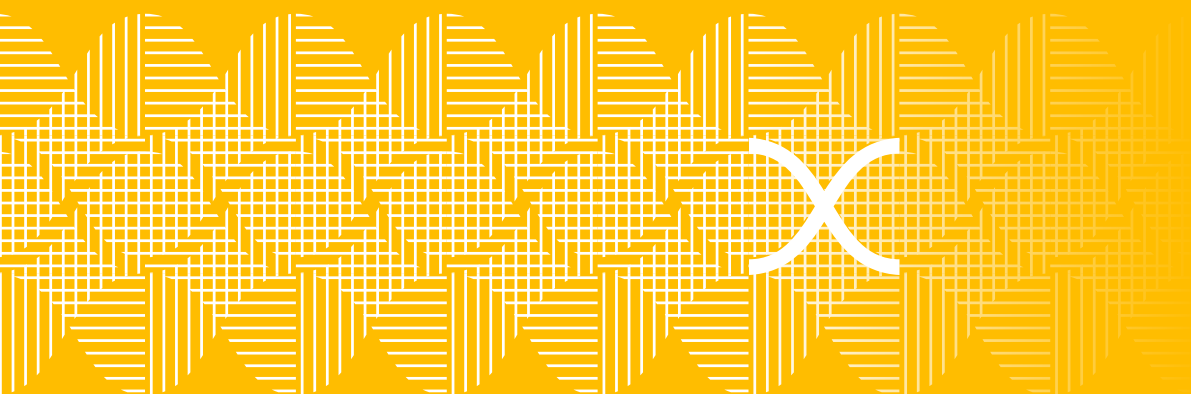
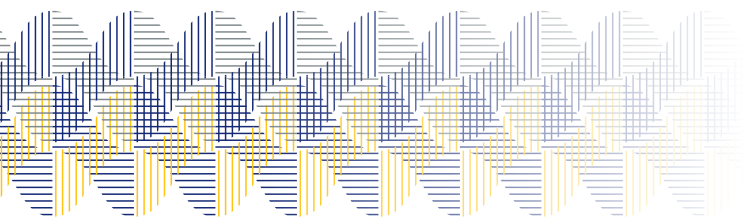


# American Express<sup>®</sup> Financial Services Guide

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# Contents

Definitions	3
Welcome to American Express	3
Customer Instructions	3
Products and Services which American Express is licensed to provide	3
American Express may offer products of other issuers	4
What remuneration do we receive for providing the financial services?	4
Product Fees and Charges	4
Remuneration or other benefits received by American Express team members	4
Payment of benefits to those who refer customers to American Express	5
Compensation Arrangements	5
Privacy and Personal Information	5
Who should you contact if you have a complaint regarding the provision of financial services by American Express?	5
Contacting Us	6

## Definitions

Throughout this document the following words have special meanings: “**American Express, we, us**” means American Express International, Inc.

“**you**” means the person to whom this Financial Services Guide has been provided.

## Welcome to American Express

This Financial Services Guide (FSG) is designed to help you decide whether to use the financial services we provide and explains:

- + the products and services we can offer you;
- + how we, and others, are remunerated for the services offered to you; and
- + our internal and external complaints handling procedures.

This FSG is one of a number of documents that our representatives may supply to you when we provide financial services to you.

For certain financial products which we offer to you or about which we give you financial product advice, we will give you a Product Disclosure Statement (PDS) for that product. This PDS will assist you in making an informed decision about a particular product and contains a range of general information about the product being offered, including:

- + the significant features and characteristics of the product;
- + the significant benefits and risks associated with holding the product;
- + information about the cost of the product; and information about any cooling off rights applicable in relation to the product.

If we provide personal financial product advice, we will also give you a Statement of Advice (SOA). A SOA is a document that records the personal advice we have given to you as well as the information on which that personal advice was based, including information about fees, commissions and any associations which may have influenced the advice.

## Customer Instructions

Depending on the financial product or service that we supply to you, you may provide us with instructions verbally, in writing, by facsimile or by other electronic means.

We generally require your signature for verification. However, depending on the product or service, special arrangements may be in place to receive your instructions by facsimile, telephone or electronically. Please refer to the relevant Product Disclosure Statement for each particular financial product for further information.

## Products and Services which American Express is licensed to provide

American Express holds an Australian Financial Services Licence. This licence authorises American Express to deal in and provide advice and services in relation to:

- + Basic deposit products; Non-cash payments, such as travellers cheques and telegraphic transfers;
- + Life risk and general insurance products; and
- + Foreign exchange contracts (including forward foreign exchange contracts).

For each of these products we can provide general financial advice. Our general advice does not take into account your personal objectives, financial situation or needs.

American Express generally does not provide personal financial advice. However, in some limited circumstances, we may provide personal financial advice relating to our product range.

In addition, American Express also offers the following products which do not meet the definition of a financial product under the Corporations Act (Cth):

- + foreign bank notes
- + domestic and overseas travel services

In relation to these services, you will not receive a Product Disclosure Statement and certain other processes contained within this document may not apply.

## American Express may offer products of other issuers

American Express is the issuer of telegraphic transfers and foreign exchange contracts we offer to you. When dealing in and advising in relation to products issued by American Express, we are acting on our own behalf.

However, if we sell to you products issued by other product issuers, we generally act on behalf of that other product issuer. American Express acts on behalf of other issuers when it sells life risk insurance, general insurance (including travel insurance) and travellers cheques.

American Express International, Inc. is a related company of each of the American Express travellers cheque issuers.

## What remuneration do we receive for providing the financial services?

### Third Parties

American Express may receive commissions and other remuneration or benefits for selling financial products on behalf of third parties or for successfully referring a customer of American Express or a related company of American Express to a third party. Details of this remuneration are as follows:

<b>General insurance issued by ACE Insurance Limited</b>	Up to 45% of the premium is received from ACE Insurance Limited
<b>Life risk insurance issued by TOWER Australia Limited</b>	Up to 17% of the premium is received from AEGON Direct Marketing Services Australia Pty Ltd
<b>Life risk insurance issued by MetLife Insurance Limited</b>	Up to 35% of the premium is received from MetLife Insurance Limited

American Express identifies insurance providers and products that may be of interest to some of our Card Members. In this role, we do not act as an agent or fiduciary for you, and we may act on behalf of the insurance provider, as permitted by law. We want you to be aware that we receive commissions from providers and commissions may vary by provider and product. Also, in some cases, an American Express entity outside of the country may be the reinsurer and may earn reinsurance income. The arrangements we have with certain providers, including the potential to reinsure products, may also influence what products we identify. We do not require you to purchase any insurance product, and you may choose to cover your insurance needs from other sources on terms they may make available to you.

## Margins

When American Express buys or sells products that involve a foreign exchange conversion, American Express may obtain a benefit by including a margin into the foreign exchange rate.

The amount of the margin may vary depending on various factors, including the currency involved, size of the transaction, current and expected market rates and market volatility and liquidity. Margins may fluctuate between 0.01% and 15%.

## Product Fees and Charges

American Express may charge fees for financial products which we issue to you. These fees may be a flat amount per transaction or based on a percentage of the value of the transaction.

Details of our fees for issuing a financial product are contained in the Product Disclosure Statement for the product.

## Remuneration or other benefits received by American Express team members

All American Express team members receive a salary. Some team members may also receive commissions or other benefits in addition to their salary. The payment of commissions or other benefits generally arise where team members are engaged in roles which are related to providing advice or selling a financial product or otherwise affiliated with an area of American Express which is involved in the selling of a financial product or service.

American Express team members may receive these commissions or benefits in one or more of the following ways:

- + Payments for reaching sales revenue targets generated either by their own sales or through the achievement of sales targets by their team or business unit;
- + Payments for each policy opened or for each service provided;
- + Payments based on the total value of products sold or volume of sales transacted by an account opened by a team member.

Benefits are usually monetary but may also be non-monetary.

American Express pays monetary benefits directly to the eligible team member. Non-monetary benefits may include, amongst other things, shares, options, discounted (or pre-paid) travel or accommodation; and gift vouchers.

## **Payment of benefits to those who refer customers to American Express**

American Express may pay to related companies or external parties who refer customers to American Express a commission or other benefit. Such payments could be in the form of a single one-off payment or other benefit or otherwise a payment calculated as a percentage of the total amount of sales generated.

## **Compensation Arrangements**

American Express has professional indemnity insurance and internal procedures in place which satisfy the requirements under s912B of the Corporations Act 2001 ("the Act"). The insurance covers losses incurred by individuals and small businesses arising out of a breach by American Express of its obligations under Chapter 7 of the Act. This policy covers the professional services provided by employees and representatives of American Express even where that employee or representative has subsequently left the employ of American Express.

## **Privacy and Personal Information**

American Express is proud of its reputation for, and commitment to, safeguarding information about its customers. The American Express Customer Privacy Principles have been in place for many years and provide a minimum standard, which applies throughout the American Express group of companies worldwide.

In Australia, we adhere to the Australian Privacy Principles and the Privacy Act. A copy of our Privacy Policy Statement is located on our website at [www.americanexpress.com/australia/pdfs/privacy\\_policy\\_statement.pdf](http://www.americanexpress.com/australia/pdfs/privacy_policy_statement.pdf) or may be obtained by contacting us.

## **Who should you contact if you have a complaint regarding the provision of financial services by American Express?**

American Express is committed to customer satisfaction as part of its service philosophy. American Express has established internal procedures to resolve complaints, whilst also being a member of an external dispute resolution scheme.

If you have a complaint about the provision of our financial services, please take the following steps; direct your complaints, at first instance, to the point of purchase. In the case of complaints regarding general insurance (including travel insurance) or life risk insurance, please contact the insurance company or their agent directly.

If your complaint is not satisfactorily resolved within twenty (20) business days, please address your complaint in writing to:

### **The Complaints Manager American Express International, Inc.**

<name of product>

GPO Box 1582

Sydney NSW 2001.

American Express makes every endeavour to resolve complaints in a prompt and fair manner, having regard to the law. If however you continue to remain dissatisfied with American Express' decision, you may seek to have your complaint considered by the Financial Ombudsman Service, an independent, external dispute resolution body. Please note that the Ombudsman will refer you to American Express if you didn't first raise your complaint with us. You may contact the Ombudsman by the following means:

### **Mail**

Financial Ombudsman Service

GPO Box 3 Melbourne

VIC 3001

Australia

### **Telephone**

1300 780 808

### **Fax**

+613 9613 6399

### **Internet**

[www.fos.org.au](http://www.fos.org.au)

The Australian Securities and Investments Commission also has an Infoline on **1300 300 630** which you may use to make a complaint and obtain information about your rights.

## **Contacting Us**

You can contact American Express in the following ways:

### **Mail**

American Express International, Inc.

<name of product involved>

GPO Box 1582

Sydney NSW 2001

### **Telephone**

1300 139 060 (for foreign exchange)

1800 688 022 (for travellers cheques)

1300 132 639 (for all other services)

