Baptist Financial Services Australia Limited

ABN 56 002 861 789
AFSL 311 062

Baptist Financial Services

Financial Services Guide

Issue Date: 1 January 2017

www.bfs.org.au

FINANCIAL SERVICES GUIDE

1. Issue Date

18 January 2017

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

This FSG is designed to provide you with important information regarding our services prior to providing you with a financial service, including the following:

- Who we are & how you can contact us
- What services we are authorised to provide
- How we 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.

3. 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.

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

BFS holds an AFSL [Number 311062] and is authorised to provide personal and general advice, and dealing services to retail and wholesale clients in relation to basic deposit products, non-basic deposit 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. Please note that our investment products for retail clients have a minimum term and/or notice of withdrawal period of 31 days.

5. ASIC & APRA Exemptions

(i) APRA

BFS is covered under Banking Exemption No.1 of 2016 issued by the Australian Prudential Regulation Authority (APRA) in relation to certain provisions of the Banking Act 1959 (Cth) for religious charitable development funds. 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

The provision of debenture products by BFS is covered by an exemption from the Australian Securities & Investments Commission (ASIC) pursuant to Regulatory Guide 87, 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.

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 (Cth), and are not regulated by ASIC.

The debenture products offered by BFS are not subject to the disclosure requirements which generally apply to debentures or registered managed investment schemes, and we are not required to issue a Product Disclosure Statement in respect of such products, nor lodge such with ASIC.

6. 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
Website: www.bfs.org.au

7. Advice & Documentation

Whilst authorised to provide personal advice, BFS has elected to provide general advice only to clients regarding our debenture products and non-cash payment facilities. Please note that this advice will NOT take into account your financial situation, objectives and needs, and you will NOT receive a Statement of Advice.

If you apply for one of our products, we will provide you with the applicable product information statement or product disclosure statement as relevant to that specific product, containing information to enable you to make an informed decision regarding the key features, costs, risks and benefits of utilising that product.

You will also be provided with transaction confirmations for all transactions.

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.

8. Method of providing financial services

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

9. 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 any claims in relation to the conduct of our former representatives/employees.

10. Our record-keeping obligations

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

11. 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.

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

BFS receives capture reimbursement fees from Indue BPAY on BPAY transactions. BFS also receives referral and transaction commissions from our bankers for clients who access Merchant Card service and Foreign Exchange facilities. Applicable fees are detailed in our Product Disclosure Statement (non-cash payment products), Product Information Statement (other products), Fees and Charges Schedule and are published on our website www.bfs.org.au.

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

13. Disclosure of any relevant conflicts of interest

We do not have any relationships or associations which might influence us in providing you with our services.

14. 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 our Sydney office at 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], 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.

15. Privacy

Your privacy is important to us and we are committed to compliance with the Privacy Act and the Australian Privacy Principles. We may disclose your personal information to external parties who act on our behalf in the operation of our business or in connection with the transactions to be undertaken. Such external parties are required and committed to protecting your privacy and where they are offshore we take reasonable steps to ensure that to the maximum extent reasonably possible any information sent has the same level of privacy protection as we provide here in Australia. BFS will not otherwise disclose your personal information without your consent, except as authorised or required by privacy laws. Please contact us at clients@bfs.org,au if you would like a copy of our Privacy Policy or if you have any concerns.