

# Financial Services Guide

From the world's leading food and agribusiness bank

November 2020

This Financial Services Guide ("FSG") is intended to assist you in deciding whether to use any of the financial services we can provide to you. It provides information regarding:

- the products and services provided by Rabobank;
- how Rabobank and its staff are paid for providing you with those products and services;
- how to contact Rabobank;
- how you can make a complaint and how Rabobank will manage that complaint; and
- how Rabobank collect and use your personal information, and where you can obtain a copy of the Rabobank Privacy Policy.

## Documents you may receive

You should be aware that you may be entitled to receive a Statement of Advice ("SoA") where Rabobank provides you with personal advice. This will contain the advice, the basis on which it is given and information about fees and any relationships that may have influenced the advice. You will not receive a SoA where the product provided is a basic deposit product.

A Product Disclosure Statement ("PDS") will be provided to you when Rabobank offers to issue a product to you or issues a product to you (other than a basic deposit product). A PDS contains information about the product including: the Terms and Conditions; risks associated with the product, and the fees, charges and costs associated with the product.

When Rabobank offers to issue, or issues a basic deposit product to you, you will be provided with the Terms and Conditions or the Conditions of Use, fees, charges and costs associated with the basic deposit product.

## Provider of the services

The products and services are provided by:

Rabobank Australia Limited ("Rabobank") Darling Park Tower 3  
201 Sussex Street, Sydney NSW 2000

**Phone:** 1300 30 30 33

**Website:** [www.rabobank.com.au](http://www.rabobank.com.au)

Rabobank Australia Limited holds Australian Financial Services Licence ("AFSL") Number 234 700.

## Products and services that Rabobank is licensed to provide

Under its AFSL, Rabobank is authorised to

- provide financial product advice in
  - deposit and payment products including:
    - basic deposit products
    - deposit products other than basic deposit products
    - non-cash payment products
  - derivatives; and
  - foreign exchange contracts.
- deal in
  - deposit and payment products including:
    - basic deposit products
    - deposit products other than basic deposit products
    - non-cash payment products
  - derivatives;
  - foreign exchange contracts; and
  - securities.
- make a market for
  - foreign exchange contracts and
  - derivatives.

## Products and services provided by Rabobank

Rabobank provides:

- Cash Management Accounts
- Call Deposits
- Term Deposits
- Farm Management Deposits
- Online Savings products, including:
  - High Interest Savings accounts;
  - PremiumSaver accounts;
  - Notice Saver accounts; and
  - Term Deposits
- Structured Deposits
- Derivatives including
  - Over the Counter Agricultural Commodity Derivatives
  - Foreign Exchange Contracts.

In providing these services, Rabobank is the issuer of the products.

In addition to products and services provided under the AFSL, Rabobank provides:

- Line of Credit Facility
- Seasonal finance
- Term Loan (SMSF).

In providing services relating to derivatives, we only provide advice regarding the products available and the costs of entering into these contracts. We do not obtain full personal information and the advice provided is therefore limited in scope and we are not able to provide advice regarding a full range of products that may be applicable to your circumstances.

Rabobank may, as a mere referrer, refer you to Achmea Australia for general insurance products and can provide you with the relevant contact details of the relevant product issuer.

### Remuneration and commissions

Rabobank may charge fees for services provided. Details regarding the calculation of fees are included in PDS or Terms and Conditions / Conditions of Use and any Fee Schedules associated with the product.

In issuing derivatives and foreign exchange products, Rabobank receives a benefit from the margin, being the amount above the cost of sourcing the product.

Rabobank employees are remunerated by annual salary. Employees may be entitled to receive an annual bonus, which may depend on the overall performance of the Rabobank Australia Group. Whether employees receive such a benefit

will depend on a number of performance related factors. It is not possible to determine at any given time whether or not an employee will receive such a benefit or to quantify the amount. The amount is not directly attributable to any particular product.

Rabobank has referral agreements in place with third parties and may pay remuneration (including commission) or other benefits to those third parties. Remuneration may be in the form of a commission of up to 0.15%p.a. of the value of referred investments.

### Achmea Australia

Where Rabobank acts as mere referrer and refers you to Achmea Australia for general insurance advice and services, and you choose to take out cover with Achmea Australia, your arrangement will be with Achmea Australia directly and not Rabobank. The PDS for Achmea Australia insurance products are available from Achmea Australia at [www.achmea.com.au](http://www.achmea.com.au) or by calling 1800 724 214.

### Privacy

Our Privacy Policy is available to assist your understanding of our privacy practices and for you to make informed decisions about any Personal Data we may collect from you. A copy of our Privacy Policy is available at our website [www.rabobank.com.au](http://www.rabobank.com.au).

### Record keeping - Derivative transactions

We maintain copies of any correspondence with you in relation to advice and information provided regarding transacting in derivatives. If you wish to examine this information, you should contact us and we will make arrangements for you to do so.

### Providing instructions to Rabobank

Each of our products and services have their own rules around how you can give us instructions. For Rabobank Online Savings products, instructions can be given through our internet banking services. For our other products, instructions can generally be given by telephone or in writing.

Where we provide an execution-related telephone advice, you may request a record of the advice provided where you have not already received such a record. A request for a record can be made to your contact at Rabobank.

### If you have a complaint

Rabobank has established procedures to ensure complaints are resolved in a timely manner. We have a number of different options you can use.

### Contact our Client Services Unit

Our Client Services specialists will endeavour to resolve your complaint promptly. Where they are unable to, the matter will be escalated until resolved.

You can contact them by :

- **Website:** By completing the online form in the 'Email us' section on [www.rabobank.com.au/contact-us](http://www.rabobank.com.au/contact-us).
- **Phone:** Call our Client Services Unit anytime between 8am and 6pm (Sydney Time), Monday to Friday on freecall 1800 025 484. For Rabobank Online Savings products, you can call anytime between 8am and 7pm (Sydney Time), Monday to Friday on freecall 1800 445 445.
- **Fax:** The above details to 02 8115 1016
- **Email:** Send an email to [clientservicesAU@rabobank.com](mailto:clientservicesAU@rabobank.com) including your name, address and contact details as well as your complaint and what action you have taken.
- **Mail:** Write a letter including the above details and send it to Client Services Manager  
Rabobank  
GPO Box 4577, Sydney NSW 2001

For security reasons PLEASE DO NOT provide any confidential or account specific information via email. Communications via email that are not encrypted are not secure.

### Call or visit your local branch

Speak directly to your rural manager or contact your local Rabobank branch (phone 1300 30 30 33 to speak with your nearest branch). Often a discussion with a staff member who is familiar with your account history can provide a quick resolution.

If you are still not satisfied or if you are not comfortable raising your concerns with your rural manager, you can ask to speak to a regional manager.

### How your complaint will be handled

For matters that can't be resolved immediately, we aim to provide you with a resolution within 21 days of the day you raise the matter with us or that we need more time. If we need more time, we may take up to 45 days to provide you with a resolution. In some exceptional circumstances, we may take more than 45 days but, in these circumstances, we will inform you of the reasons for the delay, provide you with monthly updates and specify a date by which we will provide you with a resolution.

### What you can do if you are still not happy

If, after the above process, you are not satisfied with the resolution offered, you have the option to:

- have your complaint either reviewed by the Rabobank Customer Advocate; or
- access our external dispute resolution service, the Australian Financial Complaints Authority (AFCA).

### The Rabobank Customer Advocate

The Rabobank Customer Advocate can be contacted by:

- **Website:** [www.rabobank.com.au/contact-us/](http://www.rabobank.com.au/contact-us/)
- **Email:** [customer.advocate@rabobank.com](mailto:customer.advocate@rabobank.com)

The Rabobank Customer Advocate reports directly to the Chief Executive Officer. One of the roles of the Customer Advocate is to provide an independent avenue of review in relation to the outcome of your complaint.

The Customer Advocate operates independently from our day-to-day operations to review complaints, improve our resolution process, and to provide you with a fair outcome.

If you choose to discuss your complaint with the Rabobank Customer Advocate, this will not affect your right to subsequently refer your complaint to AFCA.

However, time limits may apply to complaints to AFCA so you should act promptly or consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

### The Australian Financial Complaints Authority (AFCA)

AFCA provides a free and independent service to resolve complaints by consumers and small businesses about financial services firms where that complaint falls within AFCA's terms of reference. Decisions made by AFCA can be binding on the bank.

You can contact AFCA by:

- **Website:** [www.afca.org.au](http://www.afca.org.au)
- **Phone:** 1800 931 678

For more information, please refer to the AFCA's brochure 'How to Resolve your Dispute' from the AFCA website or request a copy of this brochure from a Rabobank staff member.