

FINANCIAL SERVICES GUIDE (FSG)

Dated: 12 March 2014

This Financial Services Guide (FSG) is an important document that we are required to give to you under the requirements of our Australian Financial Services Licences. It provides you with information about the legal entities listed below (referred to as 'we', 'our' or 'us' as is appropriate) and is intended to provide you with information that will assist you in making informed decisions on whether you want to use our products and services. It includes details about the following:

- financial services we are able to provide you;
- how we and our staff are paid for providing you with those services;
- how to contact us; and
- the internal and external dispute resolution systems you can use if you have a complaint to make about us.

If you choose to use our services, you may also receive from us a Product Disclosure Statement (PDS) or other type of Offer Document. The PDS or Offer Document contains information about the particular product and will assist you in making an informed decision about that product.

Who are we?

Any financial services offered or range of products will be provided by Colonial Mutual Superannuation Pty Ltd ABN 56 006 831 983 AFSL 235025 (CMS), The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 (CMLA) or Commonwealth Insurance Limited ABN 96 067 524 216 AFSL 235030 (CIL) who are all wholly owned non-guaranteed subsidiaries of the Commonwealth Bank ABN 48 123 123 124 AFSL 234945 and members of the Commonwealth Bank Group of companies (Group). CMS, CMLA and CIL hold an Australian Financial Services Licence and are regulated by the Australian Prudential Regulation Authority (APRA) and the Australian Securities and Investment Commission (ASIC).

The financial services and products above include those offered through registered business names such as Commonwealth Financial Services, CommInsure and Commonwealth and Colonial branded products developed in the 1980s and 1990s and former Legal & General and Prudential products.

Our products and services

As appropriate our Australian Financial Services Licences authorise us to deal in and provide product advice relating to the following product groups:

- General Insurance
- Life Insurance (including Risk Insurance and Investment Life Insurance)
- Superannuation (including SuperTrace)

However, we and our staff only provide general advice on these products.

What can we offer?

Product Groups	Product Issuer
Superannuation	Colonial Mutual Superannuation Pty Ltd (CMS)
<ul style="list-style-type: none">• Life Risk Insurance such as Life, Trauma, Total and Permanent Disablement/ Disability, Income Protection, Business Overheads Cover, Consumer Credit Insurance• Annuities, and• Other Investment Life Insurance products such as the Investment Growth Bond.	The Colonial Mutual Life Assurance Society Limited. CMLA is the insurer and administrator for Superannuation products provided by CMS.
General Insurance such as Home and Car Insurance	Commonwealth Insurance Limited

We do not provide personal financial advice. We may provide you with factual information and in some circumstances may provide general product advice. Our staff will not take into account your personal objectives, financial situations or needs. If you require personal financial advice, we are happy to organise for a financial adviser to contact you.

Special instructions

We generally require that you instruct us in person in relation to products and services, and we may often rely on your signature to verify your instructions. However, there are special arrangements in place for some products and services where we can receive your instructions electronically via email, by telephone or fax.

Where available, we are also able to accept instructions by other means – for example, Braille and various foreign languages. If you would prefer to instruct us in any of these ways, please make your request known to a member of our staff.

How are we paid for providing financial services?

For Life Risk Insurance and General Insurance products you pay us premiums. For other investment products we may receive fees in relation to your investment. These fees may include such things as entry fees and management fees. In some situations exit fees, account fees and transaction fees may apply.

The basis of how premiums can be determined and the fees that are payable can be found in the relevant PDS or other Offer Document.

How we, our staff and our brokers are paid for providing financial services

Our staff are remunerated by salary that includes superannuation benefits. The amount of salary varies according to the staff member's position within the Bank. Our staff may also be eligible for an annual bonus payment that is based on a number of factors.

These include:

- performance
- meeting customer service standards.

To the extent permitted by law our staff may also receive payments for business they refer to other persons in the Bank who specialise in certain products and/or services. The amount of these payments will range between \$5 and \$30 depending on the type of business referred. In addition, staff who refer business may be eligible for prizes such as gift vouchers. You may request further details of these prizes by contacting us within a reasonable time after receiving this FSG and before any financial service is provided to you.

You may receive personal financial advice in relation to the products we offer from financial advisers. These advisers may receive remuneration from us.

Your adviser will be required to set out the remuneration (including commissions) they receive in their FSG or Statement of Advice. Where a licensee in the Group sells our Life Risk or General Insurance product, commission may be paid by us to a company within the Group. Commission payments may continue while you hold the product.

The table below is a summary of the range of commissions that we may pay:

Product	Commission range
Life Risk Insurance such as Life, Trauma, Total and Permanent Disablement, Income Protection, Business Expense Insurance, Consumer Credit Insurance (such as Loan Protection Insurance and CreditCard Plus)	0% to 140% of initial premium and 0% to 36% of ongoing premium annually each year
General Insurance such as Home and Car Insurance	0% to 20% of the premium paid

For example, if you are referred to CIL by a representative of another licensee in the Group and you buy a home insurance product issued by CIL, a company within the Group would be paid a commission of up to 20 per cent. So, if you were to pay \$100 per month for your home insurance premium, a Group company may earn up to \$20 per month commission from CIL.

CIL may pay a fee between \$30 and \$50 or up to 10 per cent of the first year's premium to a third party referrer (who is not part of the Group) on the sale of each General Insurance product to a customer, when that customer has been referred to CIL by a third party.

Under arrangements entered into by us prior to 1 July 2012, dealer groups or other members of the Group can receive commission on the volume of business they generate for us. Any such payments are made by us and do not represent an additional cost to you.

Privacy information

Your privacy is important to us.

For information on how we use and disclose personal information and our other privacy and information handling practices, please refer to our Privacy Policy, which is available at www.commbank.com.au/privacypolicy or upon request when contacting us.

What to do if you have an enquiry or complaint

We accept that sometimes we can get things wrong, and when this happens we're determined to make them right again.

Talk to us

Most problems can be resolved quickly and simply by talking with us. You can call our Customer Service team to get help resolving your problem. If you need further assistance after your initial enquiries, you can contact our Customer Service Centre on:

- **13 17 78** or **13 20 15** for Superannuation
- **13 10 56** for Life Risk Insurance (including Consumer Credit Insurance), Annuities and other Investment Life Insurance products
- **13 24 23** for General Insurance
- **13 39 82** for Simple Life

If you need further assistance after your initial enquiries, you should contact Customer Relations.

Customer Relations

Phone **1800 805 605**

Toll free fax **1800 028 542**

www.commbank.com.au/feedback

National Relay Service TTY/Voice: 133 677SSR: 1300 555 727

www.relayservice.com.au

You can also contact us by

Writing to:

CBA Group Customer Relations

Reply Paid 41

Sydney NSW 2001

Your complaint may be handled through a third party, providing you give us written authority to deal with them about the complaint.

When you make a complaint to Customer Relations, we will:

- acknowledge your complaint and make sure we understand the issues
- do everything we can to fix the problem
- keep you informed of our progress
- keep a record of the complaint
- give you our name, a reference number and contact details so that you can follow up if you want to, and
- provide a final response within 45 days for non-superannuation products and 90 days for superannuation products.

If we are unable to provide a final response to your complaint within the relevant period, we will:

- inform you of the reasons for the delay
- advise of your right to complain to the Financial Ombudsman Service (FOS) and/or Superannuation Complaints Tribunal (SCT), and
- provide you with the FOS and SCT contact details.

External dispute resolution

If you are not happy with the response we provide, you may refer your complaint to one of the following bodies:

The Financial Services Ombudsman Limited (FOS)

The Financial Services Ombudsman (FOS) offers a free, independent dispute resolution service for the Australian banking, insurance and investment industries.

You can contact FOS by:

Telephone 1300 780 808
Monday to Friday
9am to 5pm (Sydney time)

Writing to Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001

Web www.fos.org.au

Email info@fos.org.au

Superannuation Complaints Tribunal

The Superannuation Complaints Tribunal (SCT) is an independent body established by the Commonwealth Government that can deal with complaints about the decisions and conduct of trustees, insurers, and other decision-makers in relation to regulated superannuation funds, annuities and life policy funds.

Before the SCT has jurisdiction to deal with the matter, it must be satisfied that the complaint was previously made to an appropriate person under our internal complaints procedures as described.

A person may be able to make a complaint to the SCT where they have claimed an interest in a product or where they are a potential beneficiary in relation to a benefit payable after the death of the policy holder. The SCT cannot deal with complaints that are not particular to the complainant, such as general level of fees and charges or factors used in the calculation of commutation values.

If the SCT accepts your complaint, it will attempt to resolve the matter through conciliation, which involves assisting you and us to come to a mutual agreement. If conciliation is unsuccessful, your complaint is referred to the SCT for a determination which is binding.

You can contact the SCT by:

Telephone 1300 884 114
Monday to Friday
9am to 5pm (Sydney time)

Writing to Superannuation Complaints Tribunal
Locked Mail Bag 3060
GPO Melbourne VIC 3001

Web www.sct.gov.au

Email info@sct.gov.au