Financial Services Guide

Effective 1 October 2026

Bank Australia Limited ABN 21 087 651 607
AFSL/Australian Credit Licence Number 238431

Bank Australia



Financial Services Guide (FSG)

This FSG has been prepared to assist you in deciding whether to use any of the products and services offered by Bank Australia.



It contains general information including:

- the products and services offered by Bank Australia;
- Bank Australia's business partners;
- how Bank Australia is paid;
- how Bank Australia deals with customer complaints; and
- other remuneration and benefits

About Bank Australia

Bank Australia is a customer owned bank.

The Australian Prudential Regulation Authority (APRA) ensures that all financial institutions operate under the same stringent prudential standards and regulatory controls that apply to banks.

Contact us

If you require assistance, or would like to know more please contact us anytime

bankaust.com.au | 132 888

Our products and services

Bank Australia is licensed by the Australian Securities and Investments Commission (ASIC) to deal and provide advice and services on the following products:

Deposit products

- Savings accounts, Transaction accounts and Term Deposits

Non-cash payment facilities

- Internet Banking, Bank Australia App and BPAY®
- Cheques deposited via Australia Post Bank@Post™
- Direct credits and debits
- ATM and EFTPOS
- Visa Debit Card and Visa Credit Card
- Periodic payments
- Transfers to other financial institutions
- Osko® payments
- PayTo payments

Foreign Currency

- Telegraphic Transfers

Bank Australia is also licensed by ASIC to deal in the following insurance products for third party insurers:

General insurance

- Home and contents
- Motor vehicle
- Caravan and trailer
- Pleasure craft
- Commercial
- Landlord cover
- Travel insurance

Credit products

Bank Australia also provides the following loan and continuing credit products:

- Home loans
- Car loans
- Credit cards
- Commercial loans
- Personal loans



Registered to BPAY® Pty Ltd ABN 69 079 137 518. Terms, conditions, fees and charges may be applicable.
Bank@Post® and its device mark are registered trademarks of the Australian Postal Corporation. All Rights Reserved.
Osko is a registered trademark of BPAY Pty Ltd ABN 69 079 137 518.

Product information and advice

If Bank Australia recommends, offers or issues to you an insurance product authorised by its Australian Financial Services licence, you will receive a Product Disclosure Statement (PDS). The PDS provides information on the actual product or service, including product details affecting the product or service and how to resolve a dispute. The PDS will help you to compare insurance products, to assist you to decide whether you wish to acquire the product offered.

Bank Australia does not provide you or purport to provide you with personal advice in relation to any insurance or other products.

Bank Australia will also provide you with terms and conditions relating to other products and services, such as home loans, personal loans, car loans, and credit cards.

Business partners and commissions

Bank Australia is authorised to enter into contracts with customers to provide products and services on behalf of other companies.

When Bank Australia provides information about its authorised financial products or issues its own financial products, it does so on its own behalf. When arranging to issue a third party's financial products such as insurance, Bank Australia does so on behalf of the third party product issuer.

When you use your Visa Debit or Credit card to pay for goods or services, we receive a payment from the owner of the payment scheme. The payment rate depends on the type of card you used and the transaction.

When you use BPAY®, we receive commissions which are paid by the biller institution.

Bank Australia receives commission on referrals, sales or transactions involving these suppliers as detailed in the following tables.

Class	Product	Company	Commission
Non-cash payment facilities	Visa Debit Card and Visa Credit Card	Visa	When you use your Visa card, Bank Australia may receive a payment from Visa. Details of applicable interchange rates is available on the Visa website: www.visa.com.au/about-visa/interchange
	BPAY®	BPAY®	Bank Australia may receive interchange fees and other payments in connection with BPAY® transactions.
Foreign Currency	Telegraphic Transfer	Convera	30% of Convera Foreign Exchange Margin Revenue and Transaction Fee Revenue
General insurance Schedule B of the Distribution Agreement specifies the classes of insurance business that Bank Australia may refer to or arrange on behalf of Allianz.	Home and contents*	Allianz Australia Insurance Limited^	up to 18% of policy premium
	Motor vehicle*	Allianz Australia Insurance Limited^	up to 10% of policy premium
	Caravan and trailer*	Allianz Australia Insurance Limited^	up to 10% of policy premium
	Pleasure craft	Club Marine/Allianz Australia Insurance Limited^	up to 20% of new policy premium up to 10% of renewal policy premium
	Commercial+*	Allianz Australia Insurance Limited^	up to 5% of new policy premium up to 5% of renewal policy premium
	Landlord cover*	Allianz Australia Insurance Limited^	up to 18% of policy premium
	Travel	Allianz Australia Insurance Limited^	up to 15% of policy premium

+ Includes Small Business Advantage Pack, Trades & Services Pack, Office Pack and Commercial Motor.

^ Allianz Australia Insurance Limited AFS Licence No. 234708 ABN 15 000 122 850 (Allianz)
Club Marine Limited, AFS Licence No. 236916 ABN 12 007 588 347 (Club Marine)

* In respect of these products, Allianz will contribute up to 2% of annual gross premiums for marketing purposes and pay Bank Australia up to 40% of the Excess Profits (if any) each year.

Other information

Associations

Bank Australia is a shareholder of Cuscal Limited.

Through our agreement with Cuscal, we are able to provide you with the following financial services:

- Visa debit and credit cards
- BPAY®
- Direct debit and credit
- ATMs and EFTPOS
- Osko payments
- PayTo payments

Fees and rewards

The fees and charges applicable to Bank Australia's products which is available at bankaust.com.au or a copy can be provided upon request.

Bank Australia's employees are salaried. However, Bank Australia or our business partners may occasionally offer staff incentives related to the sale of particular products or services.

You may request particulars of the remuneration (including commission) or other benefits which Bank Australia may receive, but that request must be made within a reasonable time after you have received this Guide and before any financial service identified in this Guide is provided to you.

Referral Commission

If a customer is referred to us by a Mortgage Broker that Bank Australia has entered into an active Introducer Agreement with, we may pay the referrer a commission. The commission relates to home loans and the amount of commission paid is based on the amount funded. We pay these commissions upfront when the financial product is provided and periodically as ongoing amounts.

Complaints

If you are dissatisfied with a product or service offered or provided by Bank Australia, please call 132 888 or visit bankaust.com.au to obtain a copy of our Complaints Guide for Customers. The guide explains how Bank Australia deals with complaints and disputes.

If your complaint relates to the operation of an insurance policy that Bank Australia has referred or arranged or an insurance claim, please contact the insurance company that issued the insurance policy. The insurance company will deal with your complaint or dispute under its own dispute resolution process. If you are not satisfied with the resolution of your complaint by the insurance company, you are entitled to have your dispute considered by the insurance company's external dispute resolution scheme.

If your complaint relates to any other Bank Australia product or service, please contact Bank Australia on 132 888, and our consultant will refer you to an authorised officer to assist you in the resolution of your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

AFCA can be contacted by:

Website:	www.afca.org.au
Email:	info@afca.org.au
Telephone:	1800 931 678 (free call)
In writing to:	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Compensation arrangements

Bank Australia holds professional indemnity insurance to protect the Bank and its customers. Deposits with Bank Australia are protected under the Australian Government's Financial Claims Scheme (FCS). Information on the FCS is available on the FCS website at www.fcs.gov.au

Bank Australia

Certified B Corporation

0926/BAU883