

How you can make a complaint

We have a dispute resolution system to deal with any complaint you may have.

To make a complaint:

- > speak to any of our branch staff;
- > call 1300 004 863 or 1300 361 555 for Geelong Bank Customers;
- > complete the Customer Feedback form located on our website www.humebank.com.au;
- > send a letter or any other correspondence to Hume Bank Limited, Disputes Resolution Officer, 492 Olive St, Albury NSW 2640.

We will try to resolve your complaint as quickly as possible, but in any event within 21 days.

Where you are not satisfied with the outcome of your complaint, you may be able to pursue the matter further by referring it free of charge to the independent Australian Financial Complaints Authority (AFCA), by any of the following methods:

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

If your complaint relates to an insurance product, we will promptly refer it to the insurer. The insurer will attempt to resolve the matter in accordance with their internal dispute resolution procedures. To obtain a copy of the insurer's procedures please contact us. Where you are not satisfied with the outcome of an insurance complaint, you may be able to pursue the matter further by referring it free of charge to AFCA. Refer to contact details above.

We are committed to protecting your personal information. For information on how we collect, use and store your personal information, and how you can access or correct it, please refer to our Privacy Policy at www.humebank.com.au or request a copy at any branch

General Enquiries

Hume Bank Customers 1300 004 863

e hume@humebank.com.au
w humebank.com.au

Geelong Bank Customers 1300 361 555

e info@geelongbank.com.au
w geelongbank.com.au

Branch Locations

Albury

Head Office
492 Olive Street,
Albury NSW 2640

Myer Centrepoint
Shop 13A, David & Swift Streets,
Albury NSW 2640

Lavington
Shop 1/346 Griffith Road,
Lavington NSW 2641

Thurgoona Plaza
Shop 11/10 Shuter Avenue,
Thurgoona NSW 2640

Wodonga

Wodonga Place
Shop 7-8, 107-117 High Street & Elgin
Boulevard,
Wodonga VIC 3690

Whitebox Rise
Shop 12, Cnr Victoria Cross Parade &
Kelliher Avenue,
Wodonga VIC 3690

Wangaratta

76 Reid Street,
Wangaratta VIC 3677

Wagga Wagga

Baylis Street
115 Baylis Street,
Wagga Wagga NSW 2650

Geelong

Suite 1, 69-71 Moorabool St
Geelong Vic 3220

Regional

Corowa
79 Sanger Street,
Corowa NSW 2646

Culcairn
Shop 2, 50 Balfour Street,
Culcairn NSW 2660

Yackandandah
35 High Street,
Yackandandah VIC 3749

Holbrook
39 Young Street,
Holbrook NSW 2644

Howlong
Shop 1/ 45 Hawkins Street
Howlong NSW 2643

Jindera
Cnr Urana Road and Creek Street,
Jindera NSW 2642

Rutherglen
128-130 Main Street,
Rutherglen VIC 3685

Financial Services and Credit Guide

Effective 1 May 2026

This guide tells you about:

- > who we are and how you can contact us
- > what services we are licensed to provide
- > relationships we have with other product issuers
- > how we are paid for providing those services
- > how you can make a complaint



Hume Bank Limited, ABN 85 051 868 556
ASFL and Australian Credit Licence 244248
Geelong Bank, a division of Hume Bank Ltd



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This Financial Services and Credit Guide (FSCG) is designed to assist you in deciding whether to use any of the services offered in this FSCG.

We are:

Hume Bank Limited
 ABN: 85 051 868 556
 AFSL & Australian Credit Licence No. 244248
 Geelong Bank, a division of Hume Bank Ltd

You can contact us by:

- > visiting your local branch
- > calling us on 1300 004 863
- > online at humebank.com.au
- > in writing addressed to us at
 492 Olive Street Albury NSW 2640

We will comply with the Customer Owned Banking Code of Practice in our dealings with you.

Financial Services Guide

We are licensed under the Corporations Act to deal and advise in the following financial products (including on behalf of others):

- > basic deposit products;
- > non-basic deposit products;
- > non-cash payment facilities;
- > general insurance; and
- > life products – limited to life risk insurance products (consumer credit insurance).

Full details of all these products are contained in the Product Disclosure Statements which we may issue with this FSCG or may be obtained at any branch. You should consider the Product Disclosure Statement before making a decision to acquire or keep any of the above products.

Our policy is only to provide general advice in relation to these products. Any advice we provide is general in nature and does not take into account your personal objectives, financial situation or needs. You should consider whether it is appropriate for you and read the relevant Product Disclosure Statement before making a decision

What relationships do we have with other product issuers?

In relation to basic deposit products and non-cash payment products, we are generally acting on our own behalf. When we arrange to issue insurance products, we do so on behalf of the insurers who are the product issuers. Details of who the relevant product issuer is will be included in the Conditions Of Use or Product Disclosure Statement for that insurance product.

How we are paid for providing those services

Our staff are remunerated by salary and do not receive commissions. They may be eligible for an annual bonus payment which is based on a number of factors which include:

- > standards achieved in customer service; and
- > performance against targets.

They may also receive benefits such as tickets to events and other similar benefits either from us or from product providers whose products we sell.

We may earn commission and make payments as follows:

Commission and Payments		
General Insurance	Allianz Australia Insurance Ltd	up to 20% of the base premium you pay when you first acquire a policy or renew that policy
Life Insurance	Allianz Australia Life Insurance Ltd	up to 20% of the annual premium you pay
Financial Planning	Bridges Financial Services Pty Ltd	Upon signing an Authority to Proceed with Bridges Financial Services Pty Ltd: \$1,500 for comprehensive advice; or \$300 for single strategy advice.
Telegraphic Transfers	Western Union Business Solutions T/As Convera (Australia)	30% of the sum of the fee we charge you and the foreign exchange margin on the transaction
Community Rewards Program	Hume Bank Limited	Ranges from \$50 to \$350
<p>Please Note: We are not independent, impartial or unbiased in relation to the financial products we offer or arrange, as we may receive commissions or other benefits from product issuers.</p>		

Professional indemnity insurance

We are regulated by the Australian Prudential Regulation Authority and so we are not required by the Australian Securities and Investments Commission to have professional indemnity insurance.

Credit Guide

We have an Australian Credit Licence which authorises us to be a credit provider in relation to consumer lending products, regulated by the National Credit Code.

Our consumer lending products include:

- > Home loans
- > Personal loans
- > Overdrafts
- > Credit cards
- > Residential property investment loans

Our obligations

We must not enter into a credit contract, a credit card contract or increase a credit limit, if it is unsuitable for you.

What does “unsuitable” mean?

A proposed credit contract, credit card contract or increase in a credit limit will be unsuitable if, at the time it is entered into, it is likely that:

- > the contract will not meet your requirements or objectives; or
- > you will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship (such as selling your principal place of residence or being unable to repay an amount equal to the credit limit of your credit card within a period determined by the Regulator, unless the contrary is proven).

Your right to a copy of the suitability assessment

If your application for credit or an increase in your credit limit has been approved, you can contact us using the contact details set out in this Guide and ask for a written copy of the suitability assessment. We will provide this to you free of charge within the time frames set out below.

Your request is made:	We will give you your assessment:
Before the Credit Day*	As soon as possible after we receive your request, but before entering the credit contract or increasing the credit limit
Up to 2 years after the Credit Day*	Within 7 business days after we receive your request
Between 2 and 7 years after the Credit Day*	Within 21 business days after we receive your request

* The Credit Day is the date the credit contract is entered into or the credit limit is increased.

We do not have to provide a suitability assessment to you if your application is declined.

We are not obliged to provide you with a copy of a suitability assessment for contracts entered into before January 2011, or once 7 years since the credit day has elapsed.