

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.

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 National Privacy Principles and the Privacy Act 1988 (Cth). A copy of our Privacy Policy Statement is located on our website at <http://americanexpress.com.au/privacy> 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:

- Please 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 Banking and Financial Services Ombudsman, 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:

By Mail:
Banking & Financial Services Ombudsman
GPO Box 3A
Melbourne VIC 3001

By Telephone:
1300 78 08 08

By Fax:
+61 3 9613 7345

By Internet:
www.bfso.org.au

The Australian Securities & 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:

By Mail:
American Express International, Inc.
<name of product involved>
GPO Box 1582
Sydney NSW 2001

By Telephone:
1300 13 9060 (for Foreign Exchange)
1800 68 8022 (for Travellers Cheques)
13 2639 (for Travel Services)

American Express

Financial Services Guide

Issued 1 September 2004

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
- 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.

This Financial Services Guide is issued by:
American Express International, Inc. (ABN 15 000 618 208).

Incorporated with limited liability in Delaware USA.

Australian Financial Services Licence No. 237996.

Travel Agents Licence Nos:

ACT – ACT212/D, NSW – 2TA00113, VIC – 30233,
QLD – TAG132, SA – TTA30, WA – 9TA81, TAS – TAS064.

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 traveller’s 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 traveller’s 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:

Travelscene travel insurance

Up to 44% of the premium is received from Compusure Pty Ltd

Cover-More travel insurance

Up to 43% of the premium is received from Vero Insurance Ltd

General insurance issued by ACE Insurance Limited

Up to 45% of the premium is received from ACE Insurance Limited

Life risk insurance issued by Prefsure Life Limited

Up to 17% of the premium is received from Transamerica Direct Marketing Australia Pty Ltd

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 10%.

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 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