



**State Bank of India
Sydney Branch
(Incorporated in India with limited
liability of our Company's
members)
(Deposits are not subject to
Division 2 of the Banking Act –
Protection of the Depositors)
ARBN 082 610 008
AFSL 238340**

Suite 2 & 3, Level 12, 234 George
Street
Sydney NSW 2000

Tel: 61 2 9241 5643
Fax: 61 2 9247 0536

This Financial Services Guide was
prepared on 21 April 2004.

Introduction

This Financial Services Guide is
designed to assist you in deciding
whether to use any of the services
offered by State Bank of India,
Sydney Branch (SBIS). It provides
you with an understanding of what to
expect from your interactions with
SBIS.

Financial Services Guide (FSG)

This guide contains information
about:

- Services and products provided
by SBIS – It outlines the kinds of
services and products SBIS is
authorised to provide under its
Australian Financial Services
Licence as well as other services
and products SBIS offers;
- Remuneration received by SBIS
and related persons – It details
the remuneration SBIS, its staff
and other related persons receive
in connection with the financial
services SBIS provides;
- SBIS's Complaints Process –
This describes how SBIS deals
with any complaints you may
have about its services or
products as well as providing key
contact details to communicate a
complaint.

You will typically receive an FSG
when SBIS provides you with
financial product advice or sells you a
financial product.

Other documents you may also receive

You may also receive other
documents when SBIS provides
services or products to you.

Product Disclosure Statement (PDS) –

This contains general information
about the product including:

- The terms and conditions for the
financial product;
- Any significant risks associated
with holding the financial product;
- Information about the cost of the
financial product; and
- Details of fees and charges SBIS
receives for issuing the financial
product.

You will receive a PDS when SBIS
either offers to issue or arrange for
the issue of a financial product to
you. You will also receive a PDS
when SBIS issues you with a
financial product where there are
reasonable grounds to believe that
you have not already been given a
PDS for the financial product.

Any advice, including any opinion or
recommendation, which we give you
about SBIS' products will be of a
general nature only and will not take
account of your objectives, financial
situation or needs. This means that if
the advice relates to your acquiring a
particular SBIS product, you should
obtain our Product Disclosure
Statement for that product and
consider it carefully before deciding
whether to acquire the product. You
will also need to consider whether the
advice is appropriate to your personal
circumstances.

Contacting us

You can contact and find out more
about SBIS in the following ways:

By Mail:

State Bank of India, Sydney Branch
ARBN 082 610 008
ASFL 238340
Suite 2 & 3, Level 12
234 George Street
Sydney NSW 2000

Telephone: +61 2 9241 5643

Email: sbi@bigpond.net.au

Products and services SBIS is licensed to provide

SBIS holds an Australian Financial
Services Licence (AFSL) (Licence
No. 238340). Under this licence,
SBIS is authorised to deal in and
provide general financial product
advice in relation to the following
products:

Banking

- Basic deposit products for AUD
and foreign currency accounts.
- Non-cash payment facilities

International

- Foreign exchange contracts and
Derivative products.

Who does SBIS act for when providing financial services?

SBIS provides all other services and products on its own behalf.

How is SBIS and its employees paid?

Fees and charges

SBIS may charge fees for services and products it provides to you.

Details of fees and charges SBIS receives for issuing financial products will be contained in the Product Disclosure Statement for those financial products.

Our staff are remunerated by salary that includes superannuation benefits. Our staff are not eligible for commission or bonuses.

Benefits to third parties

SBIS does not pay any commission or fees to external third parties for any customer referrals.

Providing instructions to SBIS

You can contact SBIS by using the contact details set out at the front of this guide. Some products and services may have their own rules around how to provide instructions or carry out certain transactions.

Please refer to the Product Disclosure Statement for your product for these details.

Making a complaint

If you have a complaint about any of our products or services, SBIS has established complaints resolution procedures that aim to deal with and resolve your complaint as soon as possible.

You may access our complaints resolution procedures by:

- call SBIS on +61 2 9241 5643 or
- Talk to staff at your SBIS branch or
- Send a letter to SBIS via
 - **Mail:** Suite 2 & 3, Level 12, 234 George Street Sydney NSW 2000
 - **Email:** sbi@bigpond.net.au
 - **Fax:** +61 2 9247 0536

For more information about SBIS's complaints resolution procedures, please ask for the brochure entitled 'Resolving your complaint' at our branch or refer to your Product Disclosure Statement.

Financial Services Dispute Resolution Schemes

If you are not satisfied with the steps taken by SBIS to resolve the complaint, or with the result of SBIS's investigation, you may wish to contact an alternative dispute resolution scheme.

For financial products covered by our licence:

Banking and Financial Services Ombudsman Ltd
ABN 48 050 070 034

GPO Box 3A
Melbourne Vic 3001

Telephone: 1300 780 808

Fax: +61 3 9613 7345

Internet: <http://www.bfso.org.au/>