

# Load&Go Australia Post Reloadable Visa Prepaid Card

## 1. About this Financial Services Guide

This Financial Services Guide (FSG) is issued by Australian Postal Corporation ABN 28 864 970 579 (Australia Post).

The purpose of this FSG is to assist you in deciding whether or not to use any of the financial services offered in this FSG, and how Australia Post provides financial services, including:

- how you can contact Australia Post;
- the name and contact details of Australia Post's authorising Australian Financial Services Licensee for the financial services described in this FSG;
- what financial services Australia Post is authorised to provide;
- how Australia Post and other relevant parties are paid in relation to the services offered; and
- what to do if you have a complaint.

## 2. What other documents should you receive?

You should also receive a Product Disclosure Statement (PDS) when Australia Post offers to issue, or arranges for the issue of, a financial product to you. These documents contain information that should help you decide whether to acquire the financial product to which it relates. A PDS is required to contain information about the features, terms, conditions, costs and significant benefits and risks of the product.

## 3. How do you contact Australia Post?

You can contact Australia Post at:

Australia Post  
PO Box 24133  
Melbourne VIC 3001  
Australia  
Ph: 13 13 18

## 4. Who is Australia Post's authorising licensee?

Australia Post is an authorised representative of Heritage Bank Limited ABN 32 087 652 024 AFSL 240984 Australian Credit Licence 240984 ("Issuer"). The Issuer ("Heritage") changed its name to Heritage Bank Limited from Heritage Building Society Limited with effect 1 December 2011. Australia Post's authorised representative number is 338646. Heritage is an authorised deposit-taking institution and the holder of Australian Financial Services Licence no. 240984.

Heritage can be contacted at:

Heritage Bank Limited  
PO Box 190  
Toowoomba QLD 4350  
Australia  
Phone: 13 14 22

## 5. What financial services are Australia Post authorised to provide?

Australia Post is authorised by Heritage to provide, on behalf of Heritage, certain financial services that Heritage is itself authorised to provide under its Australian Financial Services Licence.

Heritage has authorised Australia Post to provide financial services in relation to certain non-cash payment facilities (Authorised Products). As at the date of this FSG, the Authorised Product is:

- the **Load&Go Australia Post Reloadable Visa Prepaid Card** product.

Australia Post is authorised to:

- arrange for Heritage to issue, sell and vary the Authorised Product; and
- arrange for you to acquire or apply for the Authorised Product.

Australia Post is authorised to give you factual information about the Authorised Product but is not authorised to give financial product advice. This means that Australia Post is not authorised by Heritage to give recommendations or statements of opinion that are intended to influence you, or could reasonably be regarded as being intended to influence you, to make a decision in relation to any financial product. Australia Post will be acting on behalf of Heritage. Heritage is therefore responsible for the financial services described in this FSG. Heritage has professional indemnity insurance cover and other internal arrangements in place in respect of financial services provided to retail clients. These arrangements comply with the requirements of Section 912B of the *Corporations Act 2001*.

## 6. How is Australia Post paid?

Australia Post receives remuneration and benefits in respect of, or attributable to, the financial services that Australia Post is authorised to provide. The remuneration and benefits will be payable if Australia Post arranges for Heritage to issue, sell or vary an Authorised Product to you, or arranges for you to acquire or apply for an Authorised Product.

### Commissions Australia Post receives from Heritage

Australia Post receives fees paid by you for using the product (as outlined in the PDS), as well as commission from Heritage. The commission is paid monthly. Heritage calculates the commission on daily total balances available for transactions for all cards issued under each type of Authorised Product. Heritage then calculates the commission at a rate determined by which of the following tiers the daily total balance falls into. The commission rate is based on the Cash Rate Target (CRT) published by the Reserve Bank of Australia. The CRT can vary and can be viewed at : **www.rba.gov.au**

Daily balances	Commission rates
\$1 or more, but less than \$5,000,000	CRT minus 0.75%
\$5,000,000 or more, but less than \$15,000,000	CRT minus 0.5%
\$15,000,000 or more, but less than \$35,000,000	CRT minus 0.25%
\$35,000,000 or more	CRT minus 0.10%

### Other money Australia Post receives from Heritage

Each month, Heritage pays to Australia Post the following amounts Heritage receives from you:

- the fees and charges, as listed in the PDS for each Authorised Product, debited to the available balances of the Authorised Products (subject to any fees and charges Heritage retains as specified in section 7 of this FSG); and
- any unused fund balances remaining on any Authorised Product after the card for the product has expired or been cancelled or revoked in accordance with the terms and conditions of the Authorised Product.

## 7. How is Heritage paid?

Heritage receives the following amounts in respect of each Authorised Product issued to you – \$0.10 for each card sold, \$0.02 for each card reload, \$7.50 for returned reload if manual work is required and 25% of the currency conversion fee.

## 8. What should you do if you have a complaint?

Heritage has a dispute resolution system that covers complaints by persons to whom Australia Post provides financial services as an authorised representative of Heritage. You can access that dispute resolution system by contacting Heritage. Heritage's contact details are set out earlier in this FSG. Heritage's dispute resolution procedure requires that Heritage seeks to resolve your complaint within 21 days, although it is not always possible to do so. If Heritage is unable to resolve your complaint to your satisfaction within 45 days, you may be eligible to escalate the complaint to Heritage's external dispute resolution service. The period of 45 days may be extended in exceptional

circumstances or where Heritage decides to resolve the complaint under the rules of the VISA scheme. If you wish to escalate the complaint, please tell Heritage, who will facilitate the referral free of charge. Heritage subscribes to an external dispute resolution service.

Heritage uses the services of the Financial Ombudsman Service (FOS) for external dispute resolution and their contact details are as follows:  
Mail: GPO Box 3, Melbourne VIC 3001  
Phone: 1300 78 08 08  
Fax: 03 9613 6399  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Website: [www.fos.org.au](http://www.fos.org.au)

Please note that the external scheme will refer your complaint back to Heritage if it has not first been investigated by Heritage.

## 9. Authorisation

The distribution of this FSG by Australia Post has been authorised by Heritage.

**Load&Go**  
Customer service: **1300 665 054**  
From overseas: **+61 1300 665 054**