



Gateway Bank

Financial Services Guide

Effective June 2022

Financial Services Guide

This Financial Services Guide sets out information designed to assist you in deciding whether you wish to use any of the products and services offered by Gateway Bank Ltd (Gateway). The Guide only contains general information on the products and services offered.

About Us

Gateway is a Customer Owned Bank. Our central governing document is our constitution, which sets out our major rules that govern how we operate as a Mutual Bank.

We are a corporation and as such, we are subject to the Corporations Act and regulated by the Australian Securities and Investment Commission (ASIC) along with the Australian Prudential Regulation Authority (APRA).

Our Products and Services

Gateway is licensed by ASIC under Australian Financial Services Licence Number 238293 to provide financial product advice on and to deal in:

- Basic Deposit Products
- Term Investments

- Non-Cash Payment Facilities
- General Insurance Products
- Life Risk Insurance Products

We are the product issuer for all products other than insurance. We act on our own behalf when providing financial services other than when dealing in insurance products.

The fees applicable to our products and services are set out in our Fees and Charges brochure.

Gateway also provides credit facilities such as Home Loans, Investment Home Loans, Reverse Mortgages, Commercial Mortgages, Personal Loans, Car Loans and Overdrafts under Australian Credit Licence Number 238293.

We will update this Guide on our website as required from time to time. Our staff can provide you general financial product advice on all our products. If we give you general financial product advice on any product, you will receive a general advice warning explaining that we have not taken into account your objectives, financial

situation and needs.

Gateway's Responsible Banking Initiatives

As a customer owned bank, we pride ourselves on doing the right thing for our Members and operating in a responsible and ethical manner. To support this, we have published our Ethical Banking Policy which states which industries and activities we will not directly lend to as well as our Ethical Investing Policy which states those activities we will not support through our investments.

Ethical Banking Policy

Gateway will not directly lend to the following industries or activities:

- Coal and other fossil fuel extraction, production and distribution
- Activities involving modern slavery and/or sweatshop production
- Live animal exports for slaughter
- Activities causing deforestation
- Pornography
- Tobacco production

Ethical Investing Policy

Gateway will only place investments with:

- The Commonwealth Government or the government of an Australian State or Territory;
- A financial institution guaranteed by the Commonwealth Government or the government of an Australian State or Territory; or
- Authorised Deposit Taking Institutions (i.e. banks) trading in Australia.

Gateway will not directly invest in the following industries or activities:

- Coal/fossil fuels
- Environmentally detrimental projects
- Alcohol
- Correctional facilities
- Cryptocurrency
- Deforestation
- Military activities
- Political activities
- Pornography
- Slavery
- Uranium
- Tobacco
- Live animal exports for slaughter

- Gambling, and
- Arms industry

Climate Active Certification



Gateway is proud to be certified as Carbon Neutral by Climate Active. Climate Active is a partnership between the Australian government and the business community that drives voluntary climate action. Gateway Bank was certified in line with the Climate Active Carbon Neutral Standard for organisations, that recognises our strategy to reduce emissions across a number of major sources, predominantly energy consumption, transport and logistics, and offsetting any remaining emissions. We remain committed to maintaining this certification and continuing to look at ways to reduce our impact on the environment.

Member Care Statement

Information about our products and services which includes Terms and Conditions brochures, Fees and Charges brochures and Interest Rate Schedules are available at www.gatewaybank.com.au or by

calling our Member Services team on 1300 302 474.

When you apply for an insurance product, you will receive a Product Disclosure Statement which provides information to help you find the right product for you.

Each relevant provision of the Customer Owned Banking Code of Practice will apply to your accounts and payment facilities.

Third Party Relationships

Gateway enters into third party or agency relationships in order to provide specific products to its Members. Please note: we act on behalf of our business partners when providing third party products to you. Commissions and/or referral fees are paid to us by our business partners when you take out or use some products or services. The following arrangements are current as at the published date of this Financial Services Guide:

General Insurance

Gateway Bank Ltd ABN 47 087 650 093 has an agreement with Insurance Australia Limited ABN 11 000 016 722 trading as CGU Insurance ("CGU") for the referral

of insurance products. Gateway Bank is entitled to receive from CGU a commission being a percentage of premium paid for insurance products issued to you or your business pursuant to this agreement. Please contact CGU on 13 22 94 for further information. Insurance products are issued by CGU. A product disclosure statement and/or policy wording for the insurance products is available from cgu.com.au You should consider the product disclosure statement and/or policy wording before making a decision in regard to your insurance needs.

Policy	Max commission %
Motor Vehicle	10%
Home and Contents	15%
Landlords' Insurance	15%
Travel Insurance	20%
Boat/Caravan Insurance	10%.

Life Risk Insurance

We refer Members to NobleOak Life Limited ABN 85 087 648 708 AFSL 247302 for Life Insurance products and Total & Permanent Disablement cover. We may receive commission of up to 20% of the premium on these products for the life of the policy.

In referring Members to NobleOak, Gateway does not accept responsibility for any acts, omissions or advice of NobleOak and its authorised representatives under its referral arrangement with them.

BPAY®

We are a Customer of Australian Settlements Limited (ASL). When you use BPAY®, we receive 0.45 cents per transaction (plus GST) commission on transactions from ASL.

Visa

We receive commission from Visa International and/or Visa Worldwide on Visa Debit Card transactions.

Referral Arrangements

Gateway may enter into arrangements from time to time to pay a commission to third parties for referring clients to us.

For term deposit referrals, Gateway makes a one-off payment to these third parties of up to 0.2% of the initial investment amount.

For loan referrals, Gateway may make an initial upfront payment to third parties for a percentage of the initial loan amount plus a trailing commission paid monthly for a percentage of the average daily principal balance of the loan during the preceding month.

These payments are not an additional cost to you but are paid by Gateway.

Staff Incentives and Rewards for the Sale of Gateway Bank and Third Party Products

Any staff incentives are designed to serve Members by promoting Member satisfaction and commercial viability – they should never undermine the quality of the advice and service we provide.

Gateway employees are salaried and administrative staff are only offered incentives and rewards under special circumstances (eg for

achievement of internal objectives). Sales staff are paid a salary and are eligible for an incentive bonus scheme linked to sales of loans, insurance, or other products.

Financial Advice Referral Fees

We refer Members to Bridges Financial Services Pty Limited (Bridges) for financial advice. We may receive a referral fee of up to 22.5% of any entry fee and/or any ongoing fee paid by you to Bridges. We may also receive additional incentive payments of up to 0.20% on new amounts invested through Bridges.

These payments do not increase the fees already payable by the Member to Bridges.

The amount of, or method of calculating, any referral fee or incentive payments will be disclosed by Bridges at the time of providing personal advice to you, or as soon as practical after this time. Any referral fees from Bridges will be paid to us on a monthly basis except for incentive payments which are usually accrued over a six month period and paid in the two months following the end of that period.

Bridges Financial Services Pty Limited. ASX Participant. AFSL

240837. In referring Members to Bridges, Gateway does not accept responsibility for any acts, omissions or advice of Bridges and its authorised representatives under its referral arrangement with them.

Concerns / Complaints / Information

Gateway is committed to caring for our Members' needs with efficiency, integrity and interest. We sincerely try to resolve any concern or complaint you may have about any of our products or services.

We have an internal dispute resolution process to deal with any complaint. If we cannot resolve your complaint, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

The AFCA provides fair and independent financial services complaint resolution that is free to consumers.

They can be contacted via:

Phone: 1800 931 678

Mail: AFCA GPO BOX 3 Melbourne
VIC 3001

Website: www.afca.org.au

Email: info@afca.org.au

For more details about complaint resolution, please refer to our brochure, Complaint Resolution Process, which is available on request by calling our Member Services on 1300 302 474 or from our website www.gatewaybank.com.au

How to contact us

Web

www.gatewaybank.com.au

Email

memberservices@gatewaybank.com.au

Call

1300 302 474

Branch / Head Office

Level 10, 68 York Street
SYDNEY NSW 2000

Postal Address

GPO Box 3176
SYDNEY NSW 2001



Gateway Bank Ltd
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AFSL/Australian Credit Licence 238293