



Financial Services Guide

The Financial Services Guide was updated on 30th June 2026

This Financial Services Guide (FSG) is designed to help you decide whether to use any product or service offered by Cairns Bank and provides you with information on what to expect when dealing with us.

This guide includes information about:

- **Our name and contact details.**
- **Services, products and advice that we are authorised to provide.**
- **Our business partners and remuneration we receive from referrals.**
- **Our complaints process and key contacts.**

Cairns Penny Savings & Loans Limited T/as Cairns Bank

PO Box 5272, 22-24 Grafton Street, Cairns, Queensland 4870

T: (07) 4047 6900 E: customer@cairnsbank.com.au W: www.cairnsbank.com.au

Australian Credit Licence & AFSL Number: 244324 ABN: 68 087 933 757

Product Details and Advice

When you open an account with Cairns Bank, you will receive other brochures from us. These may include:

- A Terms & Conditions booklet describing the general terms and conditions applicable to our products and services
- A Fees and Charges brochure setting out costs relating to each product;
- Product brochures, including interest rates for each product
- Privacy Policy, A Guide for Members
- For insurances, we will provide the Product Disclosure Statement ("PDS") prepared by the insurer issuing that product

Terms and conditions will also be provided to you before taking out other Cairns Bank products including loans.

Cairns Bank only provides general advice on the products and services we deal in.

Cairns Bank is owned by its members and exists to meet members' needs and help them achieve their financial goals. Our shareholders are our customers as part of a mutual structure regulated by the Australian Securities and Investment Commission (ASIC) and Australian Prudential Regulatory Authority (APRA).

Instead of a cash dividend, we provide our shareholders a mutuality dividend. This is similar to a promise to:

- Always offer competitive interest rates;
- Never charge excessive fees;
- Make sure our product range meets members' needs;
- Keep members up to date;
- Ask our members what they want and listen to them; and
- Give members a range of choices when it comes to accessing our services.

Our Business Partners and Commissions

Unless otherwise stated, we act on our own behalf at all times when providing financial services referred to in this FSG.

Products and Services Provided

Cairns Bank holds an Australian Financial Services Licence (AFSL) which allows us to provide general advice and deal in the following products and services:

Banking

- Savings and transaction accounts
- Term deposits
- Payment facilities such as cheques, periodical payments, direct debits and credits and Visa Debit cards

We offer products from other companies

Our employees are representatives of Cairns Bank and other than as disclosed here no other payments are received by our staff that would influence the advice they provide you on our financial products and services.

We Can Also Arrange Insurance Products including:

General Insurance

All commissions are paid to us by our business partners when you take out or use the product or service.

Insurance

We act as introducer to the companies listed below to allow us to offer insurance products.

While we can help arrange insurance cover for you, your contract of insurance will be with the insurer and not us. The insurer will be responsible for the performance of the insurance contract.

CGU Insurance Ltd – ACN: 004 478 371

We receive commission on insurance products on a percentage of the premium paid (excluding stamp duty, fire levy and GST) for each policy as follows:

	CGU
Buildings, contents & Landlord	0-9%
Home Insurance (Fundamentals)	0-4.5%
Motor vehicle, caravan and boat	0-4.5%
Travel	0-18%
Business, farm motor, property	0-4.5%
Auto equity	0-25.02%
Motorcycle	0-9%

Optimus 1 Pty Ltd – ACN: 088 648 971

We act as referrer to Optimus 1 Insurance Brokers for general Insurance Products.

We receive commission for insurance policies placed by a customer who has been referred to Optimus 1 by Cairns Bank. We also receive commission if the policy is varied, extended, renewed or replaced by another insurance policy. The amount of commission is 20% of any commission received by Optimus 1 from the insurance company.

Financial Planning

For any Financial Planning needs, our referral partner is Walden Financial Services Pty Ltd, which is a Corporate Authorised Representative (472958) of Consultum Financial Advisers Pty Ltd ABN 65 006 373 995, Australian Financial Services License (AFSL) No 230323.

We receive commission for any new clients that are referred by us. This commission is based on 20% of any commission received by Walden Financial Services Pty Ltd from Consultum Financial Advisers Pty Ltd when providing you with initial advice. We do not receive trailing commission payments. We do not take part in providing any Financial Planning related services to our members.

Foreign Currency Services

We provide other foreign currency services through Convera Australia Pty Ltd ABN 24 150 129 749 including the sale and repurchase of foreign currency and telegraphic transfers. We receive commissions from Convera Australia Pty Ltd generally at the rate of 1% upon the sale of these products. For telegraphic transfers, drafts and currency repurchase, this is 20% share of Convera's total foreign exchange revenue and fee.

Visa Debit Cards

We may receive a commission of 2.65% of the value of a transaction where you use your Visa Debit card outside of Australia. Australian dollar transactions processed by overseas merchants will also attract a foreign transaction fee.

BPAY®

We receive up to \$0.41 per transaction when you use BPAY.

If You Have a Complaint

If you have a complaint, you can contact the Chief Executive Officer on (07) 4047 6900.

If the complaint is in connection with Insurance products, Foreign Currency Services or Financial Planning services, then we recommend you contact the provider of those products or services. Cairns Bank is a participant in the Australia Financial Complaints Authority (AFCA). Cairns Bank is happy to offer its members an Internal Dispute Resolution procedure that is readily accessible and free of charge.

What is a dispute?

A dispute arises if you make a complaint to us about a Cairns Bank product or service and you are not satisfied with the response that you receive. You should be aware that:

- Our Dispute Resolution System has been established with the aim of resolving problems and enhancing the quality of service provided to our members.
- You are not obliged to pursue a dispute with us using our Internal Dispute Resolution procedure. You may commence legal proceedings before, after or at the same time as using the Internal Dispute Resolution Procedure.
- Our participation in the Internal Dispute Resolution procedure is not a waiver of any rights we may have under the law, or under any contract between you and Cairns Bank.

How to request resolution of a dispute

If you are not satisfied with the result of your complaint you should write to Cairns Bank asking for the matter to be reviewed. The matter will be referred to our Chief Executive Officer for consideration and you will be advised of the outcome accordingly.

If the Chief Executive Officer is able to resolve the dispute, they will promptly notify you in writing and give reasons for the outcome. The Chief Executive Officer will normally deal with a dispute within one month of receiving a complaint.

Where you are still not satisfied with the result of your dispute, you may seek further consultation through external facilities available from the AFCA.

For more information on AFCA visit www.afca.org.au or call 1800 931 678.

About this FSG

All details are current as at the date of this FSG. We will update the FSG if there are material changes.

If you require more information, if you have an issue or if you have any suggestions on how we can improve our service please contact us (07) 4047 6900, email us at

customer@cairnsbank.com.au or write to us at PO Box 5272, Cairns QLD 4870.