a salary, superannuation, various employee benefits and may also be eligible for variable reward and other non-cash awards based on their performance.

Variable reward comprises short term incentives (STIs) including cash and deferred awards, which are designed to recognise employees for specific outcomes achieved during the financial year. Other non-cash awards, such as gift vouchers, eligibility for competitions, attendance at conferences, employee development and team building events and Westpac Performance Shares may also be awarded.

Variable reward and non-cash awards are used to recognise the contribution made by employees against agreed objectives that may be both financial and non-financial in nature and are relevant for their role. The types of objectives include, but are not limited to, financial (eg. sales or referrals of financial products and other products), behaviours in line with our Values and Service Promise, customer service, risk and compliance, people and corporate responsibility requirements.

All variable reward and non-cash awards are provided on a discretionary basis and may vary from time to time.

It is not possible to determine at any given time whether an employee will receive the variable reward and non-cash awards referred to above.

# Information about our credit services and products.

Westpac's consumer lending products include:

- Credit cards,
- Home loans,
- Residential investment property loans; and
- Personal loans.

## **Our general obligations.**

As a credit provider, if we assess that a credit contract is unsuitable for you, we will not:

- Enter into the credit contract with you; or
- Increase the credit limit of the credit contract with you.

We refer to this assessment as the Suitability Assessment.

## **When will a credit contract be unsuitable?**

A credit contract will be unsuitable if:

- The credit contract does not meet your requirements or objectives, or
- It is likely that you will be unable to comply with your financial obligations under the credit contract; or
- It is likely that you could only comply with your financial obligations under the credit contract with substantial hardship.

## How can you access a copy of a Suitability Assessment?

If your application for credit or an increase in credit has been approved, you can request a written copy of the Suitability Assessment by:

**Telephone:** 1300 130 206

**Email:** [SuitabilityAssessment@westpac.com.au](mailto:SuitabilityAssessment@westpac.com.au)

We will provide you a copy of the assessment within the following time frames:

If your request is made:	We will give you your assessment:
Before the Credit Day*	As soon as possible after we receive your request
Up to 2 years after the Credit Day*	Within 7 business days after we receive your request
Between 2 and 7 years after the Credit Day*	Within 21 business days after we receive your request

\* The Credit Day is the date the credit contract is entered into or the credit limit is increased.

We are not required to provide you with a copy of the assessment if the credit application or increase has been declined, or if the credit contract that your request relates to was entered into before 1 January 2011.

## Liability for services.

We are regulated by the Australian Prudential Regulation Authority (APRA). As an APRA regulated entity, we are exempt from the compensation requirements in the *Corporations Act 2001*.

We nonetheless have professional indemnity insurance, which provides cover for claims that relate to the financial services that we and our representatives provide.

Neither Westpac nor any other member of the Westpac Group (other than the relevant insurer) guarantees the insurance described in this Guide or BT Super for Life. Investment in BT Super for Life is subject to investment risk, including possible delays in repayment or loss of income and principal invested.

If you have a deposit account with us, you may be entitled to a payment under the Financial Claims Scheme (FCS). The FCS is run by the Australian Government to protect a customer's bank account deposits held in Australian Authorised Deposit-Taking Institutions (ADIs). Payments under the Financial Claims Scheme are subject to a limit for each customer. You can obtain more information about the Financial Claims Scheme on the APRA website at [www.apra.gov.au](http://www.apra.gov.au) or by calling APRA on 1300 55 88 49.

## Privacy statement.

We collect personal information from you to process your application, provide you with your product or service, and manage your product or service.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to our products or services, and help us run our business. We may also use your information to tell you about products or services we think may interest you.

If you do not provide all the information we request, we may need to reject your application or we may no longer be able to provide a product or service to you.

We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf, and other organisations that assist us with our business.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at [westpac.com.au](http://westpac.com.au) or by calling 132 032.

It covers:

- How you can access the personal information we hold about you and ask for it to be corrected,
- How you may complain about a breach of the Australian Privacy Principles or a registered privacy code and how we will deal with your complaint; and
- How we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

We will use or disclose your personal information to contact you and send you information about products and services offered by the Westpac Group or its preferred suppliers. Please call us on 132 032 or visit any of our branches if you do not wish to receive marketing communications from us.

# What to do if you have a problem or dispute.

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Where possible, we will attempt to resolve your complaint on the spot. And if we need to take some additional time to get back to you, we will let you know. In the event we can't resolve your concern at your first point of contact, we will refer the complaint to our dedicated Customer Experience team.

Our Customer Experience Managers are there to find a solution for you. Our aim is to respond to your complaint within 5 working days or sooner if possible. Some complaints take longer to resolve. We will let you know why it is taking longer, what is happening and a date by which you can reasonably expect a response.

## **You can contact us:**

### **Over the phone:**

Please call us from anywhere in Australia on 13 20 32.

### **Over the internet:**

Go to [www.westpac.com.au](http://www.westpac.com.au), scroll down to 'Contact Us' at the bottom of the page, then click 'Feedback and complaints'.

### **If you prefer to mail or email your complaint:**

**Mail:** Westpac Customer Experience,  
Reply Paid 5265, Sydney NSW 2001

**Email:** [westpaccustomerexperience@westpac.com.au](mailto:westpaccustomerexperience@westpac.com.au)

### **If you are in a branch:**

You can tell us in person.

## **If you are still unhappy.**

If you are unhappy with the outcome of your complaint, then please feel free to contact our Westpac Group Customer Advocate.

The role of the Customer Advocate is to provide an objective and independent review of the outcome.

The Westpac Group Customer Advocate can be contacted by email: [customeradvocate@westpac.com.au](mailto:customeradvocate@westpac.com.au)

Information to include in your correspondence:

- Your customer number and complaint reference number.
- Your preferred contact details.
- A brief description of your complaint.

If, despite our best efforts, you remain dissatisfied there are a number of other bodies you can go to. One of these is the Financial Ombudsman Service (FOS) Australia. The Financial Ombudsman Service Australia helps individuals and small business customers resolve problems and disputes with their bank. Their contact details are:

### **Financial Ombudsman Service Australia**

**Telephone:** 1800 367 287

**Mail:** GPO Box 3, Melbourne VIC 3001

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

**Fax:** (03) 9613 6399

**Online:** [fos.org.au](http://fos.org.au)

From 1 November 2018 a new dispute resolution body, the Australian Financial Complaints Authority (AFCA) will be replacing the FOS. For new complaints from 1 November 2018, please contact AFCA on:

**Telephone:** 1800 931 678

**Mail:** GPO Box 3, Melbourne VIC 3001

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

**Online:** [afc.org.au](http://afc.org.au)

**For more information:**



132 032



[westpac.com.au](https://www.westpac.com.au)



Drop into a branch

200



200 years proudly supporting Australia