



## Opening a BFS Account For Businesses

Thank you for your interest in our financial products and services.

The attached documents will provide you the various forms and information you need to open a Business Account. If you wish to avoid printing the whole package, then just print the appropriate page numbers for the documents you require.

### *Documents you must return*

- Application for Business or other Organisation Account (Sole Trader, Partnership, Association, Trust or Domestic Company) (pages 3-13)
  - Term Investment
  - Notice of Withdrawal Account
- Client Acknowledgement - This must be completed and returned with all applications for a business account (page 14). Where there is more than one applicant (joint accounts), a separate client acknowledgement form must be completed by each applicant.
- Client Identification and Verification (CIV) Forms – You will need to separately download the relevant CIV Form depending on what type of organisation your business is (eg Sole Trader, Partnership, Association, Company or Trust). You may also need to complete a CIV Form for any additional individuals that may need to be identified.

### *Disclosure documents*

Information about the key features and the terms and conditions of each of the debenture products and financial services we provide is available from the following documents:

- Investment Interest Rate Schedule (pages 15-16)
- Financial Services Guide (pages 17-21)
- Product Disclosure Statement and Terms and Conditions – BFS Non Cash Payment Products (pages 22-44)
- Product Information Statement – Offer Document: Debentures (pages 45-75)
- Account & Service Fees Schedule (page 76)

Form #276 24.05.2018

**Ph - 1300 650 542**

**Email - [clients@bfs.org.au](mailto:clients@bfs.org.au)**

**Web - [www.bfs.org.au](http://www.bfs.org.au)**

**NSW/ACT** PO Box 122 Epping NSW 1710

**VIC/TAS** PO Box 377 Hawthorn VIC 3122

**SA/NT** PO Box 432 Unley SA 5061

**WA** PO Box 57 Burswood WA 6100

**Baptist Financial Services Australia Ltd (“BFS” and “Baptist Financial Services”)**

ABN 56 002 861 789 | AFSL 311062

A delegated body of Australian Baptist Ministries

### *Our purpose*

BFS was established in 1984 to resource and develop Christian ministry. By enabling the pooling of the financial resources from Churches, congregations and other interested supporters we can achieve much more together through being able to finance and support Christian Ministry across Australia.

BFS is seeking to make resources available so that ultimately God's love may be known in our communities and His Kingdom extended.

### *Further information*

You can contact our Client Services Team for further assistance via email [clients@bfs.org.au](mailto:clients@bfs.org.au) or by phone on 1300 650 542 during business hours Monday to Friday 8.30am to 4.30 pm (Sydney time).

Where Businesses have 20 or more employees, other services and products may be available. Please contact our client services team for more information.

Yours sincerely



David Slinn  
**Chief Executive Officer**

### **Important Note**

*The accounts and investments offered by BFS are debenture products and not deposit products. Baptist Financial Services Australia Limited (BFS) ABN 56 002 861 789 AFSL 311062 is a Registered Charity and issuer of the debenture products. BFS is not prudentially supervised by APRA. Therefore, an investor in our products will not receive the benefit of the financial claims scheme or the depositor protection provisions in the Banking Act 1959. Investments in our products are intended to be a means for investors to support the charitable purposes of BFS. We are required by law to notify investors that our products are intended only to attract investors whose primary purpose is to support our charitable purposes, are not comparable to investments with banks, finance companies or fund managers, and investors may be unable to get some or all of their money back when they expect or at all. Persons should consider whether or not the debentures are appropriate for them.*

Form #276 24.05.2018

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<b>Ph - 1300 650 542</b>	<b>Email - <a href="mailto:clients@bfs.org.au">clients@bfs.org.au</a></b>	<b>Web - <a href="http://www.bfs.org.au">www.bfs.org.au</a></b>
<b>NSW/ACT</b> PO Box 122 Epping NSW 1710	<b>VIC/TAS</b> PO Box 377 Hawthorn VIC 3122	
<b>SA/NT</b> PO Box 432 Unley SA 5061	<b>WA</b> PO Box 57 Burswood WA 6100	

**Baptist Financial Services Australia Ltd (“BFS” and “Baptist Financial Services”)**  
ABN 56 002 861 789 | AFSL 311062 A delegated body of Australian Baptist Ministries

# Baptist Financial Services Australia Ltd

ABN 56 002 861 789 – AFSL 311062

RETURN THIS FORM TO: **Baptist Financial Services Australia Ltd** (“BFS” and “Baptist Financial Services”)

Ph 1300 650 542

Email [clients@bfs.org.au](mailto:clients@bfs.org.au)

Web [www.bfs.org.au](http://www.bfs.org.au)

PO Box 122 Epping NSW 1710

A delegated body of Australian Baptist Ministries



## Account Application – Business: Sole Trader, Partnership, Association (Incorporated or Unincorporated), Trust (eg Superannuation Fund) or Domestic Company

### How to invest

Please ensure that you have:

- Read and understood our ‘Product Information Statement – Offer Document’, ‘Financial Services Guide’ and ‘Product Disclosure Statement – BFS Non Cash Payment Products’ which explain our services, our privacy policy, complaints handling process, details the terms and conditions, as well as the key features, benefits and risks of using our non-cash payment products;
- Read and understood our Product Information Statement – Offer Document (relating to our debenture products) as it details the terms and conditions, as well as the key features, benefits and risks of investing in the debenture products covered by this application form; and
- Completed the relevant sections of this Application Form.

### Helpful hints for completing this application form:

#### Identification and Verification

Please sign in Step 9 & Step 10 in accordance with the relevant Authority document (eg Minutes, Constitution, Partnership Agreement, Trust Deed) of the proposed account holder. Please copy page 6 as necessary if additional authorised signatories are required for the account (Step 9).

Authorised signatories to the account, who have not previously been identified to BFS, will be identified by providing their personal details electronically to a credit reporting agency (CRA). BFS may require signatories to provide additional information and we will contact them if this is necessary. See further details on Page 10.

To open a personal non-business account in the name of individual person/s please use our form titled ‘**Account Application – Personal Account (Individuals Only)**’. Baptist entities should use our form titled ‘**Account Application - Baptist Unions and Other Baptist Organisations**’ and other Churches should use our form titled ‘**Account Application – Churches and Christian Organisations**’.

### Important Information:

- Baptist Financial Services (BFS) is a public company limited by guarantee and is a Registered Charity.
- BFS is not prudentially supervised by APRA and therefore, an investor in our products will not receive the benefit of the financial claims scheme or the depositor protection provisions in the Banking Act 1959 (Cth).
- Investment in our debenture products is only intended for investors whose primary investment purpose is to support the charitable purposes of BFS. Client funds invested in BFS debentures are used to support our charitable purposes and to provide loans and services to churches and associated Christian ministries.
- BFS has an Identification Statement lodged with ASIC regarding our debenture products, the current version of which can be viewed on our website [www.bfs.org.au](http://www.bfs.org.au).
- BFS is required by law to notify us that our products and services are not subject to the usual protections for investors under the Corporations Act 2001 (Cth) and are not regulated by ASIC.
- Investors of BFS debenture products may be unable to get some or all of their money back when they expect to, or at all. Our investments are only intended for investors whose primary investment purpose is to support our charitable purpose, and our products are not comparable to investments issued by banks, finance companies or fund managers.

### Please use BLOCK LETTERS and tick required choices

Please indicate if you have an existing BFS Client Account in the same name and would like to use the same client number

Office use only:

Client No: \_\_\_\_\_

Client ID confirmed:

## STEP 1. Select Sole Trader, Partnership, Association, Trust or Domestic Company

Please tick type of entity	*Please complete the following Client Identification and Verification documents applicable to entity selected:
Sole Trader <input type="checkbox"/>	Client Identification and Verification documents- <b>INDIVIDUAL or SOLE TRADER</b>
Partnership <input type="checkbox"/>	Client Identification and Verification documents- <b>PARTNERSHIPS</b>
Incorporated Association <input type="checkbox"/>	Client Identification and Verification documents- <b>ASSOCIATIONS</b>
Unincorporated Association <input type="checkbox"/>	Client Identification and Verification documents- <b>ASSOCIATIONS</b>
Trust <input type="checkbox"/>	Client Identification and Verification documents- <b>TRUST</b>
Domestic Company <input type="checkbox"/>	Client Identification and Verification documents- <b>DOMESTIC COMPANY</b>

\*Must be completed with certified copy/s of documentation specified (including all pages)

Name of Sole Trader, Partnership, Association, Trust or Domestic Company

--

Name your Account (Optional - If you would like to give your account a special name, then please write that name here, eg Building fund a/c)

(We may need to abbreviate the name of the account to a maximum of 30 characters)

--

Nature of business

--

Business location address (this item must be completed)

Suburb		State		Postcode	

Postal address (if different from business location address, otherwise leave blank)

Suburb		State		Postcode	

Contact Details

Contact person (if applicable)				
Phone	(     )	Mobile Ph		
Email				

## STEP 2. Is the applicant registered as a charity with The Australian Charities and Not-For-Profit Commission (ACNC)

Yes  No

If yes, please attach current ACNC Charity Register Summary. (This can be downloaded from the ACNC website)

## STEP 3. Account Opening

I/we wish to open the following account(s). Please tick your choice(s)

**Term Investment** Opening amount \$ \_\_\_\_\_

Number of months   at  .   % per annum with interest payable:  
(Insert Term) (Insert interest rate)

Monthly  3 Monthly  6 Monthly  Annually  On Maturity

**Notice of Withdrawal Account** Opening amount \$ \_\_\_\_\_  
 (31 days notice required for withdrawals)

**STEP 4. Account Operating Instructions**

Please select one: If not completed all authorised signatories must sign:

Any one to sign       Any two to sign       All to sign       Other \_\_\_\_\_

We accept that any one of the authorised signatories may endorse cheques, drafts or other instruments payable to the order of the account (or to BFS) and lodged for the credit of the account/s, to request a statement of the account/s and to obtain any information concerning the account/s generally.

**STEP 5. Account Opening (Deposit Required)**

To open an account(s) a deposit must be made.

Please tick as appropriate:

If you wish to make the initial investment by electronic funds transfer, please fill out the details below:

**Electronic funds transfer**

Please complete and sign the Direct Debit Authority below to enable the opening deposit to be withdrawn from an account with another financial institution. The Terms and Conditions for a Direct Debit Authority are contained in the 'Product Disclosure Statement – BFS Non-Cash Payment Products made available to you'.

I/We authorise Baptist Financial Services User ID 148018 to debit the account detailed below through the bulk electronic clearing system with the amount of \$ \_\_\_\_\_ from the account below.

**From Baptist Financial Services Account number** \_\_\_\_\_ **or**

**From Another financial institution account as set out below:**

Account name			
Financial institution		Branch	
BSB number		Account number	

Authorised signatory of account to be debited

Authorised signatory of account to be debited

SIGN HERE		SIGN HERE	
NAME		NAME	
Date	/	/	/

**Cheque/s** for \$ \_\_\_\_\_ attached.

**STEP 6. Nominated Account**

A nominated account enables you to make withdrawals in excess of the normal daily limit for transfers. A nominated account should be in the same name as the account holder for this application. Please complete the details below if you wish to nominate an account.

**NOMINATED ACCOUNT**

(The amount of daily withdrawal transfers from an account to a Nominated Account is Unlimited)

Name of Account: \_\_\_\_\_

BSB Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

Name of Bank: \_\_\_\_\_

## STEP 7. Account facilities

### Request Internet Access to Accounts Applied for in this Application via BFSOnline

If Internet Account Access is required, please select one of the following:

Personal Internet account access for signatories to access account

Please arrange for each Applicant/s to complete & attach an Application for BFSOnline Access.

Or

BFSOnline Business Administration Registration

BFSOnline Business provides the same functionality that is available to personal internet account access clients with the added ability to specifically tailor Internet account access to the needs of your organisation. eg setup data entry users or view only users.

Please complete and attach an Authority for BFSOnline Business Registration.

## STEP 8. Your interest Payment Details

Please select one of the following:

Add interest to this account (compound) or

Pay interest to another financial institution (Australian ADI) account in your name. Details of the account are:

Account name			
Financial institution		Branch	
BSB number		Account number	

## STEP 9. Authorised Signatories for the Account

The following is the list of authorised signatory/s for this account/s. The following signatories are authorised to act in respect of all accounts opened with this application.

### SIGNATORY 1

I am authorised to provide the personal details presented and I consent to my information being checked, by a CRA, with the document issuer or official record holder for the purposes of confirming my identity Yes

I wish to opt-out of receiving marketing information about other products or services BFS offers Yes  No

Title	Given names	Middle Name	Surname	
Driver Licence No			Date of Birth	/ /

Residential address

Property Name	Unit No / St No	Street Name	Suburb	State	Postcode
	/				

Previous Address (required if at above address for less than 2 years)

Property Name	Unit No / St No	Street Name	Suburb	State	Postcode
	/				

Contact Details (for phone/fax contacts please include area code)

Home Phone		Work Phone		Mobile Ph	
Email					

**Authorised Signatory 1 signature** I declare that:

- all the information I have provided in this application form is true, correct and complete;
- I have read and understood the "Important Information" on page 1;
- I have read, understood and accept the terms and conditions as contained in our 'Product Information Statement – Offer Document: Debentures', and 'Product Disclosure Statement and Terms & Conditions – BFS Non Cash Payment Products' as it relates to powers of Authorised Signatories;
- I consent to the collection, use and disclosure of personal information for the purposes shown in the Privacy Statement on page 7; and
- I consent to BFS and its representatives to act as my agent in seeking access to my credit information held by credit reporting bodies and credit providers. This authority applies to inquiries made by BFS in connection with the provision of services to me by BFS in order to verify my personal information (including name, residential address and date of birth) for AML/CTF purposes.

<b>SIGN HERE</b>	Date / /
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**SIGNATORY 2**

I am authorised to provide the personal details presented and I consent to my information being checked, by a CRA, with the document issuer or official record holder for the purposes of confirming my identity Yes

I wish to opt-out of BFS sending me marketing information about other products or services it offers Yes  No

Title	Given names	Middle Name	Surname
Driver Licence No	Date of Birth		/ /

Residential address

Property Name	Unit No / St No	Street Name	Suburb	State	Postcode
	/				

Previous Address (required if at above address for less than 2 years)

Property Name	Unit No / St No	Street Name	Suburb	State	Postcode
	/				

Contact Details (for phone/fax contacts please include area code)

Home Phone		Work Phone		Mobile Ph	
Email					

**Authorised Signatory 2 signature** I declare that:

- all the information I have provided in this application form is true, correct and complete;
- I have read and understood the "Important Information" on page 1;
- I have read, understood and accept the terms and conditions as contained in our 'Product Information Statement – Offer Document: Debentures', and 'Product Disclosure Statement and Terms & Conditions – BFS Non Cash Payment Products' as it relates to powers of Authorised Signatories;
- I consent to the collection, use and disclosure of personal information for the purposes shown in the Privacy Statement on page 7; and

- I consent to BFS and its representatives to act as my agent in seeking access to my credit information held by credit reporting bodies and credit providers. This authority applies to inquiries made by BFS in connection with the provision of services to me by BFS in order to verify my personal information (including name, residential address and date of birth) for AML/CTF purposes.

SIGN HERE	Date     /     /
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### SIGNATORY 3

I am authorised to provide the personal details presented and I consent to my information being checked, by a CRA, with the document issuer or official record holder for the purposes of confirming my identity     Yes

I wish to opt-out of BFS sending me marketing information about other products or services it offers     Yes      No

Title	Given names	Middle Name	Surname
Driver Licence No	Date of Birth	/     /	

#### Residential address

Property Name	Unit No / St No	Street Name	Suburb	State	Postcode
	/				

#### Previous Address *(required if at above address for less than 2 years)*

Property Name	Unit No / St No	Street Name	Suburb	State	Postcode
	/				

#### Contact Details (for phone/fax contacts please include area code)

Home Phone	Work Phone	Mobile Ph	
Email			

#### Authorised Signatory 3 signature I declare that:

- all the information I have provided in this application form is true, correct and complete;
- I have read and understood the "Important Information" on page 1;
- I have read, understood and accept the terms and conditions as contained in our 'Product Information Statement – Offer Document: Debentures', and 'Product Disclosure Statement and Terms & Conditions – BFS Non Cash Payment Products' as it relates to powers of Authorised Signatories;
- I consent to the collection, use and disclosure of personal information for the purposes shown in the Privacy Statement on page 7; and
- I consent to BFS and its representatives to act as my agent in seeking access to my credit information held by credit reporting bodies and credit providers. This authority applies to inquiries made by BFS in connection with the provision of services to me by BFS in order to verify my personal information (including name, residential address and date of birth) for AML/CTF purposes.

SIGN HERE	Date     /     /
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### SIGNATORY 4

I am authorised to provide the personal details presented and I consent to my information being checked, by a CRA, with the document issuer or official record holder for the purposes of confirming my identity     Yes

I wish to opt-out of BFS sending me marketing information about other products or services it offers     Yes      No

Title	Given names	Middle Name	Surname
Driver Licence No	Date of Birth	/     /	



## Residential address

Property Name	Unit No / St No	Street Name	Suburb	State	Postcode
	/				

## Previous Address (required if at above address for less than 2 years)

Property Name	Unit No / St No	Street Name	Suburb	State	Postcode
	/				

## Contact Details (for phone/fax contacts please include area code)

Home Phone	Work Phone	Mobile Ph
Email		

**Authorised Signatory 4 signature** I declare that:

- all the information I have provided in this application form is true, correct and complete;
- I have read and understood the "Important Information" on page 1;
- I have read, understood and accept the terms and conditions as contained in our 'Product Information Statement – Offer Document: Debentures', and 'Product Disclosure Statement and Terms & Conditions – BFS Non Cash Payment Products' as it relates to powers of Authorised Signatories;
- I consent to the collection, use and disclosure of personal information for the purposes shown in the Privacy Statement on page 7; and
- I consent to BFS and its representatives to act as my agent in seeking access to my credit information held by credit reporting bodies and credit providers. This authority applies to inquiries made by BFS in connection with the provision of services to me by BFS in order to verify my personal information (including name, residential address and date of birth) for AML/CTF purposes.

<b>SIGN HERE</b>	Date / /
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*(Make additional copies of this page if more signatories required)*

**STEP 10. Sign Here**

I/we apply for Baptist Financial Services to issue the above debentures and open the above-mentioned account(s) and I/we declare that:

- I/we understand that BFS is not bound to accept the application and may reject the application at its discretion;
- all the information in this application form is true and correct and I/we agree to notify BFS immediately if there is any change to such details;
- I/we have read and understood the "Important Information" on page 1;
- I/we have received, read and accept the terms and conditions as contained in our 'Product Information Statement – Offer Document: Debentures', 'Financial Services Guide' and 'Product Disclosure Statement and Terms & Conditions – BFS Non Cash Payment Products';
- If we are joint applicants, I/we agree that instructions may be given to BFS by either one of us and either of us may operate the account and bind the other;
- I/we understand that we have had the opportunity to receive financial product advice;
- I/we have provided BFS a signed Client Acknowledgement or that a signed Client Acknowledgement accompanies this application form;
- I/we consent to the collection, use and disclosure of personal information for the purposes shown in the Privacy Statement on page 7;
- I/we consent to BFS and its representatives to act as my agent in seeking access to my credit information held by credit reporting bodies and credit providers. This authority applies to inquiries made by BFS in connection with the provision of services to me by BFS in order to verify my personal information (including name, residential address and date of birth) for AML/CTF purposes.

Authorised officer	Authorised officer
<b>SIGN HERE</b>	<b>SIGN HERE</b>
<b>NAME</b>	<b>NAME</b>
Date / /	Date / /

## STEP 11. Taxation Information

Is the Organisation a resident (for tax purposes) of any country other than Australia?  
[If No, then this Section 11 is complete]

Yes  No

Please list the country or countries (other than Australia) below and the Tax Identification Number\* for the Organisation for each country:

Country 1		Tax Identification Number*	
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Country 2		Tax Identification Number*	
-----------	--	----------------------------	--

If Tax Identification Number is not held, please provide the reason, eg the country does not issue Tax Identification Numbers.	
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\* A Tax Identification Number or TIN is an identifying number issued by a country that is used for tax purposes.

## STEP 12. Tax File Number

Please complete this section of the form if you wish to provide your TFN.

Under the provisions of the income tax legislation, you are not required to provide your Tax File Number. However, if you don't, we are required to withhold tax at the highest marginal personal income tax rate plus Medicare Levy from any interest payments made.

Tax File Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

OR

ABN

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

OR

Reasons for exemption from quoting

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Please apply all tax file number/s /exemption/s to this and any additional account attached to the same client record.

### Important Information

Please read the following pages that set out important information about BFS and in relation to verification of identity and privacy

## STEP 13. Further Important Information

### Verification of Identity

The Anti-Money Laundering and Counter-Terrorism Financing Act 2006 requires Baptist Financial Services (BFS) to confirm and verify the identity of the entity and authorised signatories before:

- an account can be opened in the name of the business entity;
- the business entity is eligible to lodge funds into an account; or
- a signatory can become an authorised signatory to the business account.

To enable us to confirm and verify the identity of the authorised signatories, we may disclose personal information such as their name, date of birth, and address to a credit reporting agency (CRA) to obtain an assessment of whether that personal information matches information held by the CRA. The CRA may check your information with the document issuer or the official record holder. The CRA may give us a report on that assessment and to do so may use personal information about the signatory and other individuals in their files. If we are unable to verify any signatory's identity using information held by a CRA, we will provide them with a notice to this effect. They may take the opportunity to contact the CRA to update the information held by them. They must also arrange verification of their identity using an alternative method acceptable to BFS.

### Privacy Statement

BFS is committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy, which provides further information about how we handle your information, is available upon request or by accessing our website [www.bfs.org.au](http://www.bfs.org.au).

BFS's contact details for privacy purposes are as follows:

BFS's Privacy Officer  
clients@bfs.org.au  
PO Box 122, Epping NSW 1710 and 1300 650 542

We generally collect personal information directly from you. For example, personal information will be collected through our application processes, forms and other interactions with you in the course of providing you with our products and services, including when you visit our website, call us or send us correspondence. We may also obtain credit information about you from identity verifiers, credit providers and credit reporting bodies on your behalf if necessary for us to provide our services to you.

BFS collects and holds personal information for the purposes set out in the Privacy Policy.

If you do not provide us with the personal information we request, we may not be able to provide you with our products or services, or meet your needs appropriately.

We may use and disclose the personal information we collect about you for the following purposes:

- to assist BFS in providing you our products and services;
- completion of documentation and application forms;
- to consider and assess your request for a product or service;
- let you know about other products or services we offer, send you information about special offers or invite you to events;
- to protect our business and other clients from fraudulent or unlawful activity;
- to conduct our business and perform other management and administration tasks;
- to consider any concerns or complaints you may have;
- to manage any legal actions involving BFS;
- to comply with relevant laws, regulations and other legal obligations;
- to help us improve the products and services offered to our clients, and to enhance our overall business; and

The types of organisations to whom we may need to disclose your personal information to include:

- a related entity of BFS;
- an agent, contractor or service provider we engage to carry out our functions and activities, such as our lawyers, accountants, or other advisors;
- organisations involved in a transfer or sale of all or part of our assets or business;
- organisations involved in managing our payments, payment merchants and other financial institutions such as banks;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- your guarantor, referee(s), employer or co-account holder;
- financial product issuers;
- other credit providers and credit reporting bodies;
- a debt collector; and
- anyone else to whom you authorise us to disclose it.

We may disclose personal information to recipients that are located outside Australia in some circumstances. Any disclosure of personal information to overseas recipients will be in accordance with our Privacy Policy.

Our Privacy Policy contains information about how:

- you may access information, including credit information, held about you;
- you may seek the correction of information, including credit information, about you;
- you may complain about a breach of the Privacy Act 1988, including the Australian Privacy Principles and the Credit Reporting Code; and
- we will deal with a privacy complaint.

We may use personal information we collect from you to send marketing material from time to time, unless you elect not to receive the material. We will not provide your personal information to any third party other than in accordance with our Privacy Policy.

We may also disclose your personal information to a CRA for the purpose set out above in “Verification of Identity using information at a credit reporting agency (CRA)”.

Information about credit reporting, including the contact details of the CRAs we deal with, how we or a CRA may use your information, how to access our policies and your rights in relation to your credit information, is available at [www.bfs.org.au](http://www.bfs.org.au). You can request to have this information provided in hard copy by contacting our Privacy Officer.

# Baptist Financial Services Australia Ltd

ABN 56 002 861 789 – AFSL 311062



Ph - 1300 650 542

Email [clients@bfs.org.au](mailto:clients@bfs.org.au)

Web [www.bfs.org.au](http://www.bfs.org.au)

NSW/ACT PO Box 122 Epping NSW 1710

VIC/TAS

PO Box 377 Hawthorn VIC 3122

SA/NT PO Box 432 Unley SA 5061

WA

PO Box 57 Burswood WA 6100

A delegated body of Australian Baptist Ministries

## Client Acknowledgement

I acknowledge that:

- Client funds invested in BFS debentures are used to support our charitable purposes by providing loans and services to churches and associated Christian ministries.
- BFS's current Identification Statement regarding its debenture products, which has been lodged with the Australian Securities & Investments Commission (ASIC), can be viewed on our website: [www.bfs.org.au](http://www.bfs.org.au).
- BFS is required by law to notify investors that our debenture products are not subject to the usual protections for investors under the Corporations Act 2001 (Cth) and are not regulated by ASIC.
- Investment in our debenture products is only intended for investors whose primary investment purpose is to support our charitable purpose.
- Investors of BFS debenture products may be unable to get some or all of their money back when they expect to, or at all.
- BFS's debenture products are not comparable to investments issued by banks, finance companies or fund managers.

By signing this Client Acknowledgement, I confirm I have read and understood the above disclosures which BFS has provided.

**SIGN HERE**

Name

Date

(print details clearly)



## INVESTMENT INTEREST RATE SCHEDULE

Effective from 10.11.2017

### Part 3a of 3

This Schedule of 2 pages (part 3a and 3b) forms part of the Product Information Statement – Offer Document referred to therein as Part 3. All interest rates are per annum (p.a.) Information in this document is subject to change from time to time. Please contact us to verify current interest applicable to each product. This schedule can be viewed on the BFS website and any variations to these interest rates will be notified via the website.

### SAVINGS, NOW AND CHEQUE ACCOUNTS:

<b>Savings Accounts (Wholesale clients only)</b>	<b>Interest Paid Monthly</b>
Whole balance up to \$9,999	0.40%
Whole balance \$10,000 to \$69,999	0.50%
Whole balance \$70,000 to \$299,999	0.65%
Whole balance of \$300,000 and over	1.00%
<b>Notice of Withdrawal Account (31 days notice required for withdrawal)</b>	<b>Interest Paid Monthly</b>
Whole balance	2.75%
<b>BFS Cheq Accounts (Baptist Organisations Only)</b>	<b>Interest Paid Monthly</b>
Whole balance up to \$9,999	0.40%
Whole balance \$10,000 to \$69,999	0.50%
Whole balance \$70,000 to \$299,999	0.65%
Whole balance of \$300,000 and over	1.00%
<b>Hi Savings Online Accounts (Wholesale clients only)</b>	<b>Interest Paid Monthly</b>
Whole balance	2.00%
<b>Business Savings Online Accounts (Wholesale clients only)</b>	<b>Interest Paid Monthly</b>
Whole balance	2.00%
<b>Pensioner Deeming Accounts (31 days notice required for withdrawal)</b>	<b>Interest Paid Monthly</b>
<i>Individual Accounts</i>	
First \$48,000	1.75%
Portion over \$48,000	3.25%
<i>Joint Accounts</i>	
First \$79,600	1.75%
Portion over \$79,600	3.25%
<b>Funeral Investment Account (Personal Accounts Only)</b>	<b>Interest Paid Monthly</b>
Individuals only - Maximum \$12,500 plus interest (indexed annually by Centrelink on 1 July)	1.50%
<b>Development Fund Savings Accounts (31 days notice required for withdrawal)</b>	<b>Interest Paid Monthly</b>
(Available only to clients with existing Development Fund accounts at 31/12/2009 – additional fund lodgements are not permitted as advised by Aust. Govt.)	
Interest Rate to be nominated by the investor	0.00% to 2.00%

Please ask for the Product Information Statement – Offer Document to assist you in your product selection.



## Baptist Financial Services Australia Ltd

ABN 56 002 861 789 - AFSL 311062

Ph - 1300 650 542

Email - [clients@bfs.org.au](mailto:clients@bfs.org.au)

Web - [www.bfs.org.au](http://www.bfs.org.au)

NSW/ACT

PO Box 122 Epping NSW 1710

VIC/TAS

PO Box 377 Hawthorn VIC 3122

SA/NT

PO Box 432 Unley SA 5061

WA

PO Box 57 Burswood WA 6100

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Page 1 of 2

**INVESTMENT INTEREST RATE SCHEDULE Effective from 10.11.2017****Part 3b of 3**

This Schedule of 2 pages (part 3a and 3b) forms part of the Product Information Statement – Offer Document referred to therein as Part 3. All interest rates are per annum (pa) Information in this document is subject to change from time to time. Please contact us to verify current interest applicable to each product. This schedule can be viewed on the BFS website and any variations to these interest rates will be notified via the website.

**TERM INVESTMENTS:**

<b>Term Investment up to \$4,999.99</b>					
	<i>Interest Payment Frequency</i>				
<i>Term</i>	<i>Every Month</i>	<i>3 Monthly</i>	<i>6 Monthly</i>	<i>12 Monthly</i>	<i>On Maturity</i>
31 days	-	-	-	-	2.00%
3 months	-	-	-	-	2.50%
6 months	-	-	-	-	2.80%
9 months	-	-	-	-	2.80%
12 months	2.75%	2.76%	2.77%	-	2.80%
18 months	2.75%	2.76%	2.77%	2.80%	2.82%
24 months	2.96%	2.97%	2.98%	3.00%	3.05%
36 months	2.96%	2.97%	2.98%	3.00%	3.09%
<b>Term Investment of \$5,000.00 to \$19,999.99</b>					
	<i>Interest Payment Frequency</i>				
<i>Term</i>	<i>Every Month</i>	<i>3 Monthly</i>	<i>6 Monthly</i>	<i>12 Monthly</i>	<i>On Maturity</i>
31 days	-	-	-	-	2.30%
3 months	-	-	-	-	2.65%
6 months	-	-	-	-	2.80%
9 months	-	-	-	-	2.80%
12 months	2.91%	2.92%	2.93%	-	2.95%
18 months	2.91%	2.92%	2.93%	2.95%	2.97%
24 months	2.96%	2.97%	2.98%	3.00%	3.05%
36 months	2.96%	2.97%	2.98%	3.00%	3.09%
<b>Term Investment of \$20,000.00 to \$99,999.99</b>					
	<i>Interest Payment Frequency</i>				
<i>Term</i>	<i>Every Month</i>	<i>3 Monthly</i>	<i>6 Monthly</i>	<i>12 Monthly</i>	<i>On Maturity</i>
31 days	-	-	-	-	2.35%
3 months	-	-	-	-	2.80%
6 months	-	-	-	-	2.85%
9 months	-	-	-	-	2.85%
12 months	2.96%	2.97%	2.98%	-	3.00%
18 months	2.96%	2.97%	2.98%	3.00%	3.02%
24 months	3.05%	3.06%	3.07%	3.10%	3.15%
36 months	3.10%	3.11%	3.12%	3.15%	3.25%
<b>Term Investment of \$100,000.00 and over</b>					
	<i>Interest Payment Frequency</i>				
<i>Term</i>	<i>Every Month</i>	<i>3 Monthly</i>	<i>6 Monthly</i>	<i>12 Monthly</i>	<i>On Maturity</i>
31 days	-	-	-	-	2.35%
3 months	-	-	-	-	2.80%
6 months	-	-	-	-	2.85%
9 months	-	-	-	-	2.85%
12 months	2.96%	2.97%	2.98%	-	3.00%
18 months	2.96%	2.97%	2.98%	3.00%	3.02%
24 months	3.05%	3.06%	3.07%	3.10%	3.15%
36 months	3.14%	3.15%	3.16%	3.20%	3.30%

Please ask for the Product Information Statement – Offer Document to assist you in your product selection.

**Baptist Financial Services Australia Ltd**

ABN 56 002 861 789 - AFSL 311062

Ph - 1300 650 542

Email - clients@bfs.org.au

Web - www.bfs.org.au

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Page 2 of 2



# Baptist Financial Services Australia Limited

ABN 56 002 861 789

AFSL 311 062



**Baptist  
Financial  
Services**

## Financial Services Guide

Issue Date: 18.10.2017

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

# FINANCIAL SERVICES GUIDE

## 1. Purpose and Contents of this Financial Services Guide ("FSG")

This FSG is designed to provide you with important information to assist you in deciding whether to use any of our financial services, including the following:

- Who we are & how you can contact us
- What services we are authorised to provide
- How we (and other relevant persons) are remunerated for these services
- Any (potential) conflicts of interest we may have; and
- Our dispute resolution process.

If you would like further information, please ask us.

## 2. Name of Service Provider

The Service Provider is Baptist Financial Services Australia Ltd ABN 56 002 861 789 ("BFS"), and the principal contact is the Chief Executive Officer.

BFS is a registered charity and public company, limited by guarantee. Our mission is, through good stewardship and responsible management of client funds, to provide resources to Churches, schools, aged care, community services and other Christian ministry organisations.

## 3. Australian Financial Services Licence ("AFSL") authorisations & services provided

BFS holds an AFSL [Number 311062]. BFS provides general advice and dealing services to retail and wholesale clients in relation to basic deposit products, non-basic deposit products, securities (debenture products) and non-cash payment products.

Our products include a wide range of payment facilities and debenture products in the form of investment accounts to meet our clients' needs. These are detailed on our website [www.bfs.org.au](http://www.bfs.org.au). Please note that our investment products for retail clients have a minimum term and/or notice of withdrawal period of 31 days.

## 4. ASIC & APRA Exemptions

### (i) APRA

BFS operates under the Banking Exemption No.1 of 2016 issued by the Australian Prudential Regulation Authority (APRA) in relation to the operation of its religious charitable development fund.

**Accordingly, please note that BFS is not prudentially supervised by APRA, and investors in BFS will not receive the benefit of the financial claims scheme or the depositor protection provisions in the Banking Act 1959. Investments in BFS products are intended to be a means for investors to support the charitable purposes of BFS.**

### (ii) ASIC

BFS's fundraising activities through the issue of debenture products are covered by an exemption from the Australian Securities & Investments Commission (ASIC), ASIC Class Order 02/184 together with ASIC Corporations (Charitable Investment Fundraising) Instrument 2016/813.

Our debenture products cater for persons who wish to promote the charitable purposes, and support the work, of churches and Christian organisations, and for whom profit considerations are not of primary relevance in their decision to invest.

**We are required by law to notify investors that our investments are only intended for those investors whose primary purpose is to support our charitable purpose. Investors may be unable to get some or all of their money back when they expect to, or at all. Our products are not comparable to investments issued by banks, finance companies or fund managers.**

Money invested with BFS is invested in a manner consistent with Christian ethics and principles. Surpluses generated are distributed to Baptist Unions and Associations around Australia to support a range of Baptist ministry projects and to promote the interests of the Church.

BFS has lodged an Identification Statement with ASIC in relation to our current products, which can be viewed on our website.

We are also required by law to notify you that our products and services are not subject to the usual protections for investors under the Corporations Act 2001 (Act) or regulation by ASIC.

The debenture products offered by BFS are not subject to the normal requirement to have a disclosure document or Product Disclosure Statement and to be registered or have a trust deed under the Act. The debenture offering has not been examined or approved by ASIC.

## 5. Contact details

### **Baptist Financial Services Australia Ltd**

#### Offices:

NSW/ACT: Level 1, 3 Carlingford Rd, Epping NSW 2121

VIC/TAS: Level 1, 1193 Toorak Rd, Hartwell VIC  
SA/NT: Baptist Centre, 35 King William Road, Unley SA

WA: 21 Rowe Avenue, Riverdale WA

#### Postal Addresses:

NSW/ACT: PO BOX 122 Epping NSW 1710

VIC/TAS: PO BOX 377 Hawthorn VIC 3122

SA/NT: PO BOX 432 Unley SA 5061

WA: PO BOX 57 Burswood WA 6100

Tel: 1300 650 542

Fax: 1300 784 699

Email: [clients@bfs.org.au](mailto:clients@bfs.org.au)

Website: [www.bfs.org.au](http://www.bfs.org.au)

## 6. Advice & Documentation

BFS provides general advice only to clients regarding our debenture products, basic deposit products, non-basic deposit products and non-cash payment facilities. Please note that BFS does not provide personal advice and we will NOT take into account your financial situation, objectives and needs, and you will NOT receive a Statement of Advice. Before acting on the advice, clients should consider the information having regard to their personal circumstances and consider the relevant disclosure document or Product Disclosure Statement.

If you are a retail client and apply for one of our debenture products, we will provide you with a Product Information Statement - Offer Document: Debentures (PISOD) and a Product Disclosure Statement regarding the non-cash payment products we offer in relation to these investments.

While BFS believes the general advice and information we provide is accurate and reliable, neither BFS nor their directors, officers, employees, contractors or associates assume any responsibility for the accuracy and completeness or currency of that advice and information.

BFS shall not be responsible for any loss arising from any investment based on a perceived recommendation, and no publication shall be construed as a representation or warranty (either express nor implied) that a client will profit or that a client will not sustain losses.

## 7. Method of providing financial services

If you wish to utilise our products and services, you will need to provide us with a signed application form. The protocol for providing us with instructions is detailed in the relevant disclosure document.

## 8. Professional Indemnity Insurance

In compliance with s912B of the Corporations Act and ASIC RG 126, we maintain adequate professional indemnity insurance in connection with the financial products and services we provide, including in relation to the conduct of our former representatives or employees.

## 9. Our record-keeping obligations

BFS will seek to ensure that comprehensive and accurate records of all client transactions and general advice provided, are properly maintained.

## 10. Who do we act for?

BFS is responsible for the financial services provided to you under its Australian Financial

Services Licence, and does not act on behalf of any other financial services licensee.

### 11. Remuneration, commission & benefits expected to be received by BFS for provision of our financial services

BFS receives reimbursement fees from Indue Ltd on BPAY transactions for capturing and processing bill payment instructions.

BFS also receives referral and transaction commissions from our bankers for clients who access Merchant Card services and Foreign Exchange facilities. Applicable fees are detailed in our Product Disclosure Statement (non-cash payment products), PISOD, Fees and Charges Schedule which are published on our website [www.bfs.org.au](http://www.bfs.org.au).

Representatives of BFS who provide you with services receive a salary, but do not receive commissions.

### 12. Dispute Resolution

BFS is committed to providing quality products and services. We have an internal dispute resolution process in place to resolve any complaints or concerns you may have, as quickly and fairly as possible in the circumstances. Any complaints or concerns should be raised with a member of our staff in the first instance, or with our Complaints Handling Officer on 1300 650 542.

We will seek to resolve your complaint within 45 days or such further time period that may reasonably be required given the nature of the complaint.

If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Financial Ombudsman Service [Tel: 1300 780 808, Web: [www.fos.org.au](http://www.fos.org.au)], an approved external dispute resolution scheme, of which BFS is a member. You may also lodge a complaint via the ASIC freecall infoline on 1300 300 630.

### 13. Privacy Statement

BFS is committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy, which

provides further information about how we handle your information, is available upon request or by accessing our website [bfs.org.au](http://bfs.org.au).

BFS's contact details for privacy purposes are as follows:

BFS's Privacy Officer

[clients@bfs.org.au](mailto:clients@bfs.org.au)

P O Box 122, Epping NSW 1710 and 1300 650 542

We generally collect personal information directly from you. For example, personal information will be collected through our application processes, forms and other interactions with you in the course of providing you with our products and services, including when you visit our website, call us or send us correspondence. We may also obtain credit information about you from identity verifiers, credit providers and credit reporting bodies on your behalf if necessary for us to provide our services to you.

BFS collects and holds personal information for the purposes set out in the Privacy Policy.

If you do not provide us with the personal information we request, we may not be able to provide you with our products or services, or meet your needs appropriately.

We may use and disclose the personal information we collect about you for the following purposes:

- to assist BFS in providing you our products and services;
- completion of documentation and application forms;
- to consider and assess your request for a product or service;
- let you know about other products or services we offer, send you information about special offers or invite you to events;
- to protect our business and other customers from fraudulent or unlawful activity;
- to conduct our business and perform other management and administration tasks;
- to consider any concerns or complaints you may have;
- to manage any legal actions involving BFS;
- to comply with relevant laws, regulations and other legal obligations;

- to help us improve the products and services offered to our customers, and to enhance our overall business.

The types of organisations to whom we may need to disclose your personal information to include:

- a related entity of BFS;
- an agent, contractor or service provider we engage to carry out our functions and activities, such as our lawyers, accountants, or other advisors;
- organisations involved in a transfer or sale of all or part of our assets or business;
- organisations involved in managing our payments, payment merchants and other financial institutions such as banks;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- your guarantor, referee(s), employer or co-account holder;
- financial product issuers;
- other credit providers and credit reporting bodies;
- a debt collector; and
- anyone else to whom you authorise us to disclose it.

We may disclose personal information to recipients that are located outside Australia in some circumstances. Any disclosure of personal information to overseas recipients will be in accordance with our Privacy Policy.

Our Privacy Policy contains information about how:

- you may access information, including credit information, held about you;
- you may seek the correction of information, including credit information, about you;
- you may complain about a breach of the Privacy Act 1988, including the Australian Privacy Principles and the Credit Reporting Code; and
- we will deal with a privacy complaint.

We may use personal information we collect from you to send marketing material from time to time, unless you elect not to receive the material. We will not provide your personal information to any third party other than in accordance with our Privacy Policy.

We may also disclose your personal information to a credit reporting agency (CRA)

who may check your information with the document issuer or official record holder for the purpose of verifying your identity.

Information about credit reporting, including the contact details of the CRAs we deal with, how we or a CRA may use your information, how to access our policies and your rights in relation to your credit information, is available at [www.bfs.org.au](http://www.bfs.org.au). You can request to have this information provided in hard copy by contacting our Privacy Officer.

# Baptist Financial Services Australia Limited

ABN 56 002 861 789

AFSL 311 062



# Baptist Financial Services

## Product Disclosure Statement and Terms & Conditions

BFS Non-Cash Payment Products  
Retail Clients Only

**Issue Date: 18.10.2017**

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

## Important Note

Baptist Financial Services Australia Limited (**BFS**) is a charity incorporated as a public company, and limited by guarantee which operates under a registered trademark BFS throughout Australia.

This Product Disclosure Statement (**PDS**) describes the non-cash payment products we offer, which can be used in relation to your investment accounts with us. Our accounts are debenture products and for information regarding our full range of debenture products we offer retail clients, please read our Product Information Statement – Offer Document: Debentures.

Please note that this PDS does not take into account your investment objectives, financial position or particular needs and therefore does not constitute a recommendation, advice or opinion. Before utilising a BFS non-cash payment product, you should read this PDS and our Financial Services Guide (FSG) carefully in their entirety and consult a financial adviser and/or other professional adviser to ensure this is appropriate for your particular financial objectives, needs and circumstances.

The offer of non-cash payment products under this PDS may only be used by persons who receive it in Australia. The information in this PDS does not constitute an offer in any jurisdiction other than Australia. This is not an offer to any person or an offer in any place, to which or in which it is unlawful to make such an offer.

For information regarding the full range of products and services BFS offers, please read our FSG.

If you have any queries regarding this PDS, please contact us at the following:

Phone: 1300 650 542 (between 8.30am-4.30pm Sydney time on a business day)  
Fax: 1300 784 699  
Email: [clients@bfs.org.au](mailto:clients@bfs.org.au)  
Mail: PO Box 122, Epping NSW 1710  
Website: [www.bfs.org.au](http://www.bfs.org.au)

# Product Disclosure Statement and Terms & Conditions

## BFS Non-Cash Payment Products

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# PART 1 (of 2)

## 1 DEFINITIONS

**Access Method** means a method authorised by us for your use and accepted by us as authority to make payments and to access your account and includes, but is not limited to, any combination of an account number, expiry date, login and password, but does not include a method which requires your manual signature.

**ADI** means Authorised Deposit-Taking Institution.

**AFSL** means Australian Financial Services Licence.

**AML/CTF** means Anti-Money Laundering/Counter-Terrorism Financing.

**ASIC** means Australian Securities and Investments Commission.

**Authorised Instructions** means the provision of signed written instructions or the completion of a withdrawal form; or providing instructions by Secure Email.

**Authorised Signatory** means you or any person authorised to operate your account(s).

**Banking Business Day** - any day on which banks in Sydney are able to effect settlement through the Reserve Bank of Australia.

**BFS** Baptist Financial Services Australia Limited.

**BFSOnline** an interactive website which allows you access to your BFS accounts.

**Business Day** means a day other than a Saturday or Sunday or a public holiday in Sydney, New South Wales.

**Codes** Either or both of your login and password.

**Cut-Off Time** means 3.30 pm Sydney NSW time by which your payment instructions must be received by us in order for these instructions to be processed that day.

**Debit Day** means the day that payment by you to us is due.

**Debit Payment** means a particular transaction where a debit is made.

**Direct Debit Request** means a request to debit an external account normally on a recurring basis.

**FSG** means Financial Services Guide.

**PDS** means Product Disclosure Statement – BFS Non-Cash Payment Products; this document.

**Payment Service/Direct Credit** means an electronic funds transfer (EFT).

**Unauthorised Transactions** means transactions on your BFS account performed without your authority or knowledge.

**We/us/our** BFS.

**You/your** A BFS account holder either individually or jointly or any person acting with authority on behalf of the account holder.

## **2 PURPOSE AND CONTENTS OF THIS PDS**

The purpose of this PDS is to provide you with important information regarding the BFS non-cash payment products we offer, including the following information:

- Who is BFS
- How to contact BFS
- Which products BFS offers
- Key features/benefits/risks of these products
- Any (potential) conflicts of interest BFS may have in offering these products
- BFS's internal and external dispute resolution process

### **2.1 CHANGES TO THE PDS WORDING**

Information in this PDS is subject to change from time to time.

Changes in this PDS will be communicated to you in several ways and these are:

- If a change will be materially adverse to you, BFS will issue you with a new PDS or a supplementary PDS.
- For changes which are not materially adverse to you, we will communicate the changes to you in writing or electronically at the earliest opportunity.

You can find out if we have updated the PDS and obtain a copy of any updated information by contacting us. We will be pleased to provide you a free paper copy of any updates if you request them.

## **3 NAME OF ISSUER AND AUSTRALIAN FINANCIAL SERVICES LICENSE (“AFSL”)**

The Issuer is Baptist Financial Services Australia Limited ABN 56 002 861 789 (“BFS”), and the Principal contact is the Chief Executive Officer.

BFS holds an Australian Financial Services Licence No. 311062 and provides general advice and dealing services (arrange and issue) in relation to basic deposit products, deposit products other than basic deposit products, securities (debenture products) and non-cash payment products to retail and wholesale clients.

## **4 CONTACT DETAILS OF BFS**

Contact details are listed under “Important Note” at the front of this document.

## 5 NON-CASH PAYMENT PRODUCTS OFFERED BY BFS

A non-cash payment is made where an individual makes payments or causes payments to be made through a facility, other than through the physical delivery of cash.

BFS in this PDS offers to provide the following non-cash payment facilities for use in relation to an investment account:

- Internet Account Access
- Direct Debit Services
- Electronic Funds Transfers
- BFS Corporate Cheques
- Bank Cheques

See the following sections for information about the nature, key benefits and significant risks of the non-cash payment products we offer.

We recommend that you obtain independent advice if you are not familiar with these products.

### 5.1 INTERNET ACCOUNT ACCESS (BFSONLINE)

BFSOnline is a facility provided by BFS to assist with the day to day management of your investments with us. You will be required to complete an Application Form for access to BFSOnline. You will be provided with a login and password to gain access to your investments from any computer which has an internet connection with a compatible browser by logging on through [www.bfs.org.au](http://www.bfs.org.au).

By setting up BFSOnline you will be able to do one or more of the following:

- Review and check your account balances;
- Review your transaction history on linked accounts;
- Customise the way you view your accounts online;
- View, download and print account transactions;
- Access online statements;
- View year-to-date interest and withholding tax information for the current and previous year;
- Send us a Secure Email with instructions or a message.

#### Key Features and Benefits

- BFSOnline provides you with access to view your accounts 24 hours a day - 7 days a week.
- The security system uses encryption software to help protect your account information.
- The security of BFSOnline to your accounts is maintained through the issue of a unique login and password.

#### Significant Risks

- If you divulge your login and password to a third party, you may be liable for any losses sustained as a result of the actions of such third party.

- If you are careless in maintaining the security of your login and password, you may be liable for any losses sustained as a result of the actions of an unauthorised third party.
- If at any time you believe your login or password have been misused, lost, or compromised in any way, you must inform us immediately. If you do not notify us immediately you may be liable for any losses sustained as a result of the actions of a third party.
- You are responsible for any information or details you enter into the BFSOnline systems. We cannot accept responsibility for any errors or omissions you may make. Access also depends upon your own operating system working properly for which BFS cannot be responsible.
- While you may lodge a withdrawal request or provide to us Secure Email instructions, you cannot initiate an automatic transfer of funds using BFSOnline.
- We cannot warrant that data you transmit via BFSOnline is totally secure.
- Disruption to computer and/or telecommunications systems may occur from time to time resulting in the temporary unavailability of this service.
- To maintain security of access through BFSOnline you should ensure that the computer used is secure and has up to date “anti-virus” software and a firewall.

#### **Costs**

- BFS does not charge a fee for the provision of access to the BFSOnline facility.
- Refer to Part 2 of this PDS for Account and Services Fees Schedule.

## **5.2 DIRECT DEBIT SERVICES**

Direct Debit services use an automated payment system which enables a specified amount to be debited from an account with another financial institution and then credited to an account with BFS on a pre-arranged, periodical (or one-off) basis.

You will need to complete a Direct Debit Request form to access this service.

#### **Key Features and Benefits**

- The convenience and ease of pre-arranging regular payments for a set or indefinite timeframe without having to arrange individual payments or transfers each time.
- Automatic payments can be one-off or periodic/regular payments.

#### **Significant Risks**

- You will need to ensure that sufficient funds are held in the account at the external financial institution to cover the direct debit payment amount.
- If you wish to cease the direct debit, you may need to contact BFS in writing.
- Disruption to computer and/or telecommunications systems may occur from time to time resulting in the temporary unavailability of this service.

#### **Costs**

- BFS does not charge a fee for the provision of the direct debit payment. However, transfers from accounts held at other financial institutions may incur a fee per transaction by the other financial institution.

- A dishonour fee may apply where there are insufficient funds in the account of the external financial institution to cover the direct debit payment.
- Refer to Part 2 of this PDS for Account and Services Fees Schedule.

### **5.3 ELECTRONIC FUNDS TRANSFER (DIRECT ENTRY) TO AN ADI ACCOUNT**

After the notice period, you may withdraw funds from an account with BFS by an Electronic Funds Transfer (or Direct Entry) from the available funds balance of your account to an account in your name with an Australian ADI.

To access this service you will need to provide valid authorised instructions. You can provide authorised instructions by:

- providing us written instructions or a completed withdrawal form;
- telephone;
- email; or
- Secure Email on BFSOnline.

Prior to acting on your instructions, we may need to verify you are an Authorised Signatory and your instruction is an Authorised Instruction.

#### **Key Features and Benefits**

- The convenience of transferring funds electronically from your account to another account in your name with an Australian ADI.

#### **Significant Risks**

- You will need to ensure that sufficient available funds are held in your account to cover the withdrawal.
- Direct Entry transfers cannot be refunded or reversed once they have been completed.
- Disruption to computer and/or telecommunications systems may occur from time to time resulting in the temporary unavailability of this service.
- If your account does not have a fixed term (of at least 31 days), you will need to provide us with at least 31 days' notice to withdraw funds from your account using this service.

#### **Costs**

- We do not charge you a fee for withdrawals by Electronic Fund Transfers. However, transfers to accounts held at other financial institutions may incur a fee by the other financial institution.
- Refer to Part 2 of this PDS for Account and Services Fees Schedule.

### **5.4 BFS CORPORATE CHEQUES**

After the notice period, you can withdraw funds by way of corporate cheque payable to you. A corporate cheque is a cheque drawn by BFS on BFS's corporate bank account.

To access this service you will need to provide valid authorised instructions. You can provide authorised instructions by:

- providing us written instructions or a completed withdrawal form;
- telephone;
- email; or
- Secure Email on BFSOnline.

Prior to acting on your instructions, we may need to verify you are an Authorised Signatory and that your instructions are Authorised Instructions.

### **Key Features and Benefits**

- The convenience and ease of withdrawing funds from your BFS account by a BFS corporate cheque.
- The BFS corporate cheque may be sent directly to you at your request.

### **Significant Risks**

- You will need to ensure that sufficient available funds are held in your account to cover the withdrawal.
- You will need to allow for possible delays in the receipt of the BFS corporate cheque posted by us to your address.
- It may take up to three business days for the BFS corporate cheque to clear when lodged to an account with another financial institution.
- If your account does not have a fixed term (of at least 31 days), you will need to provide us with at least 31 days' notice to withdraw your funds.
- Although you may request a stop payment, the request may not reach our bank before the cheque is paid.

### **Costs**

- We do not charge you a fee for a BFS corporate cheque.
- We do not charge you a fee to record the Stop Payment of a BFS corporate cheque, however there may be costs if the stopped cheque is presented to our Corporate account.
- Refer to Part 2 of this PDS for Account and Services Fees Schedule.

## **5.5 BANK CHEQUES**

After the notice period you may withdraw funds by way of a Bank Cheque payable to you. BFS will arrange for the cheque to be issued by our bankers.

To access this service you will need to provide valid authorised instructions. You can provide authorised instructions by:

- providing us written instructions or a completed withdrawal form;
- telephone;
- email; or
- Secure Email on BFSOnline.

Prior to acting on your instructions, we may need to verify you are an Authorised Signatory and that your instructions are Authorised Instructions.

### **Key Features and Benefits**

- The convenience and ease of arranging for the issue of a Bank Cheque.
- Bank Cheques can be collected by clients or their authorised representatives from any nominated branch of our bankers in Australia.
- Bank Cheques can be sent by post to you.

### **Significant Risks**

- Bank Cheques may be delayed or lost in the postal system.
- It may take up to three business days for the Bank Cheque to clear when lodged to an account with another financial institution.
- If your account does not have a fixed term (of at least 31 days), you will need to provide us with at least 31 days' notice to withdraw your funds.
- Although you may request a stop payment, the request may not reach our bank before the cheque is paid.

### **Costs**

- We charge a fee for the issue of a Bank Cheque.
- Cheques lodged to accounts held at other financial institutions may incur a fee per transaction by the other financial institution.
- Refer to Part 2 of this PDS for Account and Services Fees Schedule.

## **6 DOCUMENTATION**

BFS will provide you with an application or authorisation form in order to facilitate your use of our non-cash payment products, which you will need to sign and return, prior to using these services. BFS has the right to request additional documentation if it so requires. This may include information sought to confirm the identity of account holders and/or authorised signatories to accounts.

Please contact us for a copy of the relevant form or download the form from our website [www.bfs.org.au](http://www.bfs.org.au). You should read the terms and conditions detailed in this PDS carefully and seek independent legal and/or financial advice should you have any concerns, prior to signing the relevant form.

## **7 REMUNERATION / BENEFITS / COMMISSIONS RECEIVED BY BFS IN PROVIDING FINANCIAL SERVICES**

### *How our staff are paid*

All staff receive a salary that includes superannuation benefits. No commissions are received by BFS employees or directors.



## 8 CONFLICTS OF INTEREST

In the event BFS has any arrangement or relationship which may influence our services to you, there is an obligation to disclose any such arrangement or relationship to you prior to utilising our non-cash payment products.

BFS does not currently have any arrangement or relationship which might influence our services to you.

## 9 DISPUTE RESOLUTION PROCESS

BFS is committed to providing quality products and services. As part of that commitment, we are focused upon improving client satisfaction by providing an efficient and accessible system for complaint resolution. We have an internal dispute resolution process (**IDR**) in place to resolve any complaints or concerns you have fairly and quickly.

If you have any complaint about the service provided to you, you should take the following steps:

Any complaints or concerns should be raised in the first instance with a member of our staff, who will seek to resolve your complaint within 3 working days (up to a maximum of 20 days). You may also direct your complaint to our Complaints Handling Officer on 1300 650 542 or to our postal address: P O Box 122, Epping NSW 1710.

If you are dissatisfied with our final IDR decision, you have the right to lodge a complaint with the Financial Ombudsman Service (**FOS**) up to two years after receiving our final decision. FOS is an approved external dispute resolution scheme, of which BFS is a member.

You can contact the Financial Ombudsman Service ("FOS") by:

- phoning: 1800 367 287;
- writing to:  
Financial Ombudsman Service Limited  
GPO Box 3  
Melbourne Vic 3001;
- faxing to: (03) 9613 6399;
- emailing to: [info@fos.org.au](mailto:info@fos.org.au); or
- website: [www.fos.org.au](http://www.fos.org.au).

You can also contact the Australian Securities and Investments Commission (ASIC) on 1300 300 630. You may contact ASIC to make a complaint and obtain information about your rights.

For more information on our complaints handling process, please contact us.

## 10 PRIVACY

Your personal information will be treated strictly in accordance with our Privacy Policy, which is set out on our website. Upon request you may gain access to the information we hold about you in accordance with the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth).

## **11 AML / CTF OBLIGATIONS**

In order for BFS to meet its regulatory and compliance obligations you agree to and are aware that:

- transactions may be delayed, blocked, frozen or refused where we have reasonable grounds to believe that they breach Australian law or sanctions (or the law or sanctions of any other country). Where this occurs, BFS and its correspondents are not liable for any loss you suffer (including consequential loss) howsoever caused;
- we may from time to time require additional information from you to assist us in the above compliance process, and you must provide that information; and
- where legally obliged to do so, we will disclose the information gathered to regulatory and/or law enforcement agencies, other financial institutions, service providers, or other third parties.

You agree to provide the following undertakings and indemnify BFS against any potential losses arising from any breach of these by you:

- You will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
- The underlying activity for which our services are being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country).

## **12 TERMS AND CONDITIONS - GENERAL**

These terms and conditions will be governed and interpreted by and in accordance with the laws of New South Wales.

You agree to the jurisdiction of the courts of New South Wales to determine any dispute arising out of these terms and conditions.

It is your sole obligation to ensure the information you provide to us is correct in relation to any payment instructions you give us using non-cash payment facilities we provide, as BFS will accept no liability or responsibility for incorrect transfers or any dishonour fees resulting from them.

Unless otherwise provided in the terms and conditions for the particular non-cash payment facilities we offer, and to the extent permitted by law, we are not liable for any loss or damage you suffer as a result of using our non-cash payment facilities or any delay, omission or failure in respect of any transfer (including but not limited to technical/ system failure or third party failure).

You will indemnify and keep us indemnified fully in respect of any claims, actions, losses, damages or expenses howsoever arising and by whomsoever caused, made against or incurred by us in respect of any matters resulting from your use of our non-cash payment facilities.

BFS shall not be liable for any transactions processed using our direct debit made in good faith notwithstanding your death or bankruptcy or the revocation of this request by any other means until notice of your death or bankruptcy or of such revocation is received by us.

### **12.1 CHANGES TO THESE TERMS AND CONDITIONS**

Unless not permitted by law, we can vary our accounts and account products at any time. We will provide you with reasonable notice of the variation before it takes effect unless it is not reasonably practicable to do so because of changes to regulatory requirements.

## **13 TERMS AND CONDITIONS - SECURE EMAIL**

Secure Email is a secure communication service available through BFSOnline. Clients can use it to communicate with BFS and provide authorised instructions. This service is accessed by an individual who has been given access to BFSOnline by BFS or by a BFSOnline Business Administrator.

After logging on to BFSOnline, Secure Email is accessed from the Menu Bar. A Secure Email request, message or instructions can be sent internally through BFS's client management system to BFS staff.

Secure email is not an internet email service but uses a secure internal mail system via the client software system used by BFS to manage your accounts.

You may also receive a secure message from BFS via Secure Email and you will be alerted to the arrival of a Secure Email as soon as you logon to BFSOnline.

Please note that where your BFS account requires at least two (2) persons to authorise any transaction or to operate on the account, at least 2 authorised signatories will be required to send separate Secure Emails to BFS to transact or to change information in respect of your account.

Where Nominated Account details have been provided to BFS, the daily transfer limit for Secure Email authorised transactions from each BFS account into the Nominated Account is unlimited.

## **14 TERMS AND CONDITIONS - INTERNET ACCOUNT ACCESS (BFSONLINE)**

### **14.1 GENERAL**

Your account may include access to our BFSOnline service. BFSOnline allows you to access your account and information through the BFS website.

You will be taken to have accepted these terms and conditions when you, or an authorised user, accesses or seeks to access, an account through BFSOnline.

BFSOnline is available to Australian citizens and Australian residents only.

In the event of any inconsistencies between this section and other sections of the terms and conditions, this section will apply to the extent of the inconsistency.

When you use BFSOnline, you agree that:

- while you may lodge a withdrawal request or provide Secure Email instructions using BFSOnline, you cannot initiate an automatic transfer of funds in your accounts using BFSOnline;

- you are giving BFS instructions;
- BFS can rely on these instructions as instructions given by you and you will be liable for all transactions we process that arise from use of BFSOnline;
- other than to correct an error in your account and the refund of any charges or fees imposed on you as a result of the error, BFS will not be liable to you for any loss caused by BFSOnline malfunctioning if you were aware, or should have been aware, that BFSOnline was unavailable for use or was malfunctioning;
- if you believe that your password has been breached, you must notify BFS as soon as possible;
- if you believe there has been a mistake or we processed a transaction that you did not authorise, you must immediately contact BFS;
- information BFS gives you through BFSOnline about your account relates to transactions that BFS has processed. Some transactions that you may have made may not have been processed to the account at the time BFS gives you the information you have requested.
- these terms and conditions operate in conjunction with the terms and conditions applicable to the individual products offered by BFS and non-cash payment products you have nominated to be accessed by using this service.

BFS agrees to comply with the ePayments Code.

Applications for BFSOnline must always be in the name of an individual. Joint account clients must apply separately for a login if required.

Individuals with authority to operate both personal and business or church accounts may request access to all accounts using the same login, but they must use a separate application form for access to each client number.

## **14.2 SECURITY OF CODES**

The security of your codes is very important. If you fail to observe the security requirements set out in these terms and conditions, you are responsible for any unauthorised use of your codes. It is therefore very important that you keep both your login and your password confidential, and you agree:

- Not to choose for a password any part or combination of your date of birth, your name, family members names, or licence, social security, or similar numbers;
- Not to record your codes in writing without making a reasonable attempt to protect their security;
- Not to store your codes in electronic organisers, mobile phones, personal computers, or any other type of low security electronic device;
- Not to disclose your password to anyone (including family members or us);
- Not to allow another person to watch you input your codes;
- Not to disclose your login to anyone (except us);
- Not to permit any other person to use your codes;
- To tell us as soon as you realise or suspect that another person knows one or more of your codes. You do this by calling us on the numbers listed in the Contact details section of the PDS - if outside of business hours leave a message on our answering service;

- To change your password at regular intervals not exceeding 90 days and ensure that your authorised users do likewise; and
- That any BFSOnline Administrator may create codes for other users but will observe the above security requirements set out in these terms and conditions in respect of the created codes.

You acknowledge that there may be other unsuitable ways to disguise your codes because another person could possibly work out your password. You must use extreme care if you decide to use a memory aid for your codes.

### **14.3 LIABILITY FOR UNAUTHORISED TRANSACTIONS**

You will not be liable for losses:

- caused by fraudulent or negligent conduct by employees of BFS or any of our service providers;
- relating to any forged, faulty, expired or cancelled component of BFSOnline;
- that arise from transactions which required the use of your codes set up by BFS and which occurred before you received any such codes;
- caused by the same transaction being incorrectly debited more than once to the same account;
- resulting from an unauthorised transaction/s occurring after you have first notified us that the security of the codes has been breached; or
- resulting from an unauthorised transaction/s where it is clear that you have not contributed to the losses.

If it is unclear whether you have contributed to the loss caused by an unauthorised transaction performed using your codes:

- your liability will be limited to the lesser of \$150 or the balance of the account from which the value was transferred; or
- the actual loss at the time you notified us that security of the codes had been breached.

If we can prove on the balance of probability that you contributed to the loss arising from the unauthorised transaction:

- by not abiding by these terms and conditions in relation to the points shown above regarding security of your codes; or
- by acting with carelessness in failing to protect the security of your codes in any way,

You are liable for the actual losses incurred before you notified us that security had been breached, except for:

- that part of the loss which exceeds the balance of the account in which the loss was incurred; and
- losses incurred on any accounts which you and we had not agreed should be accessed by BFSOnline.

## **14.4 OBLIGATIONS**

BFS is not responsible for the operation of any secure computer equipment or electronic system (other than BFSOnline) you use to access BFSOnline using the internet.

BFS may cancel or suspend your access to BFSOnline at any time. If BFS does this and it is practical to do so, BFS will notify you prior to BFS cancelling or suspending your access to BFSOnline.

BFSOnline instructions requiring the transfer of funds may not be carried out if there are insufficient funds in your account.

You must be an authorised signatory to an account to be granted FULL access to that account. Non-authorised signatories may apply for ENQUIRY ONLY access but this request must be authorised by the appropriate authorised signatory/s to the account/s.

The first time you login you will be required to change your temporary password to a new password of your own choice. This password should be chosen carefully so as to be secure and known only to you. It should not be the same or similar to any other password or personal identification number you have.

You may terminate your BFSOnline at any time by giving notice in writing to BFS.

You acknowledge and accept that BFS cannot verify by way of signature comparison whether access was correct and authorised and accept that the use of the correct codes is the equivalent to the use of an authorised signature/s.

You agree to take full responsibility for all transactions effected through BFSOnline where the correct codes of you or your authorised users are used.

## **14.5 FEES**

Please refer to Part 2 – Account and Services Fees Schedule for fees which may be payable for a rejected electronic transaction or to trace an electronic transaction.

# **15 TERMS AND CONDITIONS - DIRECT DEBIT SERVICES**

## **15.1 GENERAL**

Your account may include access to a direct debit service whereby you can instruct the debit of a specific amount and the transfer and credit of that amount to your BFS account from an account held with another financial institution either on a periodic or one-off basis.

You must ensure that you have sufficient cleared funds available in your account, from which the transfer is to be made, to enable such transfer to be made on the designated date(s).

You may cancel your authority for us to facilitate transfers between your accounts at any time by giving us notice in writing 7 days prior to the date on which the next transfer is due to be made.

You will be required to provide BFS with full details of your other account(s) including BSB and account name and numbers, in order for us to facilitate your direct debits. We may request information from you to validate your bank details.

If the payment falls on a non-business day, you must ensure sufficient funds are available on the following business day.

## **15.2 DIRECT DEBIT REQUESTS**

You can request a debit using the direct debit service by providing us a completed Direct Debit Request form.

## **15.3 STOP PAYMENTS**

You can arrange for a direct debit transfer to be stopped if you notify us at least 7 days prior to the day payment is due to be made.

We may at our discretion stop a direct debit request at any time. We will notify you should this occur.

A request to cancel a direct debit facility must be provided by you to BFS.

The direct debit request may be cancelled if three or more debit requests are returned unpaid, and you shall be liable for any fees incurred as a result.

Where you consider a transfer has been effected incorrectly, you should contact us to investigate.

## **15.4 FEES**

Please refer to Part 2 – Account and Services Fees Schedule for fees which may be payable for the direct debit service.

# **16 TERMS AND CONDITIONS - ELECTRONIC FUNDS TRANSFER (DIRECT ENTRY) TO AN ADI ACCOUNT**

## **16.1 GENERAL**

Your account may include access to our Direct Entry service which allows you to withdraw funds from your BFS account electronically and transfer them to an account in your name with an Australian ADI.

We may withdraw the Direct Entry service at any time.

You must ensure that sufficient available funds are held in your account to cover the withdrawal.

By requesting a withdrawal of your funds by our Direct Entry service you acknowledge that:

- funds in your BFS account can only be transferred to an account you hold with an Australian ADI; and
- you will need to provide us at least 31 days' notice to withdraw funds from your account using this service (where the account is not for a fixed term over 30 days).

## **16.2 WITHDRAWAL REQUESTS**

You can request a withdrawal using the Direct Entry service by:

- providing us written instructions or a completed withdrawal form;
- telephone;
- email; or
- Secure Email on BFSOnline.

Prior to acting on your instructions, we may need to verify you are an Authorised Signatory and that your instructions are Authorised Instructions.

Withdrawal requests received by us for processing before 3.30 pm Sydney time on a business day will generally be processed that day. Withdrawal requests received after 3.30 pm Sydney time may be processed on the following business day.

## **16.3 STOP PAYMENTS**

External transfers cannot be refunded or reversed once they have been completed. It is your responsibility to ensure that all details, including the transaction amount, BSB and account number given to us for the transaction are correct before processing.

As we do not have control over other financial institutions, we are not able to advise you of the time it will take to complete the electronic transfer.

Please check your account after the electronic transfer to confirm the completion of the transaction and the availability of the funds from that electronic transfer for any other purpose you may have.

## **16.4 FEES**

Please refer to our Part 2 - Account and Services Fees Schedule for any fees which may be payable for a rejected electronic transaction or to trace an electronic transaction.



## **17 TERMS AND CONDITIONS - CORPORATE CHEQUES**

### **17.1 GENERAL**

Your account may include access to our corporate cheque service which allows you to withdraw funds by way of corporate cheque payable to you. A corporate cheque is a cheque drawn by BFS on BFS's corporate bank account.

We may withdraw the corporate cheque service at any time.

You must ensure that sufficient available funds are held in your account to cover the withdrawal. By requesting a withdrawal of your funds by corporate cheque you acknowledge that:

- a corporate cheque drawn on BFS's corporate bank account is payable only to you; and
- you will need to provide us at least 31 days' notice to withdraw funds from your account using this service (where the account is not for a fixed term over 30 days).

### **17.2 WITHDRAWAL REQUESTS**

You can request a withdrawal using the corporate cheque service by:

- providing us written instructions or a completed withdrawal form;
- telephone;
- email; or
- Secure Email on BFSOnline.

Prior to acting on your instructions, we may need to verify you are an Authorised Signatory and that your instructions are Authorised Instructions.

### **17.3 STOP PAYMENT**

It is only possible to stop payment on a corporate cheque up to the time it is presented to our bankers for payment.

If you want to stop payment on a corporate cheque you need to:

contact us immediately and notify us of all the details;  
send us a written request to stop payment on the cheque, setting out all the details of the cheque;  
and  
provide written consent from the cheque payee where possible or provide an indemnity to BFS.

We are unable to stop payment on a corporate cheque by telephone request. To process a stop payment with our bankers you must provide a written direction.

We will not be responsible to you if your direction arrives after our banker has paid on the cheque as presented to them.

## **17.4 FEES**

We do not charge you a fee to record the stop payment of a corporate cheque, however there may be costs charged by our corporate banker which will be passed on to you by debiting your account. Please refer to Part 2 - Account and Services Fees Schedule for any fees which may be payable.

## **18 TERMS AND CONDITIONS - BANK CHEQUES**

### **18.1 GENERAL**

Your account may include access to our bank cheque service which allows you to withdraw funds by way of bank cheque payable to you. A bank cheque is a cheque issued by our bankers. You will be taken to have accepted these terms and conditions each time you request a bank cheque.

We may withdraw the bank cheque service at any time.

You must ensure that sufficient available funds are held in your account to cover the withdrawal.

By requesting a withdrawal of your funds by bank cheque you acknowledge that:

- a bank cheque issued by BFS's bankers is payable only to you; and
- you will need to provide us at least 31 days' notice to withdraw funds from your account using this service (where the account is not for a fixed term over 30 days).

Bank cheques will be arranged through our bankers for collection from our Sydney Office or from your nominated branch of one of our bankers on the business day (Sydney Time) where your request is received by 1.00 pm (Sydney time), or the following business day where your request is received after 1.00 pm (Sydney time).

### **18.2 WITHDRAWAL REQUESTS**

You can request a withdrawal using the bank cheque service by:

- providing us written instructions or a completed withdrawal form;
- telephone;
- email; or
- Secure Email on BFSOnline.

Prior to acting on your instructions, we may need to verify you are an Authorised Signatory and that your instructions are Authorised Instructions.

### **18.3 STOP PAYMENT**

A bank cheque may only be stopped before the time it is presented to our bankers for payment and only if the cheque is stolen or lost.

If you want to stop payment on a cheque you need to:

- contact us immediately and notify us of all the details;
- send us a written request to stop payment on the cheque, setting out all the details of the cheque; or
- provide written consent from the cheque payee where possible or provide an indemnity to BFS.

We are unable to stop payment on a bank cheque by telephone request. To ask our banks to stop payment you must provide a written direction. We cannot guarantee that our bank will act on a stop payment request on a bank cheque.

We will not be responsible to you if your direction arrives after our bankers have paid on the bank cheque as presented to them.

We do not charge you a fee to record the stop payment of a bank cheque, however there may be costs charged by our corporate banker which will be passed on to you by debiting your account.

### **18.4 FEES**

Please refer to our Part 2 - Account and Services Fees Schedule for any fees which may be payable for the issue of a bank cheque.

## **PART 2 (of 2)**

### **19 ACCOUNT AND SERVICES FEES SCHEDULE**

Please refer to the separate Account and Services Fees Schedule for our current Fees. The Account and Services Fees Schedule forms part of this PDS. Please contact us for a copy of the current schedule or download the schedule from our website [www.bfs.org.au](http://www.bfs.org.au).

# Baptist Financial Services Australia Limited

ABN 56 002 861 789

AFSL 311 062



**Baptist  
Financial  
Services**

## Product Information Statement - Offer Document: Debentures

Issue Date: 18.10.2017

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

## Important Note

Baptist Financial Services Australia Limited (BFS) is a charity incorporated as a public company, and limited by guarantee. The company is a delegated body of the Baptist Union of Australia Inc and provides financial services to Baptist and other Christian organisations throughout NSW/ACT, SA/NT, Tas, Vic and WA.

BFS is a “charity” within the meaning of Regulatory Guide 87 *Charitable schemes and school enrolment deposits* (RG 87) and ASIC Corporations (Charitable Investment Fundraising) Instrument 2016/813 issued by the Australian Securities & Investments Commission (ASIC).

**BFS is not prudentially supervised by the Australian Prudential Regulation Authority (APRA). Therefore, an investment in BFS debentures will not receive the benefit of the financial claims scheme or the depositor protection provisions in the *Banking Act 1959* (Cth). Investments in BFS debentures are intended to be a means for investors to support the charitable purposes of the Fund.**

**BFS is required by law to notify investors that the debenture products offered by BFS:**

- are not subject to the usual protections for investors under the Corporations Act or regulation by ASIC;
- are only intended to attract investors whose primary purpose for making the investment is to support the religious and charitable purposes of BFS and for whom the consideration of profit is not of primary relevance in their investment decision;
- investors may not be able to get some or all of their money back when the investor expects or at all; and
- BFS debentures are not comparable to investments with banks, finance companies or fund managers.

In addition, the debenture products offered by BFS are:

- Not subject to the normal requirements under the *Corporations Act 2001* (Cth) to have a trust deed, to issue a Product Disclosure Statement, nor lodge such a document with the ASIC; and
- Not examined or approved by ASIC.

This Product Information Statement - Offer Document (“PISOD”) contains important information but does not take into account your investment objectives, financial position or particular needs and therefore does not constitute a recommendation, advice or opinion. Before making an investment in BFS debentures, you should read this PISOD carefully in its entirety and consult a financial adviser and/or other professional adviser to ensure this is appropriate for your particular financial objectives, needs and circumstances.

This offer of debentures under this PISOD may only be used by persons who receive it in Australia. The information in this PISOD does not constitute an offer in any jurisdiction other than Australia. This is not an offer to any person or an offer in any place, to which or in which it is unlawful to make such an offer.

Before making an investment in BFS debentures, you should also read:

- BFS’s Identification Statement; and
- Product Disclosure Statement - BFS Non-Cash Payment Products,

which are both available on our website: [www.bfs.org.au](http://www.bfs.org.au).

For information regarding the full range of products and services BFS offers, please read our Financial Services Guide (FSG). If you have any queries regarding this PISOD, please contact us using the contact information provided in Section 4.

# Debenture Products

<b>1</b>	<b>DEFINITIONS</b>	<b>1</b>
<b>2</b>	<b>PURPOSE OF THIS PRODUCT INFORMATION STATEMENT - OFFER DOCUMENT (“PISOD”)</b>	<b>2</b>
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# PART 1 (of 3)

## 1 DEFINITIONS

**AFSL** means Australian Financial Services Licence.

**APRA** means Australian Prudential Regulation Authority.

**ASIC** means Australian Securities and Investments Commission.

**Authorised Signatory** means you or any person authorised to operate your account(s).

**BFS:** Baptist Financial Services Australia Limited.

**BFSOnline:** An interactive website which allows you access to your BFS accounts. BFSOnline is a non-cash payment facility offered by BFS and its terms are set out in our Financial Services Guide and Product Disclosure Statement – BFS Non-Cash Payment Products. Please ensure you obtain and read that document before operating a non-cash payment facility with BFS.

**ADI** means Authorised Deposit-Taking Institution.

**Business Day** means a day other than a Saturday or Sunday or a public holiday in Sydney, New South Wales.

**Direct Debit** means a payment facility through which regular payments are made from your account. Direct Debit is a non-cash payment facility offered by BFS and its terms are set out in our Financial Services Guide and Product Disclosure Statement – BFS Non-Cash Payment Products. Please ensure you obtain and read that document before operating a non-cash payment facility with BFS.

**Direct Debit agreement** means form required to be completed to enable BFS to set up a Direct Debit.

**Direct Debit Transfer** means a transfer from an established predefined external account. Direct Debit Transfer is a non-cash payment facility offered by BFS and its terms are set out in our Financial Services Guide and Product Disclosure Statement – BFS Non-Cash Payment Products. Please ensure you obtain and read that document before operating a non-cash payment facility with BFS.

**EFT** means Electronic Funds Transfer and are funds transfers initiated by giving an instruction, through electronic equipment and using an access method, to BFS (directly or indirectly) to debit or credit an account maintained by BFS. This can include, but not limited to, receipt of rent, pensions, etc. Also referred to as **Electronic Funds (credit) Transfer** and **Electronic Funds (debit) Transfer**.

**eStatements** means statements available for download when signed in to the BFSOnline portal.

**FSG** means our Financial Services Guide.

**Payment Service/Direct Credit** means EFT.

**PDS** means Product Disclosure Statement.

**PISOD** means this document.

**Term Investment** means any account when funds are lodged for a set term and interest rate.

**We/us/our:** BFS.

**You/your:** A BFS account holder either individually or jointly or any person acting with authority on behalf of the account holder.



## 2 PURPOSE OF THIS PRODUCT INFORMATION STATEMENT - OFFER DOCUMENT (“PISOD”)

The purpose of this PISOD is to offer BFS’s debenture products and provide you with important information regarding the BFS debenture products we offer, including the following information:

- Who is BFS
- How to contact BFS
- Which products BFS offers
- Key features/benefits/risks of these products
- Any (potential) conflicts of interest BFS may have in offering these products
- BFS’s internal and external dispute resolution process
- Applicable account and service fees for these products

We may change, add to or delete information in this PISOD at any time. This includes varying interest rates, the way interest is calculated or imposing any fee or charge. In doing so, we must act in accordance with any relevant legislation.

Where we make changes to these terms and conditions that require us to notify you in advance of the change, we will provide you with a notice of the change and the date the change is to be implemented.

Where we are not required to give you notice prior to implementing the change, we may do so immediately without providing prior notification to you.

Any notice we are required to give to you concerning any change to the terms and conditions may be given to you in accordance with any law or code, which may include:

- Advice on or with your statement;
- A notice on electronic equipment, such as [www.bfs.org.au](http://www.bfs.org.au); or
- A letter.

Any notice or document may be given by us sending it to your last known address. Except where not permitted at law, if we send it to your last known address, it is taken to have been received on the date it would have been delivered in the ordinary course of the post.

A certificate signed by an officer of BFS is evidence of the postage date and that the mail was posted on the date specified in the certificate.

To obtain a current copy of any parts of this document without charge please contact Baptist Financial Services Australia Limited as per Section 4.

This PISOD does not constitute an offer or solicitation to anyone outside Australia.

If you decide to make an investment in BFS’s debenture products, you should retain this PISOD for future reference as it contains a summary of the key features of, and the terms and conditions which apply to, your investment.

If you would like further information, please do not hesitate to contact us. Further details about our services are also available on our website.

### **3 NAME OF ISSUER & AUSTRALIAN FINANCIAL SERVICES LICENSE (“AFSL”)**

The Issuer is Baptist Financial Services Australia Limited ABN 56 002 861 789 (“BFS”), and the Principal contact is the Chief Executive Officer.

This PISOD has been prepared by BFS and has not been and is not required to be lodged with ASIC. The PISOD and the debenture products offered herein have not been examined or approved by ASIC and ASIC assumes no responsibility for the contents of this PISOD or the debenture products offered herein.

BFS holds Australian Financial Services Licence No. 311062 and provides general advice and dealing services (arrange and issue) in relation to basic deposit products, deposit products other than basic deposit products, securities (debenture products) and non-cash payment products to retail and wholesale clients. This PISOD is issued pursuant to ASIC Regulatory Guide 87 and ASIC Corporations (Charitable Investment Fundraising) Instrument 2016/813.

### **4 CONTACT DETAILS OF BFS**

If you have any queries regarding this PISOD, please contact us at the following:

Phone: 1300 650 542 (between 8.30am-4.30pm Sydney time on a business day)  
Fax: 1300 784 699  
Email: [clients@bfs.org.au](mailto:clients@bfs.org.au)  
Mail: PO Box 122, Epping NSW 1710  
Website: [www.bfs.org.au](http://www.bfs.org.au)

### **5 THE DEBENTURE PRODUCTS OFFERED BY BFS TO RETAIL CLIENTS**

BFS offers the following debenture products to retail clients:

- Notice of Withdrawal Account
- Term Investments
- Pensioner Deeming Accounts
- Development Fund Accounts
- Funeral Investment Accounts

#### **Key Features and Benefits of BFS debenture products**

- There is no minimum investment amount.
- No account keeping fees. For full details of fees refer to Part 2.
- View accounts at any time via our BFSOnline internet account access service. Refer to our Non-Cash Payment Products PDS for full details about BFSOnline.
- Interest payments are credited to your investment balance or to an account you hold with Australian ADI.
- Statements are issued at least annually at the end of June.
- Funds may be lodged to the account in multiple ways. Refer to Section 13.4 Making Investments.

- Your investment helps support the work of churches, schools, camp sites and other Christian ministries principally by funding loans to these organisations to support their religious and charitable purposes. BFS also provides sponsorship and grants to support Baptist ministry.

### **Key Risks of BFS debenture products**

- Have minimum notice period for withdrawal or fixed terms of at least 31 days.
- Interest rates may change if market rates change. The rate of interest may be varied by BFS from time to time without prior notice and is available from BFS by contacting one of our offices or from our web site. The interest rate on Term Investments is fixed for the term of the nominated lodgement period. Interest Rates are detailed in Part 3 of this PISOD.
- All debenture products with BFS are unsecured, and investors are advised that neither the performance of/ return on investments, nor repayment of capital is guaranteed.
- Cheques lodged to an account generally take up to three (3) Business Days to clear. Funds cannot be relied upon until the cheque is cleared.
- Funds can only be withdrawn by:
  - transfer to an account you hold with an Australian ADI; or
  - cheque made payable to you.

### **Early Redemption – Hardship**

- A request for Early Redemption may be approved for a valid reason, at the sole discretion of BFS. However, funds may only be released without requiring 31 days' notice in cases of financial hardship.
- The BFS Early Redemption Policy is available from the BFS website [www.bfs.org.au](http://www.bfs.org.au).
- An Early Redemption Interest Adjustment may be applied if the debenture product is redeemed prior to the expiry of the debenture product's minimum notice period or its scheduled maturity date in the case of Term Investments.
- An Early Redemption Fee may be applied if debenture product is redeemed prior to the expiry of the debenture product's minimum notice period or its scheduled maturity date in the case of Term Investments.

### **Costs of BFS debenture products**

- Account and service fees are detailed in Part 2 of this PISOD.

### **Further details about BFS debenture products**

For further details as to the nature, key benefits, significant risks and costs of utilising our debenture products, please refer to the following sub-sections. Please note the following information is only a summary of the significant issues and is not intended to be exhaustive. If you are not fully familiar with such products we strongly recommend you obtain independent financial and/or professional advice before proceeding with an investment.

The specific contractual terms and conditions which apply to your dealings in these products are detailed later in this PISOD.

### **Investments in which your funds may be placed**

Funds invested in BFS debenture products may be invested by BFS in secured or unsecured loans, securities, (government and otherwise), fixed income products, bills of exchange, floating rate notes,

fixed rate corporate bonds, listed securities, registered managed investment schemes and real estate.

### **Liquidity Reserve**

BFS maintains a liquidity reserve of a minimum of 20% of BFS's total debenture investments in readily realisable investments.

## **5.1 NOTICE OF WITHDRAWAL ACCOUNT**

The Notice of Withdrawal Account debenture product can be added to at any time but requires notice to be given before funds can be withdrawn.

### **Key Features and Benefits**

- You can lodge additional funds into the account at any time.
- No fixed term - but 31 days' notice is required for any withdrawal.
- You may give us one or more notices to withdraw funds at any one time provided there is sufficient available balance to fund all notices.
- The interest rate is variable.
- Interest is calculated daily and credited at the end of each calendar month.
- Interest may be credited to your Notice of Withdrawal Account or to an account you hold with an Australian ADI.

### **Key risks**

- All debenture investments with BFS are unsecured, and investors are advised that neither the performance of/return on investments, nor repayment of capital is guaranteed.
- You will need to provide at least 31 days' notice before funds can be withdrawn
- Funds can only be withdrawn by:
  - transfer to an account you hold with an Australian ADI; or
  - cheque made payable to you.

Please ensure you read Sections 13 and 14.1 in this PISOD for the general and specific terms and conditions which will apply to this product.

## **5.2 TERM INVESTMENTS**

Term Investments are accepted for a fixed term between 31 days and 36 months.

### **Key Features and Benefits**

- Your Term Investment provides a fixed interest rate on your investment for a fixed term.
- Interest is calculated daily and credited on maturity, or, where available, at other frequency chosen by you (also see Section 14.5.)
- Interest may be credited to your Term Investment Account or to an account you hold with an Australian ADI.
- Additional investments cannot be made during the fixed term and may only be added up to 10 calendar days following renewal of an existing investment.

## Key Risks

- All debenture investments with BFS are unsecured, and investors are advised that neither the performance of/return on investments, nor repayment of capital is guaranteed.
- Interest rates are fixed for the term of the nominated lodgement period.
- At the completion of the fixed term, if notice of reinvestment or withdrawal has not been received by BFS from the investor the investment will be automatically renewed for the same term with the interest arrangements at the rate of interest applying on the date of renewal.
- Funds can only be withdrawn by:
  - transfer to an account you hold with an Australian ADI; or
  - cheque made payable to you.

Please ensure you read Sections 13 and 14.2 in this PISOD for the general and specific terms and conditions which will apply to this product.

## 5.3 PENSIONER DEEMING ACCOUNTS

The Pensioner Deeming Account is a debenture investment designed to meet the government's deeming regulations and is only available to independent retirees aged 55 and over or to those who are receiving a Centrelink payment, Veteran's Affairs payment or other government pension. The tiered amounts and interest rates are set by the Federal Government.

Interest rates will vary if the interest rates and/or tiers are changed by the Federal Government without prior notice.

### Key Features and Benefits

- You can lodge additional funds into the account at any time.
- No fixed term – but 31 days' notice is required for any withdrawal.
- Tiered interest rates are set by the Federal Government.
- Interest is calculated daily and credited at the end of each calendar month.
- Interest may be credited to your Pensioner Deeming Account or to an account you hold with an Australian ADI.
- Available for personal investors who are independent retirees aged 55 and over or to those who are receiving a Centrelink payment, Veteran's Affairs payment or other government pension.

### Key risks

- All debenture investments with BFS are unsecured, and investors are advised that neither the performance of/return on investments, nor repayment of capital is guaranteed.
- Risk that interest rates may change – Federal Government determines the interest rate
- You will need to provide at least 31 days' notice before funds can be withdrawn
- Funds can only be withdrawn by:
  - transfer to an account you hold with an Australian ADI; or
  - cheque made payable to you.

Please ensure you read Sections 13 and 14.3 in this PISOD for the general and specific terms and conditions which will apply to this product.

## 5.4 DEVELOPMENT FUND ACCOUNTS

You can invest with a BFS Development Fund Account and elect to receive either no interest or a reduced interest rate. Investing in this way provides the opportunity for you to partner in supporting new and existing churches & Christian ministry throughout Australia. As you receive a reduced amount of interest (or no interest) the income earned from funds invested will assist us to resource Baptist ministry and the provision of services to churches and other Christian organisations.

### Key Features and Benefits

- You can lodge additional funds into the account at any time.
- No fixed term – but 31 days' notice is required for any withdrawal.
- You can nominate any interest rate from no interest up to the lowest interest payable on the Notice of Withdrawal Account and change the rate at any time.
- Interest (if any) is calculated daily and credited at the end of each calendar month.
- Interest may be credited to your Development Fund account or to an account you hold with an Australian ADI.
- Fund lodgements to these accounts will not be exempt from the Centrelink Deeming provisions.

### Key Risks

- All debenture investments with BFS are unsecured, and investors are advised that neither the performance of/return on investments, nor repayment of capital is guaranteed.
- You will need to provide at least 31 days' notice before funds can be withdrawn.
- Funds can only be withdrawn by:
  - transfer to an account you hold with an Australian ADI; or
  - cheque made payable to you.

Please ensure you read Sections 13 and 14.4 in this PISOD for the general and specific terms and conditions which will apply to this product.

## 5.5 FUNERAL INVESTMENT ACCOUNT

The Funeral Investment Account is a special purpose debenture investment account that allows the investor to put money aside to help meet the cost of their funeral up to a maximum as approved by Centrelink. The maximum amount can be found on our web site [www.bfs.org.au](http://www.bfs.org.au). This can be a great comfort at a time of grief for those bereaved.

The account is not a prepaid funeral account. Money invested can only be withdrawn to assist with costs relating to the funeral of the individual investor.

### Key Features and Benefits

- Your account/s provides funds to assist with payment of the investor's funeral expenses at a time of grief for those bereaved.
- Up to 2 accounts may be opened by the same individual.
- Account/s must be in one individual name only. Joint accounts are not available.
- Interest is calculated daily and credited at the end of each calendar month.
- Interest may only be credited to your Funeral Investment Account.

- Funds are paid to the Estate of the deceased investor.
- Additional funds may be invested at any time up to the limit of contributions approved by the Federal Government.
- Exempt from Centrelink income and assets tests (subject to special conditions).

### **Key Risks**

- All debenture investments with BFS are unsecured, and investors are advised that neither the performance of/return on investments, nor repayment of capital is guaranteed.
- Funds invested in the Funeral Investment Account/s cannot under any circumstances be withdrawn prior to the death of the investor.

Please ensure you read Sections 13 and 14.5 in this PISOD for the general and specific terms and conditions which will apply to this product.

## **6 HOW TO APPLY FOR AN INVESTMENT**

Application and supplementary forms eg authorisation forms associated with your investment in BFS's debenture products may be downloaded from BFS's website or alternatively you may contact BFS at the contact details in Section 4 and request the necessary documents be sent directly to you.

You will need to complete, sign and return all necessary original documents to BFS before your investment is implemented. Authorised signatories may need to provide the required identification documentation. We may also require you to reconfirm your identity and personal details at any time your investment remains open.

BFS may request further additional documentation and information if necessary to implement your investment. This may include information sought to confirm the identity of investors and/or authorised signatories to accounts.

Prior to signing the relevant forms, you should carefully read the terms and conditions contained in this PISOD and seek independent legal and/or financial advice to resolve any queries you may have. In offering these debenture products, BFS provides product information only and does not give any personal advice (advice which takes into consideration one or more of your financial objectives, circumstances or needs) and this PISOD does not contain information that takes account of your objectives, financial situation or needs. Therefore, we recommend that you take all reasonable steps to fully understand the outcomes of specific products and strategies adopted in relation to utilising the services provided by BFS.

Before we issue you a debenture product or accept an additional investment from you, you must sign an acknowledgement that you understand key disclosures we make in this offer document about BFS debentures.

BFS reserves the right, at its sole discretion, to refuse any application for the issue of its debenture products or to accept an additional investment without providing reasons.

## 7 STATEMENTS

We will send you a statement of your BFS products at least once every six months. You may request more frequent statements to be sent. Statements may also be viewed through BFSOnline at any time. For joint products, we will send the statement to the primary product holder. Secondary or joint product-holders may request a copy of the statement.

### **BFS eStatements Terms and Conditions**

#### **Key Features and Benefits of BFS BFSOnline eStatements**

The BFSOnline eStatement facility enables BFS clients to view their statements (eStatements) online within BFSOnline, rather than receiving paper statements sent to a postal address.

If you register to receive an eStatement you will receive an email each time a new eStatement becomes available in BFSOnline.

eStatements will be provided in a PDF format and can be viewed, saved and printed from BFSOnline. In addition to eStatements, other marketing material and information that would normally accompany a paper statement may also be included as a PDF document within BFSOnline or be provided via a separate link.

#### **Conditions of use - Personal Clients**

1. You are required to be registered for BFSOnline before you can register for eStatements. Access to BFSOnline is via the BFS website [www.bfs.org.au](http://www.bfs.org.au).
2. You must register to receive eStatements and provide an email address to receive notification that a new eStatement is available to view in BFSOnline.
3. You are required to have a compatible PDF viewer such as Adobe Acrobat to view your eStatements and any accompanying BFS information online.
4. You must ensure that your email address is updated if it changes. This is to ensure notification of eStatements is always sent to the correct email address. A change to an email address can be completed online and can be updated in BFSOnline under Client Maintenance>Contact Details>email address.
5. Should the email notification “bounce back” we will contact you requesting a new email address.
6. Once you are registered to receive eStatements, paper statements will no longer be sent.
7. You agree to regularly check your email for notices that eStatements are available.
8. If you locate any errors, discrepancies, or unauthorised transactions you must notify BFS immediately by calling BFS on 1300 650 542.
9. You will be responsible for maintaining and checking your electronic equipment.
10. You will be responsible for printing or saving important information and we strongly recommend that you do so.



11. You can cancel your registration to receive eStatements at any time. By deregistering for this service you will revert to receiving paper statements.
12. Access to eStatements is subject to system availability. If for any reason we are unable to provide an eStatement we may send a paper statement to your nominated postal address.
13. If the product is closed the final statement will be provided in paper form.
14. Archived statements prior to the implementation of eStatements will only be available starting from July 2014. The eStatement archive in BFSOnline will grow month by month following the implementation of eStatements. eStatements will be available for up to 7 years.

## **8 REMUNERATION / BENEFITS / COMMISSIONS RECEIVED BY BFS IN PROVIDING FINANCIAL SERVICES**

### *How our staff are paid*

All staff receive a salary that includes superannuation benefits. No commissions are received by BFS employees or directors.

## **9 CONFLICTS OF INTEREST**

In the event BFS has any arrangement or relationship which may influence our services to you, there is an obligation to disclose any such arrangement or relationship to you prior to investing in our debenture products.

BFS does not currently have any arrangement or relationship which might influence our services to you.

## **10 DISPUTE RESOLUTION PROCESS**

BFS is committed to providing quality products and services. As part of that commitment, we are focused upon improving client satisfaction by providing an efficient and accessible system for complaint resolution. We have an internal dispute resolution process (**IDR**) in place to resolve any complaints or concerns you have fairly and quickly.

If you have any complaint about the service provided to you, you should take the following steps:

1. Any complaints or concerns should be raised in the first instance with a member of our staff, who will seek to resolve your complaint within 3 working days (up to a maximum of 20 days). You may also direct your complaint to our Complaints Handling Officer on 1300 650 542 or to our postal address: P O Box 122, Epping NSW 1710.
2. If you are dissatisfied with our final IDR decision, you have the right to lodge a complaint with the Financial Ombudsman Service (FOS) up to two years after receiving our final decision. FOS is an approved external dispute resolution scheme, of which BFS is a member.

3. You can contact the Financial Ombudsman Service (“FOS”) by:

- phoning: 1800 367 287;
- writing to:  
Financial Ombudsman Service Limited  
GPO Box 3  
Melbourne Vic 3001;
- faxing to: (03) 9613 6399;
- emailing to: [info@fos.org.au](mailto:info@fos.org.au); or
- website: [www.fos.org.au](http://www.fos.org.au).

You can also contact the Australian Securities and Investments Commission (ASIC) on 1300 300 630. You may contact ASIC to make a complaint and obtain information about your rights.

For more information on our complaints handling process, please contact us.

## 11 PRIVACY

If you make an application, or you are a signatory to an investment, we collect and use the information and documents provided to substantiate your identity, authenticate your signature and to enable us to provide investment services to you and manage your investment. We may use your information to provide you with information and marketing material about our products and services provided by BFS. You may ask to be removed from our mailing list at any time, for marketing purposes, by writing to our Privacy Officer at PO Box 122, Epping, NSW, 1710.

We do not provide your information to any other organisation without your consent, other than to those organisations which provide administrative or other services as part of the operation of our business or as otherwise disclosed above. You may request access to information held by us about you or you may wish to update your personal or financial information by writing to the Privacy Officer at PO Box 122, Epping, NSW, 1710.

If at any time you provide information about another person to us, then you must first ensure the other person has read and understood this statement and has consented to that information being used and disclosed by us as set out above.

Our Privacy Statement is available on our web site [www.bfs.org.au](http://www.bfs.org.au).

## 12 ANTI-MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING ACT

BFS must meet regulatory and compliance obligations and you should be aware and agree that from time to time we may require additional information from you to assist us in the above compliance process and you must provide that information.

You agree that BFS may disclose the information gathered to regulatory and/or law enforcement agencies or where required by law.

You declare and undertake to BFS and indemnify BFS against any potential losses arising from any breach by you of such undertakings. You declare that you will not initiate, engage in or effect a transaction that may be in breach of any Australian laws (or laws of any other country).

## **13 GENERAL TERMS & CONDITIONS APPLICABLE TO ALL DEBENTURE PRODUCTS**

### **13.1 GENERAL**

Debentures issued by BFS are an unsecured obligation for BFS to repay the principal amount invested to the debenture holder at a future date, together with the applicable interest.

Debenture products have a fixed maturity date or a minimum notice period for redemption requests. Notwithstanding the fixed maturity date or receipt of a withdrawal notice, BFS will only allow redemption or repayment of the debenture if BFS has reasonable grounds to believe that all holders of debentures with a present entitlement to repayment will be able to be paid on that day and at all future times in accordance with their entitlements.

Investors are advised that neither the performance of/return on investments, nor repayment of capital is guaranteed.

#### **13.1.1 Changes to these Terms and Conditions**

Unless not permitted by law, we can vary our accounts and account products at any time. We will provide you with reasonable notice of the variation before it takes effect unless it is not reasonably practicable to do so because of changes to regulatory requirements.

### **13.2 AUTHORISED SIGNATORIES**

#### **13.2.1 General**

You can authorise a person to operate your accounts. This person is your 'authorised signatory'. Your authorised signatory will be entitled to operate your accounts and sign transaction documents eg withdrawals, as if that person were you. Your authorised signatory is entitled to alter or close your accounts or to access related products and services.

#### **13.2.2 Appointing an Authorised Signatory**

For you to appoint an authorised signatory:

- both you and the authorised signatory need to read the general and the specific terms and conditions for the relevant product or service;
- you need to complete the application form;
- both you and the authorised signatory need to read and sign the declaration on the application form;
- you need to give the completed and signed application form to us;
- you need to provide us with your authorised signatory's identification documents to satisfy our requirements; and
- you need to complete and lodge a Change of Authorised Signatories Form with us.

Your account(s) will be debited with all transactions made on your account by a person authorised to operate on your account(s). You are liable to pay for (or to repay) any credit provided on the account as a result of these transactions. Accordingly, you are responsible for all these transactions as if you had made them yourself.

### **13.2.3 Terminating the appointment of your authorised signatory**

An authority to operate will remain in place until we receive written notice of cancellation or written notice of death of the person granting the authority and that written notice has been processed by us or if instructed by court order or similar. Notice of cancellation must be signed by all surviving investors. We may require a new authority to operate before we allow further operation on the account.

If there is a dispute notified to us about an authority to operate or the owner of an account, we may refuse to allow operation of the account until all parties concerned have signed the necessary authority. We are not liable for any loss or damage caused by any delay in processing a cancellation of an authority to operate.

## **13.3 JOINT ACCOUNTS**

### **13.3.1 General**

If you open a joint account:

- the credit balance of a joint account is held jointly by all investors;
- each investor has the right to all of the balance, jointly with the other investors;
- a joint investor may only make a withdrawal on the terms of any authority to operate on the account;
- if there is any dispute between joint investors, we may decide to only permit operation on the account when all parties have signed the necessary authority to operate;
- and if a joint investor dies, the remaining investor holds the credit balance and if more than one, those remaining investors hold the credit balance jointly;
- each joint investor is liable for the whole of any debit balance on the account; and
- we can legally recover from all or any investor(s) any amount owing on the account.

### **13.3.2 Operational Status of Joint Accounts**

When you open your joint account, you choose the operational status for that account, for example:

- only one person is required to sign our transaction documents; or
- if there are more than two joint investors, a minimum number of persons required to sign our transaction documents; or
- all joint investors are required to sign our transaction documents.

## **13.4 CHANGES TO YOUR ACCOUNT DETAILS**

For any change you will need to complete the change of details form. On receipt of the completed form we will check our records and clarify the current operational status of any joint account, and amend the account(s) accordingly. A form is required for each person or business, ie a joint investment will require two forms if both parties have amendments to be advised.

## **13.5 METHODS OF LODGING FUNDS INTO AN ACCOUNT**

You may invest funds with us to accounts (other than a Funeral Investment Account or Term Investment) in these ways:

- by Internet Banking transfer from an external financial institution through BFSOnline to your account (conditions apply – see our Non-Cash Payment Products PDS for further details).
- by a payment service/direct credit;
- by post to the postal address in Section 4;
- by using a bank deposit book provided by us for lodgement through an external bank; or
- over the counter at one of our State Offices;

### **13.5.1 Internet Banking transfer from an External Financial Institution through BFSOnline to your account**

We normally issue you with an electronic receipt for the transaction. We advise you that special Terms and Conditions apply to your internet account access through BFSOnline, so we recommend you visit our website [www.bfs.org.au](http://www.bfs.org.au) and become familiar with those Terms and Conditions and our Internet account access procedures through BFSOnline.

You can only debit one pre-nominated account with an External Financial Institution. To nominate this account you need to complete the “Application for BFSOnline Access and Direct Debit Request” that is available on our website [www.bfs.org.au](http://www.bfs.org.au).

Refer to our Non-Cash Payment Products PDS for further information including the terms and conditions of this facility.

### **13.5.2 Payment Service/Direct Credit**

This is an arrangement with a third party, who directs money into your account with us by electronic transfer. We do not have control over that lodgement and we do not provide a receipt when the lodgement has been made by the direct credit supplier.

The first document you will receive from us acknowledging your investment will be the next statement we issue to you after lodgement. We recommend that you check your account statement to confirm the third party has made the lodgement to your account when anticipated by you. If the investment has not been made, you will need to contact the third party.

### **13.5.3 Post**

We recommend that you use the option to send us a funds lodgement by post as a last resort, where the other options are not available to you.

We are only responsible for the funds lodgement when it has been received by us. We further recommend the post option chosen by you should be one where Australia Post can confirm we have received your letter and funds lodgement.

We recommend that you should check with us after putting the funds lodgement in the post to confirm that we have received and processed your investment.

You must never send cash through the post, and only send crossed cheques/money orders of small amounts in the post to us.

If you do not have one of our Funds Lodgement forms, then we will need, in addition to your cheque/money order, a letter in clear and precise terms instructing us into which account your investment is to be made. Without the Funds Lodgement form or letter, we may not be able to process your investment.

#### **13.5.4 Using a deposit book provided by us for lodgement through an external bank**

At your request, we may issue you with a Westpac deposit book printed with a link number which directs the payment to your BFS account overnight. Deposits at any Westpac branch can only be made using a deposit form from the encoded Westpac deposit book provided.

Where you do not have access to a Westpac branch, you may request us to provide you with an appropriate encoded bank deposit book for use at a relevant Commonwealth Bank of Australia (CBA), National Australia Bank Limited (NAB) or Australia and New Zealand Banking Group Limited (ANZ) branch.

We recommend that you use the other bank encoded deposit book option as a last resort, where the Westpac deposit book option is not suitable to you. We are only responsible for the funds lodgement when it has been received by us.

We can refer business clients to Westpac to provide you with access to a Night Safe facility, where available, for the security of cash pending lodgement of the cash through the bank. A fee may be payable to Westpac for this facility.

We refer business clients to Westpac to provide you with access to a Business Express Deposit (BED) service to allow cash to be lodged through a quick deposit facility at a Westpac branch. There are no fees payable to Westpac for this service, although you will be subject to Westpac's applicable anti-money laundering processes.

We recommend that you should check your account statement after lodging funds through a Westpac, CBA, NAB or ANZ branch to confirm that we have received and processed your funds.

#### **13.5.5 Over the Counter at one of our State Offices**

When you visit us at one of our State Offices you will complete our Funds Lodgement Form or provide us with clear instructions about details of the account into which the funds are to be applied. We do not provide a receipt when the lodgement has been made at one of our State Offices unless requested. The first document you will receive from us acknowledging your investment will be the next statement we issue to you after lodgement.

### **13.6 TYPES OF FUND LODGEMENT AND THEIR AVAILABILITY TO YOU**

There are five ways to invest money with us:

- cash
- cheque – Australian Cheques
- cheque – Overseas Cheques
- electronic funds (credit) transfer
- electronic funds (debit) transfer

### **13.6.1 Cash**

When you lodge cash to your account with us at one of our State Offices or by separate deposit of cash through one of our bankers, those funds are available for withdrawal immediately after we have processed that investment, and applied our relevant anti-money laundering procedures and satisfied our attendant obligations.

### **13.6.2 Cheque - Australian Cheques**

Proceeds of funds invested by way of cheque, other instrument or Direct Debit are not available until cleared.

### **13.6.3 Cheque - Overseas Cheques**

Proceeds of funds invested by way of overseas cheque are not available until cleared, and are subject to the following:

- we consult our bank whether they will accept the cheque and provide a currency conversion or require the cheque be processed through the international banking system before currency conversion.
- if our bank accepts the cheque when presented by us, they will convert the cheque to Australian currency. We then pay that amount of Australian currency to your account however the funds are held subject to clearance of the cheque. If the cheque is dishonoured and there has been a variation in the currency conversion rate, you will be liable for any loss incurred by us and our bank due to that variation.
- if our bank does not accept the cheque when presented by us, they will have the cheque processed through the international banking system. When the cheque has been cleared, our bank will receive the value on the cheque, convert that value to Australian currency and we then credit your account with the amount in Australian currency.

The minimum clearance times for overseas cheques are:

- where the cheque is accepted by our bank, 28 days
- where the cheque is not accepted by our bank, the time varies depending upon a number of factors, including the country of the bank the cheque is drawn on.

Refer to Part 2 – Account and Service Fees for the fees applicable to this service.

### **13.6.4 Electronic Funds (credit) Transfer**

You may invest money into your account with us by electronic means, for example through an external financial institution's internet banking system, receipt of pension, salaries, etc.

Where you have carried out an electronic funds transfer into your account, the funds from that transfer are available for withdrawal as soon as the transaction has been completed through the electronic banking system.

As we do not have control over other financial institutions, we are not able to advise you of the time it will take to complete the electronic transfer.

We recommend that you check your account after the electronic transfer to confirm the completion of the transaction and the availability of the funds from that electronic transfer for any other purpose you may have.

Electronic Funds Transfers may be made direct into a BFS account (excluding Funeral Investment Account or Term Investments) using BFS's electronic BSB 704 922 and your 9 digit BFS account number.

### **13.6.5 Electronic Funds (debit) Transfer**

You may invest money into your account with us by debiting a pre-nominated account with an External Financial Institution either by BFSOnline or by a Direct Debit agreement.

Where you have carried out a Debit transfer into your account the clearance time is normally three (3) Business days after the date of processing by BFS.

### **13.7 MAKING WITHDRAWALS**

There are two main ways to withdraw funds from your investment:

- by BFS corporate cheque or by bank cheque made payable to you; or
- electronic transfer to an account you hold with an Australian ADI.

For further details about methods to withdraw funds from your investment please refer to our Non-Cash Payment Products PDS.

### **13.8 ABOUT YOUR ACCOUNTS - ACCOUNT STATEMENTS, PAYMENT AUTHORITY AND ACCOUNT CLOSURE**

#### **13.8.1 Payment Authority**

You authorise us to debit any of your BFS accounts for the payment of any fees associated with our debenture products.

#### **13.8.2 Account Closure**

You are entitled at any time to close your account/s with us provided that you have provided us with the minimum notice.

We may close any of your accounts even though the account may have a credit balance. We will give you reasonable notice before doing so and will repay any credit balance.

#### **13.8.3 General**

If you wish to close an account, then you will need to contact or write to us at the contact details in Section 4.

#### **13.8.4 Statements of Account**

Statements for BFS accounts will be forwarded at least annually at the end of June.

Your statement will include the following information:

- your account number;
- account name;
- Start and end date of statement;
- all transactions on your account including non-value transactions;



- the opening and closing balances for your account (the balances at the start and end of the statement period), and all the changes to the balances in your account between the opening and closing balances, which record the impact of the debit and credit transactions on your account; and
- Interest paid or credited since 1 July each year.

You should always check your statements when you receive them from us to:

- confirm the opening balances on your account are the same as the closing balances on your last statement; and
- check all the transactions on your account are correct.

If you do not agree with any details on a statement, you need to contact us immediately.

If you are a joint investor, we will only send one statement of account addressed to the first applicant on the application form unless otherwise advised. A statement of account will be provided to any other joint investor/s on request without charge.

If your statement is returned to us as “returned mail” we reserve the right to not forward statements to you until a new address is provided.

If you feel we have missed sending you a statement or you need a copy of a statement we have already sent you, then contact us using the contact information provided in Section 4.

### **13.9 SPECIAL CIRCUMSTANCES – DEATH OR FAMILY LAW SETTLEMENT**

In the event of a death or family law settlement, accounts need to be closed and money in those accounts transferred to new accounts. You will need to:

- Notify us in writing and provide us with appropriate documents ie, Death Certificate, Grant of Probate, Family Law Agreement or Orders, to confirm your position to deal with an account; and
- Provide us with written instructions on what we are to do with the money held in the account to be closed.

On receipt of your documents, we will:

- close the account; and
- give effect to any lawful instruction.

In the event of the death of a client investor, BFS will repay the investment with accrued interest to the legal personal representative of the investment holder, subject to completion of legal formalities to the satisfaction of BFS and/or BFS’s legal advisers.

In the case of a jointly held account, the investment with accrued interest will be transferred to the remaining joint investor/s.

There is no Early Redemption Fee or Early Redemption Interest Adjustment in the event of death of an investor or a Family Law Settlement.

### **13.10 INTEREST CALCULATION, CREDITING AND PAYMENT**

Interest calculation for all debenture products is calculated daily, ie based upon the actual number of days in the interest period in respect of which payment is being made, divided by 365.

Except for Term Investments, interest for all debenture products is credited at the end of each calendar month or upon account closure.

For Term Investments, interest is credited at the end of the period nominated in the Application Form or at end of the investment ie calendar month, quarterly, semi-annually, annually or at maturity.

The investor must specify in the Application Form whether the interest is paid into an account you hold with an Australian ADI or is added to account balance (except for Funeral Investment Accounts). If the Application Form is silent on this matter interest will be added to the balance.

If the due date for the payment of interest is not a Business Day, the payment will be made on the next Business Day immediately following the due date for payment.

### **13.11 CHANGES**

#### **13.11.1 Changes to these Terms and Conditions**

We reserve the right to vary our accounts and account products. We will provide you with reasonable notice if changes are to be made, and direct you to a revised Product Information Statement – Offer Document which will be made available via the BFS website [www.bfs.org.au](http://www.bfs.org.au).

#### **13.11.2 Changes to your account details**

You can change your account details and instructions with us. If you have a change in any of your details, ie, change of address, change of name, removal of authorised signatories etc, then you need to notify us immediately the change occurs.

If you require us to change the name of your Account, we will need to verify your changed identity by sighting an original of one of the following:

- A marriage certificate;
- A divorce certificate;
- The relevant deed poll and evidence of its registration;
- Change of Registration of an incorporated entity or Registered Business name; or
- In respect of a trustee, any relevant document appointing a new trustee, terminating an existing trustee or terminating or winding up the trust or changing the trust's name.

If we become aware of any changes to your Account details we can take reasonable steps to amend our records without notice to you.

We and you can exercise respective rights at any time as permitted by law. If either we or you delay in exercising our respective rights, this does not mean that either we or you waive those rights.

If you do not tell us your changes we will continue to handle your accounts with us based on the details and instructions that we hold and:

- we will send all our mail to you, including statements, notices, brochures to the last known name and address in our records. However, if mail is returned we will hold the statements at our Sydney office.
- we will allow your accounts to be operated by those persons who are on our records as Authorised Signatories.
- we will comply with all payment service instructions (including periodic payments, direct debits and direct transfers) we have from you, to the extent permitted at law.

We are unable to change any of your details or instructions without you first notifying us of the changes. It is very important to notify us immediately of changes in your details and instructions. With respect to changes to Authorised Signatories, we refer you to the terms and conditions on Authorised Signatories at the beginning of the general terms applicable to our debenture products.

BFS may engage the services of third parties to assist in the administration of your accounts.

### **13.12 FUNDS TRANSFERRED IN ERROR**

Where funds have been transferred to your account by someone else by mistake, you agree that:

- If you detect an error or believe a transaction was not authorised by you or that an amount has been credited to your Account that you may not be entitled to, to notify us as soon as you become aware of the transaction; and
- We may in our sole and absolute discretion disclose to the payer, the name and number of your Account where your Account has been incorrectly credited. You consent to us providing this information to the payer; and
- In the event of a dispute we may pay the funds to a court pending resolution of the dispute; and
- We may in our absolute discretion on forming a reasonable opinion that your account has been incorrectly credited, freeze that amount in your account, or deduct the amount of those monies from your account.

We are not responsible for any loss you may suffer due to errors, inaccuracies or omissions in relation to authorised but mistaken instructions given to us for the operation of your account.

We will comply with the requirements of any law, code or scheme applying to any dispute with your account or BFS debenture products you hold.

### **13.13 CLOSING ACCOUNT**

We can close your account immediately without telling you first if:

- You breach these terms and conditions and that breach is of a serious nature;
- We are required to by law;
- You have given us false or misleading information; or
- You act in a manner that in our reasonable opinion threatens the security of our staff, property or any other person.

Under other circumstances, we will give you reasonable notice if we intend to close your account.

If your account is closed, you agree to:

- Follow our rules for closing accounts;
- Complete any forms or indemnities we reasonably require (as is appropriate);
- Repay any reasonable cost we have incurred in closing your account; and
- Meet any responsibilities you had under these terms and conditions and particular conditions before your account was closed.

When your account is closed, any credit balance and any accrued interest will be paid to you. If there are any outstanding fees, charges or other amounts owing to us, we will, to the extent permissible by law, deduct these first.

### **13.14 EARLY REDEMPTION**

Notwithstanding the contract between BFS and the investor for payment of a fixed interest rate on funds lodged for a fixed term, a request for Early Redemption of a debenture product may be made to BFS. BFS may approve an Early Redemption request for a valid reason at its sole discretion. However, except in hardship cases, 31 days' notice must be provided. The BFS Early Redemption Policy is available from the BFS website [www.bfs.org.au](http://www.bfs.org.au).

If, in its sole discretion, BFS allows an early redemption, withdrawn funds may receive the interest rate that applies to the BFS Notice of Withdrawal Account since lodgement or subsequent renewal, whichever is the later, on the amount being redeemed. The difference between the interest payable on the relevant product and the interest paid when an Early Redemption request is approved is the Early Redemption Interest Adjustment.

An Early Redemption Fee may apply to each early redemption allowed by BFS and is listed in the account and Service Fees detailed in Part 2 of this PISOD.

Where an over-payment of interest has occurred to the investor in a case of early withdrawal, the difference will be deducted from the amount withdrawn.

The early redemption interest rate variations and the Early Redemption Fee are subject to change at any time, with notification of any changes through a revised Product Information Statement – Offer Document being made available via the BFS website [www.bfs.org.au](http://www.bfs.org.au).

No Early Redemption Fee or adjustment of interest will apply in the event of a request made for early redemption following the death of an investor.

BFS will repay a term investment by electronic or other transfer no later than the date of maturity; or, if the date of maturity is not a Business Day, then the next Business Day following the date of maturity; or the next Business day following approval by BFS of a request if withdrawal is made prior to the maturity date.

The payment of interest and/or the repayment of all or part of a debenture product is only available by:

- Electronic transfer to an account you hold with an Australian ADI; or
- By cheque made payable to the account holder.

### **13.15 WINDING UP**

Notwithstanding the contract between BFS and the investor for payment of a fixed interest rate on funds lodged for a fixed term, issued debentures are repayable on the winding up of BFS.

### **13.16 MINIMUM INVESTMENT AMOUNT**

There is no minimum investment amount for all debenture products.

### **13.17 ACCOUNT AND SERVICE FEES**

Fees applicable to all debenture products are set out in the Account and Service Fees Schedule. For full details of fees refer to Part 2.

### **13.18 OTHER**

These terms and conditions will be governed and interpreted by and in accordance with the laws of New South Wales.

You agree to the jurisdiction of the courts of New South Wales to determine any dispute arising out of these terms and conditions.

Unless otherwise provided in the terms and conditions for the particular debenture product, and to the extent permitted by law, we are not liable for any loss or damage you suffer as a result of using our non-cash payment facilities or any delay, omission or failure in respect of any transfer (including but not limited to technical/ system failure or third party failure).

You will indemnify and keep us indemnified fully in respect of any claims, actions, losses, damages or expenses howsoever arising and by whomsoever caused, made against or incurred by us in respect of any matters resulting from your investment in our debenture products.

## **14 TERMS AND CONDITIONS OF DEBENTURE PRODUCTS OFFERED BY BFS TO RETAIL CLIENTS**

### **14.1 TERMS & CONDITIONS – NOTICE OF WITHDRAWAL ACCOUNT**

Funds may be invested into an account at any time. Invested funds may only be withdrawn after 31 days' notice has been given to us.

Notice may be given in writing; or through BFSOnline. Notice must also include a withdrawal advice indicating the destination account for transfer of the funds by EFT, if applicable. The withdrawal will occur on the first Business Day following the completion of the notice period.

The notice must be provided in accordance with the authority to operate on the account.

The investor must specify on the Application Form whether the interest is paid into an account you hold with an Australian ADI or is added to the Notice of Withdrawal Account balance. If the application form is silent on this matter interest will be added to the balance.

Interest is calculated at the rate of interest determined from time to time. The rate of interest may be varied by BFS from time to time without prior notice.

## **14.2 TERMS AND CONDITIONS - TERM INVESTMENTS**

Term Investments provide a fixed interest rate on your investment for a fixed term.

The invested funds are lodged for a fixed term from 31 days to 36 months, or such other terms that may be offered by us from time to time, as nominated by the investor, commencing from the date of investment.

Invested funds are not available for withdrawal during the period of the fixed term.

Clients will be paid interest on investments lodged for less than one year on maturity or such frequency that may be offered by us from time to time. For terms of one year or more, clients can elect to be paid interest monthly, quarterly, semi-annually, annually or on maturity or such frequency that may be offered by us from time to time.

Interest is calculated from the date of lodgement until maturity at the rate applicable at the date of investment of the principal or from the date of any subsequent renewal of the term investment.

The investor must nominate in the Application Form whether the interest is to be paid into an account they hold with an Australian ADI or is added to the Term Investment balance. Once nominated, this decision is irrevocable. In the absence of investor instructions or nomination, interest will be added to the balance.

The rate of interest applicable to new Term Investments may be varied by BFS from time to time without notice. A notice will be sent to the investor prior to maturity of the term.

At the completion of the fixed term, if notice of reinvestment or withdrawal has not been received by BFS from the investor the investment will be automatically renewed for the same term with the interest arrangements at the rate of interest applying on the date of renewal.

Should the investor wish to add to their Term Investment at maturity the reinvestment notice may be returned with an additional amount to be invested or instructions to add funds from another account for lodgement on the nominated fixed term with the maturing investment, such instructions or request to be received by BFS no later than 10 calendar days immediately following the maturity date. Any additional funds will receive interest from the date of renewal or the date of receipt of the additional funds, whichever is the later.

Reinvestment is not available if, at the time the fixed term expires, BFS is not offering a term investment for that term. BFS undertakes to notify you of terms available when the reinvestment notice is sent to you.

No additional investments can be made to a Term Investment account during the fixed term of the investment except where the investor has elected to credit interest due on the Term Investment to the same Term Investment account.

### **14.3 TERMS AND CONDITIONS - PENSIONER DEEMING ACCOUNTS**

Pensioner Deeming Accounts are only available to individuals who are independent retirees aged 55 and over or who are receiving a Centrelink payment, Veteran's Affairs payment or other government pension.

Funds may be invested into an account at any time. Invested funds may only be withdrawn after 31 days' notice has been given to us.

Notice may be given in writing; or through BFSOnline. Notice must also include a withdrawal advice indicating the destination account for transfer of the funds by EFT, if applicable. The withdrawal will occur on the first Business Day following the completion of the notice period.

The notice must be provided in accordance with the authority to operate on the account.

The investor must specify on the Application Form whether the interest is paid into an account you hold with an Australian ADI or is added to the Pensioner Deeming Account balance. If the application form is silent on this matter interest will be added to the balance.

Interest on a Pensioner Deeming Account is payable on the last day of each month at the tiered interest rates determined by the Federal Government for Centrelink or the Department of Veterans Affairs from time to time.

### **14.4 TERMS AND CONDITIONS - DEVELOPMENT FUND ACCOUNTS**

Development Fund Accounts are available for investors who are prepared to make funds available for investment at no interest or below the lowest interest payable on the Notice of Withdrawal Account.

Funds may be invested into an account at any time. Invested funds may only be withdrawn after 31 days' notice is provided.

Notice may be given in writing; or through BFSOnline. Notice must also include a withdrawal advice indicating the destination account for transfer of the funds by EFT, if applicable. The withdrawal will occur on the first Business Day following the completion of the notice period.

The notice must be provided in accordance with the authority to operate on the account.

The account will be interest free or you may nominate an interest rate which is to be less than the minimum interest rate payable on the Notice of Withdrawal Account from time to time.

The account holder must specify on the Application Form whether the interest (if any) is paid directly into an account you hold with an Australian ADI or is added to the existing Development Fund account balance. If the application form is silent on this matter interest will be added to the existing Development Fund account balance.

Where the minimum rate of interest payable on a Notice of Withdrawal Account is varied to a rate below the interest rate nominated by the investor, BFS will reduce the interest rate on the Development Fund Account to the minimum amount applicable to a Notice of Withdrawal Account pending the further nomination of a varied interest rate from the client.

#### **14.5 TERMS AND CONDITIONS - FUNERAL INVESTMENT ACCOUNTS**

Funeral Investment Accounts assist in meeting the costs of the investor's funeral expenses at a time of grief for those bereaved.

A maximum of 2 Funeral Investment Accounts can be opened in the name of one individual investor only. A Funeral Investment Account cannot be opened in joint names, the name of a partnership or a business name.

The accounts are not prepaid funeral accounts.

Funeral Investment Accounts cannot be closed until all the funds in the accounts have either been withdrawn to finance the investor's funeral or have been released to the estate of the investor after costs relating to the funeral of the investor have been paid. Requests for the withdrawal of funds prior to the death of the investor will be declined as required by Government regulations.

Funds lodged in the Funeral Investment Account cannot be withdrawn at any time during the life of the investor.

Investments up to the maximum amount made into no more than 2 eligible Funeral Investment Accounts will be 'Exempt Funeral Investments' as determined by Centrelink.

Funds may be lodged into a Funeral Investment Account to a maximum contribution as may be determined following annual indexation of this amount by the Federal Government (Centrelink). The balance of such account may only exceed this amount where the excess is caused by accumulation of interest. Additional funds exceeding the limit will be returned to the investor.

Investments by periodical payment or by direct debit from any account in set defined periods into a Funeral Investment Account are not permitted. After the account/s is opened, investments may only be made on an ad hoc basis, at varying times.

Interest is credited to the Funeral Investment Account monthly or upon account closure.

Interest is calculated at the rate of interest determined from time to time or interest free where nominated in writing by the client. The rate of interest may be varied by BFS from time to time without prior notice.

On the death of the investor, the account balance (together with interest earned) forms part of the investor's Estate. Funds in the account/ will be applied to pay costs relating to the funeral of the investor before any remaining balance/s can be withdrawn payable to the Estate.



The following documents must be presented to BFS before any withdrawal of funds can be made:

- either the original or a certified copy of the Medical Certificate of Cause of Death of the investor or the original or a certified copy of the Death Certificate of the investor; and
- the original or certified copies of invoices relating to the funeral of the investor and/or proof of payment of such invoices.

Payment of funds from the investor's account/s will be made by cheque and either posted or made available for collection.

## **PART 2 (of 3)**

### **15 ACCOUNT AND SERVICE FEES SCHEDULE**

Please refer to the separate Account and Service Fees Schedule for our current Fees. The Account and Fees Schedule forms part of this PISOD. Please contact us for a copy of the current schedule or download the schedule from our website [www.bfs.org.au](http://www.bfs.org.au).

## **PART 3 (of 3)**

### **16 INTEREST RATE SCHEDULE**

Please refer to the separate Interest Rate Schedule for our current Interest Rates. The Interest Rate Schedule forms part of this PISOD. Please contact us for a copy of the relevant schedule or download the schedule from our website [www.bfs.org.au](http://www.bfs.org.au).

# Baptist Financial Services Australia Ltd

ABN 56 002 861 789 – AFSL 311062



## Part 2 - Account and Service Fees Schedule

(effective from 28 December 2016)

This Schedule forms part of the Product Disclosure Statement – BFS Non Cash Payment Products, the Product Information Statement – Offer Document: Debentures and the Product and Service Information (Terms & Conditions) referred to therein as Part 2.

Information in this document is subject to change from time to time. This schedule can be viewed on the BFS website and any variations to these fees will be notified via the BFS website – [www.bfs.org.au](http://www.bfs.org.au).

SERVICE / TRANSACTION	COST
Account Keeping Fee	\$ Nil
Account Transaction Fees	\$ Nil
Bank cheque	As charged by our bankers (Currently \$ 10.00)
BPAY error correction fee	\$ 12.30 per item
BPAY investigation request	\$ 6.20 per item
BPAY rejected transaction	\$ 6.20 per transaction
Business Express Deposits: Westpac - Business clients	\$ Nil
Cash Handling Fee – Cash deposits and withdrawals	As charged by our bankers
Certificate of balance (Audit Purposes)	\$ 15.00
Cheque encashment and bank cheque authority – Maintenance Fee	\$ 3.70 per month
Cheque encashment and bank cheque authority – amendment or cancellation	\$ 11.20
Cheque encashment and bank cheque authority for 3 years – establishment	\$ 77.00
Cheque encashment and bank cheque authority for 3 years – renewal	\$ 60.50
Copy of cheque or deposit form – over 100 days	minimum \$ 30.00, \$ 60.00 per hour (plus any Westpac Fees)
Copy of cheque or deposit form – under 100 days	\$ 10.00
Deposit of cheques drawn on foreign bank	As charged by our bankers (Currently up to \$ 25.00 & other amounts may be deducted from the amount remitted or charged to the beneficiary by an overseas banker)
Dishonour of a cheque deposited to your account	As charged by our bankers (Currently \$ 11.00)
Dishonour of a cheque drawn on your account	\$ 33.00
Dishonour of a direct debit transaction drawn on your account	\$ 17.60
Electronic transaction deposited to your account & returned	\$ 5.00
Honour Fee Cheque payment – overdrawn/unavailable balance	\$ 10.00 per transaction
Interest Payable on overdrawn/overlimit a/c balance	15.00% pa
International cheque	As charged by our bankers (Currently \$ 28.00)
International Telegraphic Transfer – Inward via BSB 704 922 or BSB 704 874	As charged by our bankers (currently up to \$ 12.00)
International Telegraphic Transfer	Outward AUD \$ 30.00 (Other amounts may be deducted from the amount remitted or charged to the beneficiary by an overseas banker), FX \$ 50.00, Online \$ 20.00
Loan Review Fee (Secured Loans only)	\$ 500.00 (Reduced to \$ 0 where information requested for review is provided within 2 months of request)
Local (Australian) real-time funds transfer	As charged by our bankers (Currently \$ 30.00)
Mistaken Payment	\$ 66.00
Nightsafe Facilities: Westpac - Business clients	As charged by Westpac, subject to availability (Setup Fee from \$ 270.00 pa plus \$ 70.00 pm)
Recall of electronic funds	\$ 49.50
Reprocessing Fee payable for the reprocessing of a periodical payment by BFS for any reason.	\$ 10.00
Request account statement reprint	\$ 5.00 per statement
Special clearance of cheque deposited at Westpac	As charged by Westpac (Currently \$ 16.80)
Stop payment	\$ Nil
Stop payment involving dishonour of cheque presented	\$ 33.00
Early Redemption Fee.	\$ 50.00 will apply to each early redemption allowed. A relevant Early Redemption Interest Rate Adjustment may also apply.
Trace of Electronic transaction	\$ 49.50
Trace of paid cheque or deposit	\$ 24.80 plus fee for copy of cheque or deposit form