

We do Insurance – Talk to us.



Financial Services Guide.

We're closer. **BankSA**



Contents.

Insurance for your assets 2

Residential Home and Contents Insurance	2
Landlord Home and Contents Insurance	4
Travel Insurance	5
Private Motor Vehicle Insurance	6
Caravan Insurance	8
Boat Insurance	8
Business and Farm Insurance	9

Insurance for you 10

Home Loan Protection	10
Credit Protect Insurance	11
Loan and Credit Card Protection Insurance	11
Protection Choices (Life Insurance)	12
Quick Cover (Life Insurance)	12

More information about our services 13

ABOUT THIS FINANCIAL SERVICES GUIDE.

This Financial Services Guide (FSG) is designed to help you to decide whether to use any of the financial services set out in the FSG offered by BankSA*.

This FSG contains information about:

- how we and other relevant persons are remunerated in relation to those services; and
- how complaints are dealt with.

ABOUT PRODUCT DISCLOSURE STATEMENTS.

If we give you personal advice about a retail insurance policy, or offer to issue or arrange for the issue of a retail insurance policy to you, you will be given a Product Disclosure Statement (PDS) for the policy. The PDS is designed to give you information to make an informed decision whether to buy the policy, and to compare policies.

ABOUT STATEMENTS OF ADVICE.

If we give you personal advice about a retail life insurance policy, we may also give you a Statement of Advice (SOA). 'Personal advice' is advice which takes into account any one or more of your objectives, financial situation and needs. The SOA is designed to help you to decide whether to act on the advice. The SOA sets out the advice, its basis, and information about how we and other relevant persons are remunerated, as well as information about any associations or relationships that might reasonably be expected to have been capable of influencing us in giving the advice.

* BankSA – A Division of Westpac Banking Corporation (Westpac) ABN 33 007 457 141 AFSL 233714. Westpac is responsible for provision of services under this FSG.

Any reference to we, our, us or BankSA is to be read as a reference to Westpac, as appropriate, in this FSG.



Welcome.

YES, WE DO INSURANCE.

We offer a range of competitive insurance policies to protect your lifestyle. This brochure gives an outline of them. A Product Disclosure Statement containing more information is available.

For your assets.

- Residential Home and Contents
- Landlord Home and Contents
- Travel
- Private Motor Vehicle
- Caravan
- Boat
- Business and Farm

For you.

- Home Loan Protection
- Loan and Credit Card Protection
- Life Insurance

For some policies you can pay by the month at no extra cost.

TALK TO US TO FIND OUT MORE!

- Call (08) 8424 5250 or **1300 554 002**
- Visit any BankSA branch and talk to our friendly staff
- Go to **banksa.com.au/insurance**
- Write to us at BankSA Insurance Agencies,
GPO Box 399, Adelaide SA 5001

Insurance for your assets.

RESIDENTIAL HOME AND CONTENTS INSURANCE.

It's not easy to put a dollar value on what your home and contents mean to you. But you can make sure you can replace them if they're damaged, destroyed or stolen with Home and Contents Insurance.

BankSA can help you protect what it is you value about your home with three levels of cover to choose from Essential Care, Quality Care, and Premier Care.

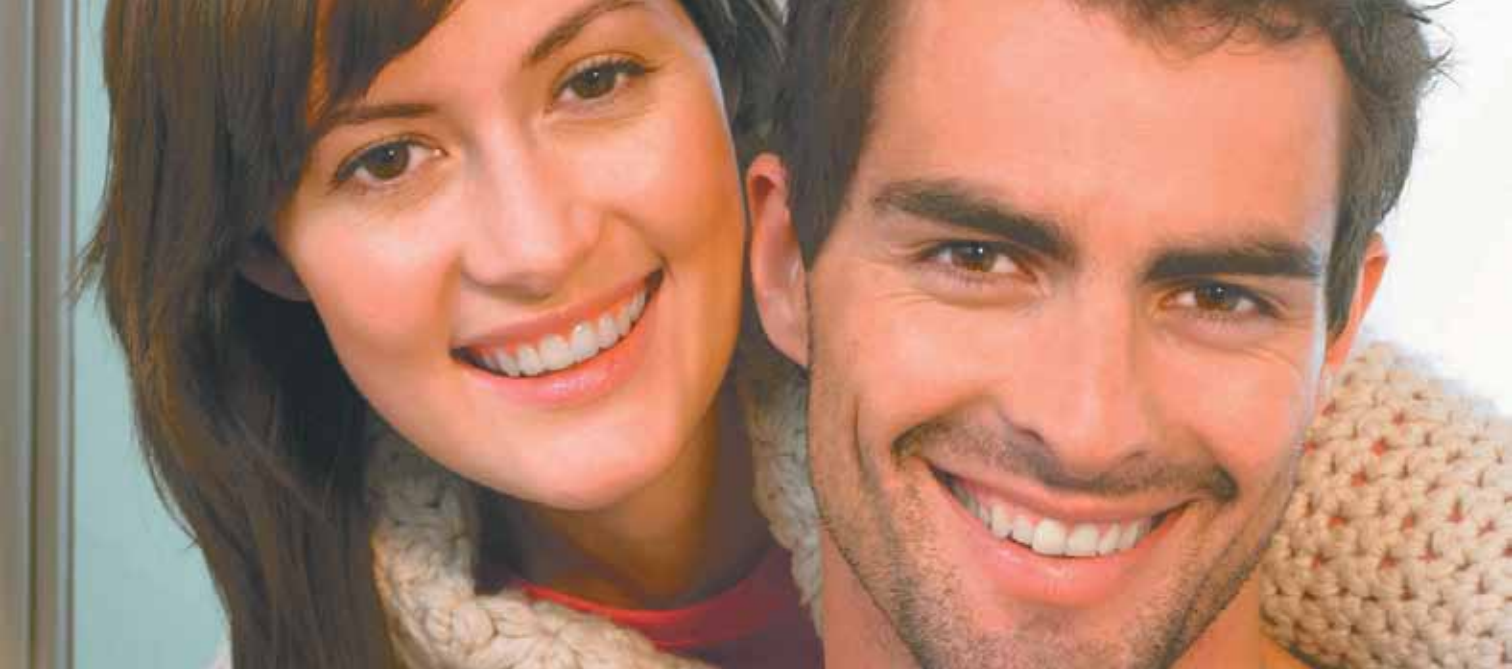


At a glance.

- Protection against major events such as fire, storm, burglary and malicious acts
- Automatic flood cover
- Optional personal valuables cover for items like jewellery, sporting equipment and portable electronic devices
- When replacing contents, we offer new for old replacement
- Cover in addition to your sum insured for:
 - Emergency accommodation (not applicable to contents cover under Essential Care)
 - Demolition and removal of debris
 - Professional fees such as architect and surveyor costs
- \$20 million legal liability cover.

You can pay by the month at no extra cost.

The insurer is Westpac General Insurance Limited.



Compare the key benefits of the policy options to find which one's right for you.

Key Benefits	Essential Care	Quality Care	Premier Care
Fire, storm, flood, burglary, and malicious acts	Yes	Yes	Yes
Electrical motor burnout	No	Yes, for motors up to 15 years old	Yes, for motors up to 15 years old
Accidental breakage of glass	No	Yes	Yes
Accidental loss or damage	No	No	Yes
Australia-wide cover for contents	No	No	Yes
Limit on jewellery and watches	Up to \$500 per item / \$3,000 in total	Up to \$1,000 per item / \$5,000 in total	Up to \$2,000 per item / \$10,000 in total
Limit on artworks, collections and collectibles	Up to \$3,000	Up to \$10,000	Up to \$20,000
Cash, cheques and money orders	No	Up to \$750	Up to \$1,250



LANDLORD HOME AND CONTENTS INSURANCE.

Landlord Home and Contents Insurance is designed to protect your investment so that unexpected events don't affect your rental income and investment property.

At a glance.

- Protection against damage from events such as fire, storm, flood and lightning
- Landlords can choose from Essential Care or Quality Care
- For added protection, Landlord Extras is available in

addition to Essential Care or Quality Care to cover theft and malicious damage by tenants, loss of rent and legal expenses associated with a claim for rent loss

- Landlord Protection is a stand alone policy for customers with an investment property that's part of a strata, group or community title scheme, who don't need standard building or contents cover.

You can pay by the month at no extra cost.

The insurer is Westpac General Insurance Limited.

TRAVEL INSURANCE.

Every person's ideal holiday is different. For some it might be exploring the ancient history of a foreign country, for others it could be searching for the perfect wave on a remote tropical island and for others it might be sitting by a pool and reading a good book. No matter what your perfect holiday is, BankSA has the travel insurance for you.

At a glance.

- 24-hour access to one of the world's largest medical assistance providers
- Overseas medical, dental and additional expenses
- Option to apply for additional coverage for pre-existing medical conditions
- Hire car excess waiver, cover for the usual excess you are liable for under a hire car agreement
- Protection if you have to cancel your holiday or cut your trip short due to unforeseen circumstances
- Range of plan options you can select to cover your valued possessions.

Receive up to 20% discount on the insurer's standard rates.

The insurer is CGU Insurance Limited.



PRIVATE MOTOR VEHICLE INSURANCE.

Motor vehicle insurance policies give you the freedom to choose the best cover to suit your needs.

At a glance.

You can choose between three types of policies:

1. **Motor Vehicle Insurance Policy** provides cover for your car, motorcycle, trailer or horse float
2. **Nominated Driver Motor Vehicle Insurance Policy.** Your premium is calculated on the basis that your car will be driven by two main drivers who are 25 years of age or over. This policy is only available for cars
3. **Nominated Driver Low Kilometre Motor Vehicle Insurance Policy.** Your premium is calculated on the basis that your car will be driven by two main drivers who are 25 years of age or over and will not be driven more than 10,000 kilometres during the period of insurance. This policy is only available for cars.

There are three levels of cover:

1. **Comprehensive.** This covers accidental damage to your vehicle and your legal liability for damage your vehicle causes to another person's property (available for all three types of policies)
2. **Third Party Fire and Theft.** Provides cover if your vehicle is burnt or stolen or for your legal liability for loss or damage your vehicle causes to another person's property (available for Motor Vehicle and Nominated Driver Insurance policies)
3. **Third Party Property Damage.** Only provides cover for your legal liability for loss or damage your vehicle causes to another person's property (available for Motor Vehicle and Nominated Driver Insurance policies).

You can pay by the month at no extra cost.

The insurer is CGU Insurance Limited.

Compare the key benefits of the policy options to find which one's right for you.

Key Benefits	Comprehensive	Third Party Fire & Theft	Third Party Property Damage
Windscreen/glass	Yes	No	No
Hire vehicle costs after theft	Yes	Yes	No
New Car after total loss	Yes	No	No
Baby capsules/child seats	Yes	No	No
Personal items In car	\$500	No	No
Re-coding of locks barrels after theft of keys	\$1,000	\$1,000	No
Towing your vehicle	Yes	Yes	No
Emergency repairs	\$500	\$500	No
Lifetime guarantee for repairs on your car	Yes	Yes (uninsured motorist damage)	Yes (uninsured motorist damage)

Uninsured motorist damage for Third Party Fire and Theft and Third Party Property Damage. Cover is provided for your vehicle up to \$5,000 if you have an accident and are not at fault and the vehicle that caused the accident is uninsured, provided you have the name and address of the driver responsible and registration number of the vehicle.

You can pay by the month at no extra cost.

The insurer is CGU Insurance Limited.



CARAVAN INSURANCE.

To help you relax and enjoy holidaying in your caravan, BankSA's Comprehensive Caravan Insurance policy has been designed to cover you against loss or damage to the van, annexe and its contents from an accident or theft.

At a glance.

- Two types of cover to suit your circumstances. You can cover your caravan while touring Australia-wide or while permanently on-site
- Replacement benefit applies if your new caravan is a total loss within 12 months of manufacture
- If you cannot use your caravan after it is damaged in an accident, we will pay for alternative accommodation up to \$100 per day for up to five days
- You are covered for the cost of having your van towed to the nearest repairer after an accident
- You are covered for the burning-out of electrical motors that are ten years old or less which form part of your caravan
- You can even earn a no claim bonus, which will save you money off your premium.

You can pay by the month at no extra cost.

The insurer is CGU Insurance Limited.

BOAT INSURANCE.

While you're out fishing, skiing and having fun, you can rest assured that BankSA's Comprehensive Boat Insurance has you covered. It's also good to know that you're covered Australia-wide, including additional cover for boat recovery costs and wreck removal.

At a glance.

- Cover for fishing, water skiing and boat accessories – limits apply
- Optional liability cover for activities like water skiing and yacht racing
- If you replace your boat we will automatically provide temporary cover for the replacement boat from the date of purchase for 14 days.

You can pay by the month.

We are agents for two boat insurers CGU Insurance Limited and Club Marine Limited (as agent for Allianz Australia Insurance Limited).



BUSINESS AND FARM INSURANCE.

As a business insurance agent and one of the largest insurance agencies in the State, we can help tailor an insurance plan specifically designed for your business or farm.

At a glance.

- We offer a free consultation with a BankSA Commercial Insurance Specialist
- Convenience of keeping all your financial transactions under one roof
- We can arrange various insurance covers including:
 - **Business Insurance** – any commercial risk, e.g. engineer's, manufacturer's, car repairer's
 - **Retail Insurance** – e.g. newsagent's, florist's, delicatessen's
 - **Trade Insurance** – single tradesperson's e.g. butcher, electrician, plumber
 - **Office Insurance** – for people in professional practices and office occupiers
 - **Professional Indemnity Insurance** – for the professional providing advice
 - **Farm and Crop Insurance** – farmers or hobby farmers have a choice of levels in cover that meet the varying needs of the rural community e.g. sheep, cattle, fruit and vegetable, dairy or wool producers
- Convenient, over-the-phone cover for most small businesses
- Should you need to make a claim, we can assist with a claim liaison service.

You can pay by the month at no extra cost on most policies.

Insurance for you.

HOME LOAN PROTECTION.

Owning our home is typically one of our greatest ambitions. But the financial commitment required when you have obtained a home loan can be worrying, especially during the early years when the equity in your home is low.

While most people insure their home and its contents, they often neglect to cover their greatest asset – themselves.

Home Loan Protection can help you or your family meet your home loan commitments. It is an affordable and easy solution intended to:

- provide you with peace of mind in case something happens to you; and
- help ensure your family can continue to live in the family home if an accident or illness means you are no longer able to pay your home loan.

Home Loan Protection is designed to:

- pay a lump sum if you are diagnosed with a terminal illness or die (**Life Cover**) or are diagnosed with a covered medical condition (**Recovery Cover**); and

- pay a monthly amount if you cannot work due to injury or illness or involuntary unemployment (**Repayment Cover**).

In addition, you can choose between these combinations of cover:

- Life Cover (with Recovery Cover) and Repayment Cover;
- Life Cover (with Recovery Cover) only; or Repayment Cover only.

We also offer a choice of payment options:

- monthly premium; or
- a single premium, which is funded into your home loan.

The insurer is St.George Life Limited.



CREDIT PROTECT INSURANCE.

BankSA Credit Protect Insurance gives you the option to tailor a policy to suit your needs. You can cover either all or part of your home loan repayment responsibilities.

AT A GLANCE.

- Life insurance to cover the entire loan amount
- Protect your mortgage repayments from inability to pay due to sickness and accident
- Involuntary unemployment benefits are also available as an additional option
- Cash Assist due to trauma is an option and will pay up to \$50,000 if you suffer a heart attack or stroke, undergo coronary artery surgery, or are diagnosed with cancer (as defined in the policy)

- This is paid via a monthly premium and is simply deducted from your nominated credit card or savings account.

The issuer is Swann Insurance (Aust) Pty Ltd.

LOAN AND CREDIT CARD PROTECTION INSURANCE.

You've found that special purchase. It's an exciting time. You should take a moment now to think about how you could meet the repayments of your personal loan or credit card if something happened to you. Could you or your family cope with your repayments if you got sick, suffered an accident, became unemployed, or worst of all, if you were to pass away.

BankSA Personal Credit Protect, Get Set Protect and Credit Card Protect are designed to provide peace of mind for you and your family.

At a glance.

- Helps meet your loan repayment or credit card monthly minimum repayment if you are unable to work due to sickness, accident or involuntary unemployment
- Repays your loan or credit card balance if you should die
- There's no lengthy application form to complete
- It's easy on the budget. The premium is funded into your loan or credit card payment.

This product is co-insured by St.George Life Limited and Swann Insurance (Aust) Pty Ltd.



PROTECTION CHOICES (LIFE INSURANCE).

Protection Choices offers a choice of life insurance options to cover you and your loved ones in case of death, disability or serious illness.

With Protection Choices, you'll benefit from a solution designed specifically for you and your budget. It's everything you need in one simple package.

At a glance.

- Death Benefit – you are covered right up to 99 years of age and also have a Terminal Illness Benefit, Funeral Cash Advance Benefit and Counselling Benefit

- Total Permanent Disability Benefit – provides up to \$3,000,000 of cover against the possibility of total and permanent disability
- Recovery Benefit – provides up to \$2,000,000 of cover against specified medical conditions and procedures and also a Partial Payment Benefit
- Disability Income Protection – you receive regular payments if you are unable to work because you become Totally Disabled. Includes a Partial Disability benefit and also covers rehabilitation expenses
- As an optional extra, you can have Child Cover which provides cover in respect of your nominated children.

The insurer is St.George Life Limited.

QUICK COVER (LIFE INSURANCE).

Quick Cover provides life and terminal illness cover with the convenience of a fixed monthly or yearly premium over the life of the policy. Your premium will not change. Instead, the amount of cover will change as you get older.

At a glance.

- Costs only \$30 per month or \$330 per year
- The premium is fixed for the life of the policy
- The amount of cover changes each year on the policy anniversary
- Easy activation process.

The insurer is St.George Life Limited.

More information about our services.

OUR AUTHORISATIONS.

We are authorised under the Corporations Act to:

- issue, vary and dispose of, and arrange for the issue, variation and disposal of, general and life risk insurance products; and
- give financial product advice in relation to general and life risk insurance products.

When we arrange for the issue, variation or disposal of an insurance product, we act on behalf of the insurer. When we issue a general insurance policy, we are acting under a binder. A binder allows us to issue a policy on the insurer's behalf. When we give financial product advice, we act on our own behalf.

THE INSURERS AND REMUNERATION.

The table below shows the insurer for each of the retail insurances that we offer and the commission (as a percentage of the premium before government charges) that we and others will receive when we issue or arrange for the issue of a policy. In the case of Motor and Commercial referrals to us by the Law Society of South Australia and Adelaide Motors, we pay our first year's commission to them.

Type of Insurance	Insurer	Can we issue policies on behalf of the insurer?	Commission (add GST)
Life	St.George Life Limited	Yes	Nil*
Home Loan Protection	St.George Life Limited	Yes	Varies^
Loan and credit card protection	St.George Life Limited and Swann Insurance (Aust) Pty Ltd	No	Up to 20%
Credit Protect	Swann	No	20%
Home and Contents	Westpac General Insurance Limited	Yes	Up to 20%
Motor/caravan/motorcycle	CGU Insurance Limited	Yes	10%
Boat	CGU Insurance Limited or Club Marine as agent of Allianz Australia Insurance Limited	Yes	10-15%
Travel	CGU Insurance Limited	Yes	20%
Farm	CGU Insurance Limited or Allianz Australia Insurance Limited or QBE Insurance (Australia) Limited	Yes	20%

* However, we may pay any referring broker commission at the rate of up to 0.03%p.a. of your outstanding loan balance, plus GST.

^BankSA employees may be eligible for performance bonuses (which take into account the amount of insurance written) of up to 20% of the first years' premium (including stamp duty). The broker may receive a commission from BankSA of up to 50% of the first years' premium (including stamp duty). There is no additional cost to you.

Example 1: Your yearly home and contents insurance policy premium is \$400 before government charges. We receive commission of \$80, plus GST.

Example 2: Your yearly car insurance policy premium is \$600 before government charges. We receive commission of \$60, plus GST.

We may be paid a profit share by Allianz and a productivity bonus, profit share and marketing allowance by CGU. We provide a broad range of support services, such as staff and premises, to St.George Life and are paid a variable monthly fee for those services. Our employees receive a salary and may be eligible for annual or other performance bonuses which may take into account the amount of insurance written. If we give you personal advice, the remuneration to be received on the specific insurance products to which the advice relates will be disclosed when the personal advice is given or as soon as practicable after that time. If the remuneration is not calculable when the personal advice is given, the manner of calculating it will be disclosed at that time or as soon as practicable after that time.

Westpac General Insurance Limited and St.George Life Limited are part of the Westpac Group[#] of companies.

Neither BankSA, Westpac nor any other member of the Westpac Group guarantees any benefits payable under the policies.

REGULATION OF BANKSA.

BankSA is regulated by the Australian Prudential Regulation Authority (APRA). As an APRA regulated entity, we are exempt from the compensation requirements in the Corporations Act. We nonetheless hold professional indemnity insurance, which provides cover for claims that relate to the financial services that we and our representatives provide, including claims that may arise after their employment with us has ceased for conduct while they were employed.

PRIVACY.

We collect personal information about you so that we can provide advice, issue or arrange for the issue of insurance for you and administer any insurance products issued. We may use your personal information and disclose personal information

about you to any member of the Westpac Group[#] so that Westpac Group companies can:

- assess your total relationship and product holding with the Westpac Group, analyse products and customer needs and develop new products; and
- inform you of products and services provided by us, any member of the Westpac Group or by preferred providers, which the Westpac Group considers may be of value or interest to you, unless you tell us not to. If you do not want your personal information to be used in this way, you can opt out of marketing by writing to us.

We may disclose your personal information to external service providers (who may be located overseas) that assist us in providing insurance and administering the insurance products issued, or provide services for the purposes of the Westpac Group, on a confidential basis, including insurers, data processors, consultants, contractors, business partners and mail houses. Subject to the Privacy Act 1988, you can have access to your personal information by writing to us. Without your personal information we cannot arrange insurance for you or properly administer any insurance products issued. Our privacy policy is on our website at banksa.com.au.

IF YOU HAVE A COMPLAINT.

If you have a complaint, please contact us. We have a free internal dispute resolution procedure. If your complaint is about an insurer, we will refer it to the relevant insurer. If your complaint is not resolved by us, you can contact the Financial Ombudsman Service (FOS), an independent and impartial body which provides a free external dispute resolution procedure:

Financial Ombudsman Service (FOS)

GPO Box 3, Melbourne VIC 3001

Phone: 1300 780 808

Website: www.fos.org.au

[#] Westpac Group means Westpac Banking Corporation and its related bodies corporate under the Corporations Act 2001 (Cth).

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Call 1300 554 002 – banksa.com.au BankSA

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