



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

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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)

Whenever 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.

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 certain insurance products and the insurer is part of the Westpac Group, 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.

Remuneration and benefits paid and received by Westpac

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

Insurance services and remuneration

Depending on the type of insurance, Westpac can provide you with advice about the insurance, 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 Landlords 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)	AGA Assistance 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 (excluding Protection Plans, Protection Plans for Mortgage Customers, and consumer credit 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

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 Landlords 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.

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 25% on renewal
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
Yes	Nil
Yes	Up to 20% on an ongoing basis

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.

BT Super for Life remuneration

BT Funds Management Limited ABN 63 002 916 458 (BTFM) is the issuer and trustee of BT Super for Life. 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 staff, and the staff of our related companies, receive a salary, plus superannuation, and may also be eligible for cash and non-cash incentives.

Cash incentives vary depending upon the role of the staff member, and may change from time to time, and can take the form of individual or team bonuses based on meeting:

- performance targets in relation to sales or referrals of financial products and other products and services, and
- performance targets based on other factors such as compliance, customer, shareholder, people and corporate responsibility requirements.

Non-cash incentives are also based on meeting performance targets and may include gift vouchers, eligibility for competitions, pre-paid holiday packages, attendance at conferences and Westpac performance shares and options.

It is not possible to determine at any given time whether a staff member will receive the benefits referred to above or to quantify them.

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 call 1300 130 206 and request a written copy of the Suitability Assessment, which we will provide 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.

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](https://www.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.

If you have a complaint

Please talk to us first

We aim to resolve your complaint at your first point of contact with us, so we encourage you to raise your complaint through any of the following channels:

Telephone: 1300 130 467

Email: Go to our website www.westpac.com.au click on 'Contact Us' and then 'Feedback & complaints'

Fax: 1300 655 858

Mail: Reply Paid 5265
Sydney NSW 2001

Our Customer Relations Team

In the unlikely event that we cannot resolve your complaint at your first point of contact with Westpac, we will escalate your complaint to our Customer Relations Team for further investigation.

What to do if you are still unhappy

If we haven't been able to deal with your issues to your satisfaction, there are other bodies you can go to such as:

Financial Ombudsman Service (FOS)

Mail: GPO Box 3
Melbourne VIC 3001

Telephone: 1800 367 287

Fax: 03 9613 6399

Internet: www.fos.org.au

To find out more:

Ask us today

Call us on 132 032

Visit westpac.com.au

