

Steelsands Credit Union Qualifying Financial Entity Disclosure Statement Financial Advisers Act 2008

Name of QFE: Steelsands Credit Union
Trading names: NZCU Steelsands
NZCU NZME
| NZCU Marsden Point
NZCU Alliance
Main Office: C/- New Zealand Steel Ltd,
Mission Bush Road, Glenbrook
Telephone No: 09 375 8868
Fax number: 09 375 8937
Email address: NZSAKL.creditunion@bluescopesteel.com
This disclosure statement was prepared on: 1 July 2011
Updated: 6 December 2016

It is important that you read this information

It will help you to decide whether our services will suit your needs. We will provide you with more information later that will also be important for the financial decisions you make.

What sort of adviser are we?

Steelsands Credit Union is a Qualifying Financial Entity (QFE). You can check this information on the Financial Service Providers Register at www.fspr.govt.nz.

Steelsands Credit Union is licensed to take responsibility for the advisers. This includes making sure that advisers exercise care, diligence and skill in providing financial advice to you. The QFE's license means that QFE advisers do not have to be individually registered or authorised.

What services can we provide to you?

Our QFE advisers can provide personalised information about investment products which are provided or promoted by Steelsands Credit Union. ('Promoted' has a special definition). This means that we take responsibility for the product as well as the advice.

Our branch based advisers can provide class advice on savings accounts, term investment accounts, loans, insurances, Fisher Funds KiwiSaver Scheme, Lifetime Retirement Income and the wise use of money.

Our QFE advisers cannot provide advice about other products or design a plan for dealing with all of your investment goals. If you need this service you will need to speak to an external Authorised Financial Adviser.

How do we get paid for the services that we provide to you?

We do not charge a fee for our service, but when you buy something from us, the Credit Union will benefit as we provide the products. Our advisers receive an annual salary and are not paid commissions for selling our products.

What should you do if something goes wrong?

If you have a problem, concerns, or complaint about any part of our service, please tell us so that we can help to fix the problem.

You may contact our staff who will help you with your complaint, every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to Senior Management.

If we cannot agree on how to fix the issue, you can contact Financial Services Complaints Ltd (fscl). This service will cost you nothing, and will help us resolve any disagreements. You can contact (fscl) at –

Postal Address: P.O. Box 5967, Wellington 6145
Email: info@fscl.org.nz
Telephone: 0800 347 257
Fax: 04 472 3728
Website: www.fscl.org.nz

Who licenses and regulates us?

The Financial Markets Authority. You can report information about us to the Financial Markets Authority at: www.fma.govt.nz (Contact us), P O Box 1179, Wellington 6140, Telephone 0800 434 566 (but if you want to complain you should use our dispute resolution procedures described under Feedback and Complaint Procedure