

ANZ First Home Saver Account

PRODUCT DISCLOSURE STATEMENT | 05.11



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1. Who can have a First Home Saver Account

You should consider opening a First Home Saver Account if you:

- only want to use your savings to buy or build your first home in Australia to live in ('buy your first home'), and
- are able to save at least \$1,000 a year (\$20 a week) in 4 separate financial years – they do not need to be in a row. A financial year is from July 1 to June 30.

To open an account, you must:

- be aged 18 or over and under 65
- have a tax file number
- have never owned a home in Australia that you have lived in, and
- have never opened a First Home Saver Account before.

You can open another First Home Saver Account if you are transferring your savings from one First Home Saver Account to another – see section 8.

If you are saving with others

- each person must open their own individual First Home Saver Account – each of you can then receive the benefits of having a First Home Saver Account.

You cannot open a joint account with someone else.

If you are unsure about your eligibility go to www.ato.gov.au

2. How the First Home Saver Account works

How you can use the savings in a First Home Saver Account

You can *only* withdraw your savings for 4 purposes:

1. to buy your first home
2. as money you can add into super
3. as money you can withdraw as a lump sum if you are aged 60 or over
4. as money you can pay into a genuine mortgage.

How to save with a First Home Saver Account

- You put money into your account the same way you would make deposits into a normal bank account. You can do this at any time, and for as long as you need to save.
- You cannot salary sacrifice into your account.
- You do not need to put money in every year – but your account will only get Government contributions when you do.
- Maximum contribution thresholds apply - for more information contact the ATO on 13 28 65 or go to www.ato.gov.au
- You can keep your account open until:
 - (i) you buy your first home; or
 - (ii) you are eligible to pay the money into a genuine mortgage; or
 - (iii) you turn 65.

When you turn 65 you must close your account and withdraw all of your savings, or move it into super.

3. How the Government helps you save

The Government boosts your savings with contributions and a low rate of tax on the income your investment earns.

- For rules around how much the government will contribute to your account based on contributions you make please contact the ATO FHSA help service directly:
 - go to www.ato.gov.au
 - phone the ATO on 1300 788 069 between 8am - 6pm Monday to Friday
 - write to the ATO at PO Box 3575 Albury NSW 2640

If you are saving with other people that have their own First Home Saver Accounts, each person will receive Government contributions on the money they put into their account.

- Government contributions are paid directly into your First Home Saver Account after you have lodged your tax return and ANZ has told the Tax Office how much you have put in.

You are not taxed

- on the money you put into your account
- on the Government contributions, or
- when you withdraw your savings for your first home.

There is a low rate of tax on the interest your savings earn

- Earnings on First Home Saver Accounts are taxed at 15% but this is paid to the Tax Office by the account provider. This tax is deducted from your account.

4. How ANZ helps you save

Your savings earn interest

- The savings in your ANZ First Home Saver Account earn a variable interest rate, helping you to get to your first home quicker.

See anz.com for our current interest rates.

Your savings will not go down

- The ANZ First Home Saver Account is a bank account – so what you put in, stays in. And, we don't charge any day-to-day fees which can also reduce your savings.

First home saver account calculator

To find out how much you need to save use the calculator at www.fido.gov.au/firsthomesaver

5. What happens if your situation changes

You should consider the following situations before choosing this account.

You decide not to buy a first home

If this happens you can choose to:

- move your savings into super, or
- withdraw your savings as a lump sum if you are aged 60 or over.

You want to buy your first home before you have put, or are deemed to have put, \$1,000 into your account in 4 separate financial years (they do not need to be in a row).

- You cannot use the savings in your account if you are buying your first home on your own.
- You can use the savings in your account if you are buying your home with someone else who has put \$1,000 into their account in 4 separate financial years (see section 6).

You have bought your first home but you haven't put \$1,000 into your account in 4 separate financial years (they do not have to be in a row).

If this happens, you can choose to:

- use the savings in your account to pay towards a genuine mortgage over your first home after you are deemed to have put \$1,000 into your account in 4 separate financial years (see 'Withdrawing your savings' under section 6 for further details). To do so, you must notify us within 30 days of acquiring your first home,
- move your savings into super, or
- withdraw your savings as a lump sum if you are aged 60 or over.

You don't have any money to put into your account

You do not need to put money into your account every year.

You can choose to:

- start saving again when you can
- move your savings into super, or
- withdraw your savings as a lump sum if you are aged 60 or over.

You haven't put \$1,000 a year into your account in 4 separate financial years (they do not need to be in a row) and you want to close your account

You can choose to:

- move your savings into super, or
- withdraw your savings as a lump sum if you are aged 60 or over.

You move overseas

You can keep your account open, and continue to put money into your account – but, you won't receive any Government contributions if you are overseas for an entire financial year.

You start living in a home you own*

If you start living in a home that you own, you will no longer be eligible to have an account. You must tell ANZ and close your account within 30 days, or penalties from the Tax Office will apply.

When you close your account you can either:

- move your savings into super, or
- withdraw your savings as a lump sum if you are aged 60 or over.

*This section does not apply where you have bought your first home, but haven't put \$1,000 into your account in 4 separate financial years, and intend to use the savings in your account to pay towards a genuine mortgage.

You experience hardship

After moving your savings into super you may apply to access your super under the early release provisions. These include severe financial hardship, permanent disability or on specified compassionate grounds.

6. Using your savings for your first home

Withdrawing your savings

- You can withdraw your savings to buy your first home after you have put at least \$1,000 a year into your account in 4 separate financial years (they do not need to be in a row).
- If you are buying your first home with other people that have First Home Saver Accounts you can withdraw the savings from each account if just one of you has put \$1,000 into your account in 4 separate financial years.
- You can withdraw your savings to pay towards a genuine mortgage over your first home after you are deemed to have put \$1,000 into your account in 4 separate financial years (they do not need to be in a row). Once you have bought your first home, you may not deposit any further money into your account, however each subsequent financial year, including the financial year of purchase, counts towards the 4 year requirement (even though you haven't put \$1,000 into your account in that year).

When you're ready to use your savings for your first home or to pay towards a genuine mortgage over your first home (as the case may be)

1. Apply to ANZ to withdraw all of the money from your First Home Saver Account.

To check that you meet the withdrawal rules go to www.ato.gov.au

2. Close your First Home Saver Account.

Generally, you will not be able to open another First Home Saver Account.

You must live in your first home for at least 6 months:

- within 12 months of settlement, or
- on completion of building construction.

7. The fees

We do not charge you any fees on your account.

8. How to open an account

To open an account

Fill out the application form.

You cannot open a joint account with someone else.

If you change your mind

We provide a cooling-off period that lets you close your First Home Saver Account within 14 days, with a refund of your deposit.

- You will need to tell us in writing, within 14 days of opening the account, using the form provided on anz.com.
- We will refund your deposit, minus any taxes we have paid.

You can transfer your savings to another First Home Saver Account provider

If you do, we will transfer the savings in your account to your new provider. ANZ will close your old account after your savings have been transferred.

9. Solving problems

First Home Saver Account enquiries

For information about how First Home Saver Accounts work, including eligibility, limits, government contributions, fees and taxes, and links to savings calculators and other useful online tools visit:

- www.ato.gov.au
- www.fido.gov.au/firsthomesaver

Contacting ANZ

Step 1 Customer Service area

Our customer service team is your first point of contact for raising concerns or providing feedback.

Talk to our staff at your local ANZ Branch, Business Centre or our Call Centre and they will do their best to help resolve any issues you may have.

- Use Locate Us on anz.com to find your nearest ANZ Branch or Business Centre
- Call our Call Centre on 13 13 14

Step 2 Customer Response Centre

If you are unhappy with the response you have received or would like to lodge a formal complaint, you can contact our Customer Response Centre. Our specialists will work closely with you to address your concern quickly and amicably.

We aim to resolve the majority of complaints within a maximum of five business days. In cases where your complaint will take longer to resolve, we will update you progressively.

Contact details

Call our Customer Response Centre toll free on:

1800 805 154 (8am - 7pm AEST weekdays)

Lodge online via: anz.com

Mail: ANZ Customer Response Centre

Locked Bag 4050

South Melbourne VIC 3205;

Email: yourfeedback@anz.com

Fax: 1800 269 030

Step 3 ANZ's Customer Advocate

If you are not satisfied with the resolution offered by our Customer Response Centre, you can have your complaint reviewed by ANZ's Customer Advocate who provides a free, independent review to reach a resolution that is fair to you and ANZ.

Contact details

Mail: 833 Collins St

Melbourne VIC 3000

Call our Customer Advocate on:

+61 3 8654 1000

Email: customeradvocate@anz.com

Financial Ombudsman Service

If you are still not satisfied with the steps taken by ANZ to resolve the complaint, or with the result of our investigation, you can contact the Financial Ombudsman Service as follows.

Financial Ombudsman Service

GPO Box 3

Melbourne VIC 3001

Phone: 1300 780 808

Fax: +61 3 9613 6399

Website: www.fos.org.au

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