

Financial Services Guide AMP Bank

This Financial Services Guide (FSG) is provided by AMP Bank Limited (ABN 15 081 596 009, AFSL No. 234517) (AMP Bank, we, us, our). Our contact information is at the bottom of this page.

This FSG is an important document that outlines the type of products and services AMP Bank is authorised to provide under its Australian Financial Services Licence (AFSL).

Any material provided to you by AMP Bank will contain factual information or general advice. This factual information or general advice does not take into account your particular objectives, financial situation and needs, and a statement of advice will not be provided. Accordingly, you will need to consider the appropriateness of the information contained in this FSG having regard to your particular circumstances.

Purpose of the FSG

This FSG is designed to help you decide whether to use any of the financial services offered by AMP Bank. It provides information about:

- who we are and how we can be contacted
- the financial products and services we are authorised to offer
- how we, and any other relevant parties, are paid in relation to the services offered
- our relationships and how these could influence the advice we give you
- how you can make a complaint and how we'll manage that complaint, and
- how we collect and use your personal information and where you can get a copy of the AMP Privacy Policy.

Other documents you may receive

You'll receive one or more of the following disclosure documents when we provide products or services to you:

- Deposit products terms and conditions
- Product Disclosure Statement (PDS)
- Account access and operating terms and conditions
- Deposit products fees and charges guide.

These documents contain information about the particular product to help you make an informed decision about that product.

These documents will include information about matters such as:

- the terms and conditions of the product
- any costs, fees and charges that the product issuer may receive or pay in relation to the product, and
- any significant benefits and risks associated with the product.

We will not usually give you a PDS in relation to a basic deposit product or a related non-cash payments product.

About AMP

Over the past 170 years, AMP has helped Australians manage their finances and achieve their goals.

Today AMP offers solutions across a wide range of financial services – banking, superannuation, investing, financial advice, insurance and retirement income.

AMP continues to help clients around the world manage their cash flow, control their debt, grow their assets, enjoy their retirement and protect their family's future.

About AMP Bank

AMP Bank is a part of the AMP group.

AMP Bank is an Authorised Deposit-taking Institution (ADI), regulated by APRA.

Our compensation arrangements

We're covered by professional indemnity insurance satisfying the requirements under s912B of the Corporations Act 2001 for compensation arrangements.

This insurance is subject to terms and exclusions. This insurance covers claims arising from the actions of employees or representatives of AMP Bank, even where subsequent to these actions they have ceased to be employed by or act for AMP Bank.

You don't have a direct right to claim under this insurance, which is taken out to make sure AMP Bank has enough financial resources to meet any claims made against it.

As always, we're here to help, so if you have any questions contact us on:

Issuer AMP Bank Limited (AMP Bank)
ABN 15 081 596 009
AFSL 234517

phone 133 030
web amp.com.au/bank
email info@ampbanking.com.au

mail AMP Bank
Reply Paid 79702
PARRAMATTA NSW 2124

Financial services and products we can offer

AMP Bank is authorised to:

- provide financial product advice (personal and general advice) about basic deposit products, non-basic deposit products and non-cash payment products, and
- deal in by issuing, applying for, acquiring, varying or disposing of basic deposit products, non-basic deposit products and non-cash payment products,

for retail and wholesale clients.

AMP Bank does not provide personal advice.

Who we act for

AMP Bank acts on its own behalf when providing the financial products and services described in this FSG.

How you do business with us

The disclosure documents outline how you can do business with us and our administrative procedures and processes.

How you can give us instructions

You can give us instructions by telephone, mail, email, fax or online.

Some products may have their own rules about how to provide instructions or carry out certain transactions – these are explained in the relevant disclosure document, applicable form or a staff member can guide you through the necessary steps.

Commissions, fees or other benefits received or paid

How we're paid for the services we provide

We may receive payments from the transactions you make in relation to our basic products and non-cash payment products. Some products charge an account management fee and all products may be subject to special service fees or early termination fees. All of these fees that might be paid by you are set out in the AMP Deposit Fees and Charges Guide or the relevant PDS.

We don't charge you any additional fees for general advice you may receive from us. However, your financial adviser may charge you fees for providing financial product advice. These will be set out in a separate FSG and/or Statement of Advice (SoA) you'll receive from your financial adviser.

Employees and Authorised Representatives of the AMP group may be entitled to receive a range of benefits including potential discounts on products and services as a result of their relationship with AMP.

Related companies and transactions

If we provide general advice on, or arrange for the acquisition of a product issued by another company in the AMP group (AMP product issuer), the AMP product issuer may benefit by receiving the fees they charge on that product. The amount and calculation of those fees are shown in the relevant disclosure document for the product.

Where we enter into transactions with related parties, we operate in accordance with the AMP Group's related party protocols and AMP policies and procedures, which require us to transact on terms that would be reasonable if the parties were dealing at arm's length.

Employees and directors

AMP group employees and directors receive salaries, incentive bonuses and other benefits. The amount of bonuses and other benefits that employees and directors may be entitled to will depend on various factors, such as: the performance of that person during the year, and in some cases the level of sales attributable to that person during the year, as well as AMP's overall financial and strategic performance. Non-executive directors receive fees (and superannuation) for their services. At the time this FSG is given to you, it is not possible to determine whether an employee or director qualifies for an incentive or the amount of that incentive.

AMP Bank

AMP Bank employees, agents and other representatives¹ may also receive remuneration from AMP Bank in the form of commission payments. The specific payment of commissions is calculated as a percentage of the balance held in the deposit product.

Financial advisers

You may receive advice about our products from financial advisers who may work for a licensee or authorised representative in the AMP group. These advisers and their authorising licensee may receive remuneration from us if you purchase, acquire or vary an AMP Bank product. Fees, commission payments and other benefits may be calculated as a percentage of the balance held in the AMP Bank deposit product.

You may agree with your financial adviser the advice fees to be paid for financial planning services they provide and how such fees will be charged. These will be set out in a separate FSG and/or Statement of Advice (SoA) you'll receive from your financial adviser at the time the personal advice is given or as soon as practicable after that time. These advice fees are additional to the fees set out in this FSG and are paid directly to your financial adviser and/or their licensee, not to us.

Your adviser may also receive payments and/or other benefits from the advice licensee or the organisation under which they operate.

Referrers

We may make payments and give other benefits to third parties (other than your financial adviser) for referring customers to us. This is not a direct cost payable by you. Referral payments and other benefits are usually calculated as a percentage of your financial interest in a product or on the total amount of business referred to us by the third party.

Further information

You can ask us for more details about commissions, fees or other benefits AMP Bank or other entities receive in respect of the product and services described in this FSG.

AMP and your privacy

Protecting your personal information is important to us and any personal information collected about you will be handled in accordance with our privacy policy, available at amp.com.au/privacy or ask us for a copy.

We collect, hold, use and share your personal information so we can provide you with products and services. We may share your personal information with other AMP group entities and with external service providers in relation to those products and services.

For further information on how we handle your personal information please read our privacy policy at amp.com.au/privacy, refer to the relevant privacy collection statements in disclosure documents, forms or on our website.

Our privacy policy explains how you can access or update your personal information, the countries we may send your personal information to, and how to make a complaint about a breach or potential breach of our privacy obligations.

¹ Representative means any person authorised to arrange for you to receive an AMP Bank deposit product.

Complaints

Complaints are very important to us and we're committed to resolving them as quickly as possible.

If you wish to make a complaint you can contact us in writing or by phone using the contact details on the front page of this document.

If you make a complaint, we'll resolve it through our internal dispute resolution process within the required timeframe.

If you aren't satisfied with the outcome, then you can either:

- refer your complaint to Australian Financial Complaints Authority (AFCA), or
- ask the AMP Customer Advocate for assistance. You do not need to go to the AMP Customer Advocate first, you can go straight to AFCA if you prefer. Details about both options are below:

Australian Financial Complaints Authority (AFCA)

AFCA is an independent body that provides a fair and free complaint resolution service for financial complaints made by consumers and small businesses about financial firms. The contact details for AFCA are:

Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001, Australia

Phone: 1800 931 678

Email: info@afca.org.au

Website: afca.org.au

There may be a time limit for referring your complaint to AFCA. You should contact them or visit their website for more details.

AMP Customer Advocate

The AMP Customer Advocate can review your complaint to ensure the outcome is fair and reasonable. You won't be disadvantaged in any way if you ask the AMP Customer Advocate to review your complaint. The contact details for the Customer Advocate are:

AMP Customer Advocate
Level 6, 33 Alfred St
SYDNEY NSW 2000

Email: customeradvocate@amp.com.au

You can still refer your complaint to AFCA if you aren't satisfied with the outcome provided by the AMP Customer Advocate.

Enquiries

If you need additional information about the operation or management of your product, you can contact either your financial adviser or us using the contact details that appear on the front page of this document.