

Baptist Financial Services Australia Ltd

ABN 56 002 861 789 – AFSL 311062



Ph - 1300 650 542 Fax - 1300 784 699 Email clients@bfs.org.au Web 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

Introduction to BFSOnline & BFSOnline Business

..... our internet account access service for individual & business clients. Access to this facility is via the **BFSOnline** link on our internet website www.bfs.org.au. Be sure to check out our **Frequently Asked Questions** (FAQ's) in case you experience any difficulty when first attempting to logon by negotiating the security settings of your computer, and to guide you through the use of BFSOnline.

BFSOnline offers you many features and functions, including:

- Review and check your account and loan balances;
- Transfer funds between nominated Baptist Financial Services Australia Ltd (BFS) accounts;
- Transfer funds **to** nominated accounts held at other Australian financial institutions;
- Transfer funds **from** accounts held at other Australian financial institutions;
- Multiple signatories are available, a great feature for joint and Church or business accounts;
- Upload files in CEMTEX (ABA) format with batches of transactions for multiple transaction processing, eg payroll, creditors processing;
- Multiple logins can be arranged for each client number, with the ability to specify different accounts and levels of access for each login name;
- Review your transaction history on linked accounts;
- Customise the way you view your accounts online;
- View, download and print account transactions;
- View year-to-date interest and withholding tax information for the current and previous year;
- Clients with BFS *Cheq* accounts can order cheque books and stop payment of cheques issued online;
- View your loan payout quotation.

Clients can access this service by completing the *Application for BFSOnline Access form* (or you can download the 'Forms' from document 02 on our website) and return it to a BFS State Office. BFS will then process your application and contact you with access information.

BFSOnline Business offers you the following additional features:

- Nomination of your own Administrator/s to manage account access and authorisation limits;
- Administrator set up of Data Entry Users, View Only Users and Authorised Signing Authorities with relevant authorisation limits to approve transactions;
- A comprehensive Administrators Manual is available for download from our website.

Baptist Entity and other business clients can access this service by completing the *Authority for BFSOnline Business Registration form* (or you can download the 'Forms' from document 03 on our website) and returning it to a BFS State Office. BFS will then process your Authority and contact you with access information for your Administrator/s.

Online Internet Security- take care

- Care should always be taken when using a computer for financial transactions in public places and internet cafes. Do not respond if you are prompted to save log on details.
- Do not disclose your PIN or personal information to other people.
- Change your access codex frequently and use access codes that are hard to guess.
- Do not accept links or redirections from other web sites or email for the purpose of logging on to BFSOnline.
- Ensure you have anti-virus and personal firewall software installed and maintained up to date.
- Look for the SSL encrypted connection, indicated as https:// and a padlock.
- BFS will NEVER email you requesting you confirm your log on details. If you receive an email purporting to be from BFS please contact us ASAP.
- When logged on to BFSOnline, do not leave your computer unattended as unauthorised people might conduct your accounts without permission. When you have finished with BFSOnline, always log out.
- Do not download any shared files or files from sites of untrusted origin.
- Ensure destinations of payee funds are confirmed before sending.

If you need further assistance, simply call our staff who will guide you through the process.

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Application for BFSOnline Access

I hereby apply for access to Baptist Financial Services Australia Ltd (BFS) account/s through BFSOnline. I have read and understand the BFSOnline Terms and Conditions contained in our 'Financial Services Guide and Product Disclosure Statement – BFS Non Cash Payment Products', and agree to be bound by them, and by any amendments to them. This application supercedes any previous BFSOnline application made by me.

Applicant Details:

Signatory Number: _____ (Insert where known)

Title _____ Given Names _____ Surname _____

Postal Address: _____ Post Code: _____

Phone (Daytime contact/s) _____ Email: _____

Security Questions: What is the name of the first school you attended? _____

What is your favourite pet's name? _____

What is the name of your favourite song? _____

Please setup the same Login used for my access to Client number/s: _____

Client A/C Number Details:

Client Account Name: _____

Client A/c Number* to be accessed: _____ (Separate application is required for each client number)

Account/s to be accessed:

All a/cs currently linked to client a/c number* Level of Access: Full Enquiry Only

OR, you may list specific accounts and/or access levels required below:

Account Number (9 digits)	Level of Access		Account Number (9 digits)	Level of Access	
	Full	Enquiry		Full	Enquiry

You must complete a new Application form for access to any new accounts opened in future including any term investment/s renewed for a different term or with different frequency of interest payment.

Do you want to deposit money from any Predefined External Accounts? YES NO

You may transfer funds FROM a predefined external account to a BFS account only if :

- You are an authorised signatory to the external account which is in an identical name to the BFS account; &
- A completed Direct Debit Request form/s is forwarded with this application or is held by us authorising the account/s to be used as an external predefined account/s.

Signature of Applicant : _____ Date: _____

Complete this section if the Applicant does NOT have sole authority to operate the account

I/We have read and understand the BFSOnline Terms and Conditions contained in our 'Financial Services Guide and Product Disclosure Statement – BFS Non Cash Payment Products', and agree to be bound by them, and by any amendments to them. I/We authorise the above applicant to have access to the account/s as shown above. This authority replaces any previous authority given for the above applicant to access to BFSOnline.

Account Owner/s Authorised Signatories:

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____



Baptist Financial Services Australia Ltd

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Authority for BFSOnline Business Registration

(Separate application is required for each Baptist Financial Services Australia Ltd (BFS) Client Number)

Business Name: _____ Client Number: _____

On behalf of the above entity, I/We hereby apply to register for BFSOnline Business access to the above client account/s and nominate either of the following to act as Administrator:

Administrator 1. BFS Client Number: _____

Title _____ Given Names _____ Surname _____

Administrator 2. BFS Client Number: _____

Title _____ Given Names _____ Surname _____

Alternative Administrator Authority (if any): _____

The above Administrator/s currently have access to BFSOnline Yes No

If Yes, their existing logon and password will provide access to the 'BB Admin' functions.

If No, an 'Application for BFSOnline Access' form must be completed and accompany this Application.

If any Administrator has not previously completed a Certification Form for Identification purposes in respect of any BFS account, please attach a Certification Form (Form #191) to this Application.

Declaration:

I/We declare that the above named BFS client accounts will be administered by the nominated Administrator/s in accordance with the authority above and our 'Financial Services Guide and Product Disclosure Statement – BFS Non Cash Payment Products', as amended by BFS from time to time, and responsibility is accepted for all transactions effected through BFSOnline Business. This notice replaces any previous authority.

Authorised Signatories of BFS Client (to be signed in accordance with signatory authority):

Name: _____

Signature: _____ Date: _____

Name: _____

Signature: _____ Date: _____

Thank you for registering for BFSOnline Business. Please return this form to:

Ph - 1300 650 542 Fax - 1300 784 699 Email info@bfs.org.au Web www.bfs.org.au

NSW/ACT PO Box 122 Epping NSW 1710 VIC/TAS PO Box 377 Hawthorn VIC 3122

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BFS Office Use:

Authorised Signatories verified: Administrator/s Identification verified:
Registered for Business Access: - BFS staff (initials) _____ Date: ____ / ____ / ____



Frequently Asked Questions

- BFSOnline (including BFSOnline Business)

If you have a question and cannot find the answer below, please phone us on **1300 650 542** (excluding calls from mobiles) during office hours for further assistance.

Q1. Can my internet browser access BFSOnline?

A1. Our software provider has advised that the browsers they recommend to use to access BFSOnline are as follows:

Internet Explorer

Internet Explorer version 5.0 or later releases is required as a minimum.

Prior to accessing a secure site it is necessary to ensure your Security Settings can support it. Click the Tools menu, and then click Internet Options. On the Advanced Tab, scroll to the Security section and check settings for SSL 2.0, SSL 3.0, TLS 1.0, PCT 1.0.

Netscape

Netscape version 6.1 is required as a minimum.

Other browsers, such as Mozilla Firefox (may work as it basically operates by sharing the Netscape engine), Chrome, Safari, Opera (works in a limited fashion but downloads do not work with this browser) etc - may or may not work perfectly with BFSOnline, however the software is not designed specifically to support them.

Q2. What do I do if the Login Screen flashes and then disappears from my Computer Screen?

A2. This problem is common to users of Windows XP with Service pack 2 installed. The procedure to overcome this problem is as follows:

Open INTERNET EXPLORER then click on TOOLS, then INTERNET OPTIONS, then SECURITY, then TRUSTED SITES, then access SITES.

In "Add this website to the zone" type https://*.bfs.org.au, click ADD, click OK & then OK again. You should then be able to access the BFSOnline login screen.

If you continue to experience difficulty accessing BFSOnline after following these instructions, you may have a "pop-up stopper" enabled, such as the "pop-up" blocker in Internet Explorer from Version 7. If you have a "pop-up stopper" program it will prevent the logon screen from opening and you will need to disable the "pop-up stopper" or configure it to accept the BFSOnline login. For information on how to do this, you will need to contact your program vendor.

Q3. What do I do when logged on to BFSOnline and I click on `Select' to `Download' transactions and a pop-up box flashes and then disappears from my Computer Screen?

A3. This problem is common to users of Microsoft Internet Explorer version 7. To overcome this problem hold down the `Ctrl' and `Alt' keys together whilst clicking on the `Select' key and continue to hold these 2 keys down until you have either `Run' or `Saved' the transactions to a file.

Q4. How do I access BFSOnline?

A4. Send in your signed application for BFSOnline or your registration for BFSOnline Business and we will confirm your registration and set up a login and an initial temporary password.

The first time you access BFSOnline you will be asked to change your temporary password to one of your own choice. Your password must be between 6 and 12 characters, at least 2 of which must be numbers.

This will then become your secure password, which should be changed regularly as required by our terms and conditions.

You may also change your login at any time. Your login must be at least 5 characters comprising any alpha characters or numbers or any combination of alpha characters/numbers.

To subsequently change your login or password, click on **Other** from the menu and select **Customise** from the drop down box or **Change Password**.

Officers and staff of Business clients registered for BFSOnline Business and requiring access should contact their nominated Administrator/s.

Q5. How would I know when my login was last used?

A5. The screen will display the last time your login was accessed. You should take note of this security feature and advise us of any unauthorised login.

Q6. What if I make a mistake in entering my password?

A6. If you enter your password incorrectly 3 times in any day you will not be able to access BFSOnline for the rest of that day. You can either wait until the next day and try again, or you can phone us on the number/s listed at the top of this page during office hours and we will verify your identity and re-set your temporary password.

Officers and staff of Business clients registered for BFSOnline Business should contact their nominated Administrator/s.

Q7. What if I forget my password?

A7. If you forget your password, or believe the security of your password has been compromised in any way, please phone us on the number/s listed at the top of this page during office hours. We will verify your identity and reset your temporary password.

If you have a problem out of office hours please phone and leave a message – we will call you back as soon as we are able.

Officers and staff of Business clients registered for BFSOnline Business should contact their nominated Administrator/s.

Q8. Can I allow other people to access my accounts using BFSOnline?

A8. Yes. Anyone you have already authorised to operate on your account through the Baptist Financial Services Australia Ltd (BFS) NOTICE OF AUTHORISED SIGNATORIES Form can apply by completing a BFSOnline application form.

However, your personal codes to access and use BFSOnline are not to be given to any other person.

Q9. Can I use BFSOnline for both my personal accounts and business accounts?

A9. Yes. You can access both your personal accounts and business accounts on which you are a signatory or nominated user.

Q10. How do I withdraw funds using BFSOnline?

A10. You can transfer funds from any BFS “at-call” account into an account at another financial institution as long as you know the name of the account, BSB and account number.

These transfers can be processed on a nominated business day, or can be set up as a regular or one-off future payment.

Please note that any transfers using BFSOnline must be made before 3.30pm (Sydney time) on any business day for the funds to be transferred on that day. Otherwise, they will be processed on the next business day.

Q11. Can I deposit money into my account from another financial institution by using BFSOnline?

A11. Yes, if you are an authorised signatory to an external account/s which is/are in an identical name to the BFS account; and a completed Direct Debit Request form/s has been completed authorising the account/s to be used as external predefined account/s.

Q12. How long does it take before transfers take effect?

A12a. When using BFSOnline to transfer funds between BFS accounts, the following timeframe will apply:

✧ Funds transferred between BFS accounts will be available immediately.

A12b. When using BFSOnline to transfer funds between your BFS account and an account at another financial institution, the following timeframes will apply:

✧ Transaction processing will occur on Business days.

✧ Transactions executed after hours will generally be processed on the following business day.

✧ Requests made before 3.30pm Sydney time, on a business day will be processed by BFS that day and should reach your destination account overnight.

✧ Requests made after 3.30pm Sydney time on a business day (Monday to Friday), or on weekends or public holidays, will be processed by BFS on the next business day, and should then reach your destination account overnight.

Q13. Can BFSOnline be used to transact on accounts where more than one signatory is required to authorise transactions?

A13. Yes. Authorised signatories may apply for access to BFSOnline for the account or a nominated Administrator of a business account may establish logins for Authorised Signatories.

For an account where 2 must sign, for example, at least 2 authorised signatories must have access to BFSOnline. One signatory will login to BFSOnline and enter the transaction request. This message will display “*This account requires 1 more Signatory to authorise a withdrawal*”. Another signatory may be present at the same time and enter their own confidential login and password for the transaction to proceed or ten transaction may be stored to allow another signatory to remotely approve the transaction.

NOTE: If you schedule a payment for a set date then the 2nd authoriser must authorise the payment by no later than the day before the payment is due, or first due for regular payments. Transactions pending authorisation will be held for 14 days. If the 2nd Authorisation has not occurred within that time the pending transaction will be deleted.

Q14. How do I set up regular or one-off future payments using BFSOnline?

A14. At the Transact button, select the type of payment required. Enter the details of the first payment and click on the 'Pay Later' button. On the following screen scroll down to select either Single Future Payment or Regular Future Payment.

For a single payment enter the date required, click OK. For a regular payment, select the frequency and date of the first payment. The payment can then be approved, checked and confirmed by following the instructions on the screen.

NOTE: If you schedule a payment for a set date then the 2nd authoriser must authorise the payment by no later than the day before the payment is due or first due for regular payments. Transactions pending authorisation will be held for 14 days. If the 2nd Authorisation has not occurred within that time the pending transaction will be deleted.

Q15. I am a Church Treasurer and I'd like to allow our pastor to view their benefit/expense account, but not transact on it. Can this be arranged?

A15. Yes. They can apply for Enquiry or View Only access. This will allow them to view their account but not transact on it.

Q16. Can I add or modify periodical payments?

A16. Yes, you can add or modify periodical payments. However, a periodical payment cannot be modified where more than one person is required to authorise online - in this case you should delete the periodical payment and set up a new one.

Q17. Can I change the amount I pay on my loan?

A17. Yes. You can vary the amount of your loan repayments as long as the amount is not reduced below the minimum repayment required.

Q18. Will everything I change online change on my BFS account?

A18. No. Customise changes to the way your accounts are displayed in BFSOnline do not change you BFS account. However, Client maintenance changes eg address, made online will change your BFS account.

Q19. Can I make payments using BPay online?

A19. Yes BPay is available through BFSOnline under the `Transact' drop-down menu.

Q20. Can group payments, such as payroll payments to staff, be made online?

A20. Yes. Payments can be set up or uploaded as follows:

Batch Payments -

1. Select **Transact** from the menu
2. Click on **MultiTrans** from the drop down box
3. When you first enter this area you will get a message "*You currently have no Transaction Batches set up.*" Use the links to add one.
4. Select either **Internal Transfer** or **External Transfer**
5. Complete the transaction fields following the system prompts

File Upload –


BFSOnline Business users can upload files in CEMTEX (ABA) format containing multiple transaction batches. Full details are contained in the BFSOnline Business Administrator's Manual. Make sure the name of the file selected for uploading does not contain any spaces.

Q21. Can I stop payment of a cheque/s drawn on my BFS Cheq account online?

A21. Yes. You can enter details by selecting Other from the Menu and clicking on Stop Payment from drop down box.

Q22. Can I print out details of transactions on my account from BFSOnline?

A22. Yes. There are at least 2 ways you can do this.

Firstly, whilst logged on to BFSOnline you can print the account transactions as they appear on your computer screen by selecting the printer button (shown as ) on the right-hand side of 'Logout' located on the brown bar under the BFS logo.

Secondly, whilst logged on to BFSOnline you can select 'Account Number' to display account transactions and then select 'Download Transactions' to download those transactions for a nominated period from the transactions available (up to a date approximately 2 days prior to the date of your BFSOnline enquiry) into a spreadsheet program eg excel, as Comma Separated Values (CSV), or to directly load into your accounting software package for easy bank reconciliation purposes using Quicken/MYOB (QIF), Moneys (OFC) or Open Financial Exchange (OFX).

Q23. How do I know that BFSOnline is secure?

A23. The security of BFSOnline is certified secure by a Verisign Assurance Certificate. VeriSign Inc is an international organisation which operates digital infrastructure that enables and protects billions of interactions every day across the world's voice and data networks.

The Green Address Bar of High Assurance

Microsoft® Internet Explorer 7 (IE7) is the first browser to use the new standard in its security status bar. When you visit a Web site secured with an Extended Validation SSL Certificate, IE7 will trigger the address bar to turn green and display the name of the organisation listed in the certificate as well as the certificate's security vendor. The browser and the security vendor control the display, making it difficult for phishers and counterfeiters to hijack your brand and your customers.

Clients using IE7 should learn to look for the green bar before they enter sensitive information through BFSOnline.

Q24. How do I access the induemoney website?

A24. The induemoney Cheq website is accessed through the link <http://indue.bfs.org.au>

Q25. Can I see my induemoney Cheq Account via my BFS BFSOnline internet login?

A25. No, you must have separate login access to view/access an induemoney Cheq Account.

Q26. Can I transfer money through my BFSOnline login with BFS to my induemoney Cheq Account?

A26. Yes, to transfer between a BFS account and an induemoney *Cheq* account please follow these 10 simple steps:

Step 1. Click 'Transact'

Step 2. Click 'Internal Transfer' - the Transfer screen will come up

Step 3. Select 'Transfer from' account from the drop down list

Step 4. At item '3. Enter Another BFS Account' and type your induemoney *Cheq* 9 digit account number in the 'Other Account' box.

Step 5. Where required type details into the 'Reference' box (optional)

Step 6. Type in the amount '\$XX'

Step 7. Click 'Pay Now', the 'Confirm Transfer' screen will come up

Step 8. Click 'OK', the 'Transfer Receipt' screen will come up

Step 9. Click 'Finish'.

Q27. How do I make payments from my account using BPAY?

A27. Log on to BFSOnline and select BPAY from the drop-down menu under 'Transact'.

Q28. Can I order a cheque book or a deposit book for my account through BFSOnline?

A28. You can order a cheque book for your BFS *Cheq* account at any time by clicking on the heading 'Other' and then select 'Order Cheque Book' from the drop-down box. Deposit books can be ordered for any savings at call or loan account, but only through a BFS State office.

Q29. When a 2nd authoriser is authorising a future payment we get an error message that the payment has been altered, however we have not altered the payment?

A29. If you schedule a payment for a set date then the 2nd authoriser must authorise the payment by no later than the day before the payment is due, or first due for regular payments. If you want a one-off payment to be made as soon as possible load the payment and click on the 'Pay Now' button. The payment will be made at the time the 2nd authoriser authorises the payment. The payment will still be restricted by the normal timeframe as per question 12.

Transactions pending authorisation will be held for 14 days. If the 2nd Authorisation has not occurred within that time the pending transaction will be deleted.

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BFS

Financial Services Guide &
Product Disclosure Statement
BFS Non Cash Payment Products

Baptist Financial Services Australia Limited

ABN 56 002 861 789
Effective from 1 January 2011



BFS

**FINANCIAL SERVICES GUIDE
AND PRODUCT DISCLOSURE STATEMENT**

IMPORTANT NOTE

Baptist Financial Services Australia Limited is a charity incorporated as a public company, and limited by guarantee which operates under a registered trademark BFS throughout Australia. BFS is a charity within the meaning of Regulatory Guide 87 and Class Order 02/184 exemption issued by the Australian Securities & Investments Commission (ASIC).

This Financial Services Guide and Product Disclosure Statement - BFS Non Cash Payment Products (FSG/PDS) 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 utilising a BFS non-cash payment product, you should read this FSG/PDS 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.

The offer of non cash payment products under this FSG/PDS may only be used by persons who receive it in Australia. The information in this FSG/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.

If you have any queries regarding this FSG/PDS, please contact a BFS State Office at the following:

NSW/ACT Office

Level 1, Cnr Rawson Street & Carlingford Road, Epping NSW 2121
Postal: PO Box 122, Epping, NSW, 1710

Victoria/Tasmania Office

Level 1, 1193 Toorak Road, Hartwell, Vic
Postal: PO Box 377, Hawthorn, Vic, 3122

South Australia/Northern Territory Office

Baptist Centre, 35 King William Road, Unley, SA
Postal: PO Box 432, Unley, SA, 5061

Western Australia Office

21 Rowe Avenue, Rivervale, WA
Postal: PO Box 57, Burswood, WA, 6100

or by:

Phone: 1300 650 542 between 8.30am-4.30pm Sydney time on a business day

Fax: 1300 784 699

Email: info@bfs.org.au

Website: www.bfs.org.au

For information regarding our full range of debenture products, please read our Product Information Statement - Offer Document.

FINANCIAL SERVICES GUIDE

1. ISSUE DATE

1 January 2011

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 our contact details, our authorised services, our remuneration practices, any conflicts of interest we may have, and our dispute resolution process.

3. NAME OF SERVICE PROVIDER & WHO WE ACT FOR

The Service Provider is Baptist Financial Services Australia Limited ABN 56 002 861 789. Baptist Financial Services Australia Limited operates under its registered trademark Baptist Financial Services (“BFS”), and the Principal Contact is the Chief Executive Officer. BFS is responsible for the financial services it provides to you under its Australian Financial Services Licence. BFS does not act on behalf of any other financial services licensee.

4. AUSTRALIAN FINANCIAL SERVICES LICENCE (“AFSL”)

We are licensed by the Australian Securities and Investments Commission (AFSL No 311062) to advise on and deal in a range of deposit products and non cash payment products to retail and wholesale clients, which include:

- Internet Account Access (BFSONline and BFSONline Business)
- Cheque instruments
- BPAY
- Direct Debit Services
- Electronic Giving
- Periodical Payment Services
- Electronic Funds Transfers – Direct Entry & International
- Cheques – Corporate, Bank and International

BFS is the product issuer for these products, except for Bank and International Cheques, and International Electronic Funds Transfers which are issued through our bankers.

ASIC REGULATORY GUIDE 87 AND CLASS ORDER 02/184 EXEMPTION

BFS also provides general financial product advice, and deals, in relation to a range of debenture products to retail and wholesale clients, pursuant to the ASIC Regulatory Guide 87 and ASIC Class Order 02/184 exemption. Such products include:

- Savings Accounts at Call
- Hi Savings Online Accounts at Call
- Business Savings Online Accounts at Call
- Pensioner Deeming Accounts at Call
- Development Fund Savings Accounts at Call
- Funeral Savings Accounts
- BFS Cheq – Cheque Accounts for Baptist entities
- Term Investments

Our debenture products cater for persons who wish to promote the charitable purposes, and support the work of the Baptist Church, and for whom profit considerations are not of primary relevance in their decision to invest. Money invested with BFS in the products offered herein is invested in a manner consistent with Christian ethics and principles. Surpluses generated are distributed to Baptist Unions around Australia to support a range of Baptist ministry projects and to promote the interests of the Church. Kindly note that the debenture products offered by BFS are not subject to the same Corporations Act (Cth) disclosure requirements as generally apply to debentures or registered managed investment schemes, and we are not required to issue a Product Disclosure Statement, nor lodge such document with the Australian Securities & Investments Commission.

5. CONTACT DETAILS OF BFS

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

6. NATURE OF ADVICE WARNING

Please note that BFS does not provide personal advice (advice which takes into consideration one or more of your financial objectives, circumstances or needs). We are obliged to warn you that our transaction and product information provided to you as a retail client does not take account of your objectives, financial situation or needs.

We suggest that you seek advice if you do not understand any of the information contained within this PDS and how it applies to you.

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

7. METHOD OF PROVIDING INSTRUCTIONS TO US

If you wish to utilise our services you must issue us with signed instructions. Certain of our products have specific requirements regarding how instructions are provided, and these are detailed in the relevant Product Disclosure Statement – BFS Non Cash Payment Products or Product Information Statement – Offer Document.

8. DOCUMENTATION

If you apply for one of our non-cash payment products, you will be provided with a Product Disclosure Statement – BFS Non Cash Payment Products, which contains important information regarding the features, benefits, risks and fees applicable to these products, and should be read carefully to enable you to make an informed decision about whether to acquire or utilise BFS products.

If you apply for our debenture products you will be provided with our Product Information Statement – Offer Document, which similarly sets out key information to be considered prior to acquiring such products.

BFS will also provide clients with the relevant documentation to facilitate and confirm requested transactions.

9. PROFESSIONAL INDEMNITY INSURANCE

Pursuant to s912B of the Corporations Act (and Corporations Regulation 7.6.02AAA), BFS maintains adequate professional indemnity insurance to cover the financial services it provides. Further information is available upon request.

BFS's Professional Indemnity insurance covers claims in relation to the conduct of former employees for up to 60 days after cessation of employment.

10. OUR RECORD-KEEPING OBLIGATIONS

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

11. 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 Westpac for clients with a BFS Cheq account who access Westpac's Merchant Card service facilities. Applicable fees are detailed in the FSG/PDS (as it relates to the provision of non-cash payment products only) or Product Information Statement – Offer Document for all other products.

Our employees receive salaries, but do not receive commissions.

12. 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.

13. 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, quickly and fairly. Any complaints or concerns should be raised in the first instance with a member of our staff located in Sydney, 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. Please refer to section 5 for contact details.

If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Financial Ombudsman Service [Tel: 1300 780 808], an approved external dispute resolution scheme, of which BFS is a member. You may also make a complaint via the ASIC freecall Infoline on 1300 300 630.

14. PRIVACY

Your privacy is important to us and we are committed to compliance with the Privacy Act and the National Privacy Principles. We only collect information about you where you have provided consent. We may disclose your personal information to those who act on our behalf in the operation of our business, such parties being similarly required and committed to protecting your privacy. BFS will not otherwise disclose your personal information without your consent, except as authorised or required by privacy laws. Please contact us at info@bfs.org.au if you would like a copy of our privacy policy or if you have any concerns or queries.

PRODUCT DISCLOSURE STATEMENT – BFS NON CASH PAYMENT PRODUCTS

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1 DEFINITIONS

Access Method means a method authorised by us for your use and accepted by us as authority to make a BPAY payment 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.

Administrator means a person who manages BFSOnline Business account access of other users.

AFSL means Australian Financial Services Licence.

APRA means Australian Prudential Regulation Authority.

ASIC means Australian Securities and Investments Commission.

At Call Account means any account that has funds available for withdrawal at any time subject to the individual terms and conditions and is subject to a variable interest rate.

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. May refer to BFSOnline and also BFSOnline Business.

BFSOnline Business An interactive website for Church, Christian organisations and business clients which allows them access to their BFS accounts.

Biller means an organisation who tells you that you can make bill payments to them through BPAY.

BPAY means the electronic payment scheme called BPAY operated in co-operation between Australian financial institutions, which enables you to effect bill payments to Billers who participate in BPAY, either via BFSOnline internet access or any other Access Method as approved by us from time to time.

BPAY Payment means a payment transacted using BPAY.

BPAY Pty Ltd means BPAY Pty Limited ABN 69 079 137 518, PO Box 1083, North Sydney NSW 2059, telephone (02) 9922 3511.

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

Cardlink means Cardlink Services Limited ABN 60 003 311 644, Level 4, 3 Rider Boulevard, Rhodes, NSW 2138 telephone (02) 9646 9222.

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 by BPAY.

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 the Direct Debit Request form between you and us.

FSG/PDS means this document.

Indue means Indue Limited.

Internet Signing Authority means a logon created for an authorised signatory by a BFSOnline Business Administrator.

Payment Service /Direct Credit means EFT.

PISOD means Product Information Statement – Offer Document.

Unauthorised Transactions means transactions on your BFS account performed without your authority or knowledge.
We/us/our BFS.

Westpac means Westpac Banking Corporation.

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 PRODUCT DISCLOSURE STATEMENT (“FSG/PDS”)

The purpose of this FSG/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 is authorised to offer
- 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

We may change, add to or delete these terms and conditions at any time. This includes varying 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; or
- A letter.

Any notice or document may be given by us sending it to your last known address. Except where it contravenes a 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 Indue or BFS is evidence of the postage date and that the mail was posted on the date specified in the certificate.

This FSG/PDS does not constitute an offer or solicitation to anyone outside Australia.

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 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.

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

BFS holds Australian Financial Services Licence No. 311062 and is authorised to provide advice and to deal (arrange and issue) in relation to basic deposit products, deposit products other than basic deposit products and non-cash payment products

to retail and wholesale clients. This FSG/PDS is issued pursuant to ASIC Regulatory Guide 87 and ASIC Class Order 02/184 exemption.

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 FSG/PDS offers to provide the following non-cash payment facilities:

- Internet Account Access (BFSONline/BFSONline Business);
- Cheque Instruments on BFS Cheq Accounts (Baptist Organisations Only);
- BPAY®;
- Direct Debit Services, including Third Party Direct Debit Services (eg Electronic Offerings/Giving);
- Periodical Payment Services; and
- Electronic Funds Transfers.

6 INTERNET ACCOUNT ACCESS (BFSONLINE & BFSONLINE BUSINESS)

BFSONline / BFSONline Business 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 BFSONline or BFSONline Business 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.

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

- Review and check your account and loan balances;
- Transfers of funds to a BFS or other financial institution account;
- Multiple signatories are available, a great feature for joint and Church or business accounts;
- Multiple logins can be arranged for each client number, with the ability to specify different accounts and levels of access for each login name;
- Review your transaction history on linked accounts;
- Customise the way you view your accounts online;
- View, download and print account transactions;
- View year-to-date interest and withholding tax information for the current and previous year;
- Clients with BFS *Cheq* accounts can place stop payment of cheques issued online;
- View your loan payout quotation;
- Send us a Secure email with instructions or a message.

If at any time you believe your access method, or login, or password have been misused, lost, or compromised in any way, you must inform us immediately.

KEY FEATURES AND BENEFITS

- BFSONline / BFSONline Business provides you with access to your accounts 24 hours a day - 7 days a week.
- Payment of bills using BPAY.

- The security system uses a high level of encryption using Verisign to ensure the safety and privacy of your transactions and account.
- The security of BFSOnline / BFSOnline Business to your accounts is maintained through the issue of a unique login and password.
- BFSOnline Business provides for the management of BFSOnline Business at levels of 'View Only', 'Data Entry' and 'Internet Signing Authority' through an Administrator appointed by the business client.

KEY 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.
- We cannot enable your BFSOnline / BFSOnline Business access, and cannot accept liability for transfers where you do not provide us with sufficient or accurate information.
- Transfer of funds is only possible from certain accounts not including Term Investments or loan accounts.
- The cut-off time for all value transactions will be 3.30 pm (Sydney NSW Time) on a normal business day. Transactions effected after that time may be processed on the following business day.
- Funds destined for an account with another financial institution may not be credited to the destination account until the following business day.
- We cannot warrant that data you transmit via Internet Access 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 / BFSOnline Business facility. However, transfers to accounts held at other financial institutions may incur a fee by the other financial institution.
- Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule.

Please ensure you read Section 22 in this FSG/PDS for the specific terms and conditions which apply to this product.

7 CHEQUE INSTRUMENTS ON BFS CHEQ ACCOUNTS (BAPTIST ORGANISATIONS ONLY)

A cheque is an unconditional written order to pay a sum of money by one party to another. It is signed and requires the financial institution to pay the sum specified therein, upon presentation of the cheque.

You must always ensure that:

- sufficient funds are available when you draw a cheque;
- you draw a cheque in a way that does not facilitate fraud;
- If at any time you believe a cheque or cheque book has been misused, lost, or stolen, you must inform us immediately.

BFS is regulated and exempt from Sections 7 & 8 of the Banking Act 1959 under Banking Exemption No.1 of 2006, Schedule 2 which allows for BFS to issue BFS Cheq accounts for:

- a Baptist Union of any State or Territory in Australia recognised by The Baptist Union of Australia Incorporated; or

- any committee, agency, affiliated or other recognised organisation of a State Baptist Union; or
- any Church affiliated with a State Baptist Union; or
- any fellowship or similar body affiliated with a State Baptist Union; or
- any organisation controlled by any of the above entities; or
- a Trustee of a Trust for the use, benefit or purposes of any of the above entities; or
- employees of BFS whose salary is paid through the account.

KEY FEATURES AND BENEFITS

- A cheque book facility is a convenient and common method of making payments.
- Maintaining a record of cheques written to pay accounts provides a useful bookkeeping reference for management.
- Account statements issue monthly.
- You can access your funds in your BFS Cheq Account by:
 - » BFSOnline / BFSOnline Business which will enable you to transfer funds electronically or by Periodical Payment;
 - » mail, telephone, or email instructions to a BFS State Office; and
 - » cheque issued from the cheque book provided for your account.
- No minimum balance required.
- Interest will be credited to your BFS Cheq account at the end of each calendar month.
- Unless you have a separate agreement with us, you must only use the cheques supplied by BFS.

KEY RISKS

- BFS may at any time withdraw your cheque facility in the event of any improper conduct of the account.
- Cheques you have issued generally take at least 3 business days to clear and goods or services to be supplied may be withheld until funds are cleared.
- You must keep your cheque book secure at all times. You are required to notify BFS immediately if your cheque book (or a cheque) is lost or stolen. You may be liable for any losses sustained as a result and prior to notifying such loss/theft to BFS.
- To avoid unauthorised transactions on your account do not pre-sign cheques.
- You will need to ensure that sufficient available funds are held in your account to cover cheques drawn.
- A cheque may be dishonoured in certain circumstances.

COSTS

- BFS does not charge a fee in relation to the provision of a cheque book facility.
- Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule for costs of other services associated with the account.

Please ensure you read Section 24 in this FSG/PDS for the specific terms and conditions which apply to this product.

8 BPAY

BPAY is an electronic bill payment service that enables clients the hassle-free, time-saving option to pay bills any time of the day or night, on any day of the year, from anywhere in the world, through the security of our internet account access service – BFSOnline/BFSOnline Business, from Savings Accounts At Call, Pensioner Deeming Accounts, Development Savings Account and BFS Cheq Accounts).

If access to BFSOnline / BFSOnline Business has not already been arranged, you will need to complete a form to apply for full access to at least one eligible account from which to make BPAY payments through BFSOnline, and this will provide you with access to our BPAY service.

KEY FEATURES AND BENEFITS

- 24/7 access from anywhere in the world.
- No more standing in queues, or writing, or using an envelope and mailing cheques.
- Eliminates the need to transport the cheque from the mailbox to the biller's address – this is better for environmental outcomes as the payment process saves energy and reduces pollution.
- BPAY payments are processed within the security of BFSOnline.
- The BFSOnline security system uses a high level of encryption using Verisign to ensure the safety and privacy of your transactions and account.
- Control over when payments are made.
- A stamped time receipt on every payment.
- You'll know if you can pay a bill with BPAY because it will display the distinctive BPAY logo.
- You can choose from which eligible account to make the payment.
- The only parties who are authorised to have access to information about your BPAY payments through an eligible BFS account are the participating billers, authorised signatories and BFS.
- BPAY does not receive any identifying personal or individual account details at any point during the payment process.
- The only information passed through the BPAY system is:
 - » your payment instructions
 - » the Biller Code
 - » your customer reference number
 - » the amount you are paying
 - » whether the payment was made using the internet
 - » what type of payment account you are using and from what financial institution
 - » the date that the payment was made and when payment was settled
- The BPAY system applies coding to ensure that if there is any mistake, we are able to trace your payment.

KEY RISKS

- If you do not have an eligible account with BFS or access to BFSOnline then you can not pay your bill using BPAY.
- If you divulge your BFSOnline Login and password to a third party, you may be liable for any losses sustained as a result of the BPAY payments made by such third party.
- If you are careless in maintaining the security of your BFSOnline Login and password, you may be liable for any losses sustained as a result of the BPAY payments made by an unauthorised third party.
- If at any time you believe your BFSOnline 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 BPAY payments made by a third party.
- We cannot enable your Internet Account Access, and cannot accept liability for transfers through BPAY where you do not provide us with sufficient or accurate information.
- The cut-off time for all BPAY transactions will be 3.30 pm (Sydney NSW Time) on a business day.
- Transactions effected after that time may be processed on the following business day.
- Disruption to computer and/or telecommunications systems may occur from time to time resulting in the temporary unavailability of the BPAY service.
- To maintain security of access through BFSOnline you should ensure that the computer used is secure and has up to date 'anti-virus' and 'anti-spyware' software and is protected by a secure firewall.

COSTS

- BFS does not charge a fee for the provision of access to the Internet Access facility (BFSOnline).
- BFS does not charge a fee to access the BPAY service.
- Refer Part 2 of this FSG/PDS for our Account and Service Fees Schedule.

Please ensure you read Section 23 in this FSG/PDS for the specific terms and conditions which apply to this product.

9 DIRECT DEBIT SERVICES

DIRECT DEBIT

Direct Debit service uses an automated payment system which enables a specified amount to be debited from one 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.

KEY 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.
- A dishonour fee may apply where there are insufficient funds in the nominated account to cover the direct debit payment.
- Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule.

Please ensure you read Section 19 in this FSG/PDS for the specific terms and conditions which apply to this product.

THIRD PARTY DIRECT DEBIT SERVICES

Third Party Direct Debit service uses an automated payment system which enables a specified amount to be debited from one account with another financial institution and then credited to an account with BFS on a pre-arranged, periodical (or one-off) basis. The Direct Debit service facility for (clients of the approved BFS Client) may be used for such payments as Electronic Offerings/Giving, School fees, donations, and provides for the making of contributions by Direct Debit into an account with BFS.

Clients of BFS will need to arrange with BFS for approval of a Direct Debit Request (TP) form for use by their own clients and will need to sign a 'Direct Debit Agreement & Indemnity' form. Contact our office as per section 4 to arrange for 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.

KEY RISKS

- There may be insufficient funds held in the account being debited to cover the direct debit payment amount.
- If your customer wishes to cease the direct debit, you need to send written advice to BFS.
- Any refund of funds debited will need to be organised directly with the party you are debiting unless the debit was the result of an error made by BFS.
- Disruption to computer and/or telecommunications systems may occur from time to time resulting in the temporary unavailability of this service.
- Clients of BFS using a Direct Debit Request (TP) for their own clients will need to ensure that the terms and conditions they have given to their clients for Direct Debit transactions are consistent with the BFS terms and conditions at all times and meet their own needs.

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.
- A dishonour fee may apply where there are insufficient funds in the nominated account to cover the direct debit payment.
- Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule.

Please ensure you read Section 19 in this FSG/PDS for the specific terms and conditions which apply to this product.

10 PERIODICAL PAYMENT SERVICES

A Periodical Payment facility uses an automated payment system which enables a specified amount to be debited from one account with BFS and then credited to another account with BFS or with another financial institution on a pre-arranged, periodical (or one-off) basis.

You will need to complete a Periodical Payment Request form to access this service or create the payment by using BFSOnline.

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.

KEY RISKS

- You will need to ensure that sufficient funds are held in your account to cover the periodical payment amount.
- If you wish to cease the periodical payment, you will need to contact BFS.
- Any refund of funds debited will need to be organised directly with the party you are paying unless the debit was the result of an error made by BFS.
- 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 periodical payment facility. However, transfers to accounts held at other financial institutions may incur a fee by the other financial institution.
- No dishonour fee will apply where there are insufficient funds in your BFS account to cover the periodical payment.
- Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule.

Please ensure you read Section 19 in this FSG/PDS for the specific terms and conditions which apply to this product.

11 DIRECT ENTRY, INTERNATIONAL TELEGRAPHIC TRANSFER AND CHEQUES

11.1 DIRECT ENTRY

You may withdraw funds from an account with BFS by a Direct Entry Funds Transfer electronically from the available funds balance of your account to another BFS account or to an account with another financial institution within Australia.

You will need to complete a Withdrawal form to access this service.

You may deposit money into your account with BFS by Direct Entry Funds Transfer (electronic means) eg an internet banking transfer from another financial institution, rent receipts, pensions, salaries, etc.

KEY FEATURES AND BENEFITS

The convenience of transferring 'cleared' funds from your BFS account to another account so they are immediately available for withdrawal.

KEY 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.

COSTS

- We do not charge you a fee for withdrawal or deposit Direct Entry Funds Transfers. However, transfers to accounts held at other financial institutions may incur a fee by the other financial institution.

Please ensure you read Section 27.1 in this FSG/PDS for the specific terms and conditions which apply to this product.

11.2 INTERNATIONAL TELEGRAPHIC TRANSFER

You may withdraw funds by way of an International Telegraphic Transfer subject to confirmation by our bankers. On receipt of your request we will consult with our bank to ascertain if it can provide the currency and transfer the funds to the country nominated.

You will need to complete an International Telegraphic Transfer Application form to access this service.

KEY FEATURES AND BENEFITS

- Generally the quickest and most convenient method of transferring funds overseas from your BFS account to an account in another country.
- Funds can be transferred in Australian dollars or in another nominated currency subject to the availability of your nominated currency through our bankers.

KEY RISKS

- You will need to ensure that sufficient available funds are held in your account to cover the withdrawal.
- External transfers cannot be refunded or reversed once they have been completed.
- Costs may be incurred in processing the receipt transfer into an overseas bank account.
- Disruption to computer and/or telecommunications systems may occur from time to time resulting in the temporary unavailability of this service.

COSTS

- We charge a fee for an International Telegraphic Transfer. Overseas Institutions may levy additional fees, either to the sender or the beneficiary of the payment. Any fees charged to the sender will be passed on by debiting your account.

- Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule.

Please ensure you read Section 27.2 in this FSG/PDS for the specific terms and conditions which apply to this product.

11.3 CHEQUES: CORPORATE, BANK AND INTERNATIONAL

11.3.1 CORPORATE CHEQUES

You can withdraw funds by way of corporate cheque. A corporate cheque is a cheque drawn on BFS's corporate bank account. We make out the cheque to yourself or to a third party nominated by you.

You will need to complete a Withdrawal form to access this service or utilise our Phone/Email Password for Account Access or Secure Email Access method.

KEY FEATURES AND BENEFITS

- The convenience and ease of issuing a withdrawal from your BFS account by cheque.

KEY 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 cheque posted by BFS to your address or to the address specified by you.
- You will need to maintain payment details of the cheque.

COSTS

- We do not charge you a fee for a corporate cheque.
- We do not charge you a fee to record the Stop Payment of a corporate cheque, however there may be costs if the stopped cheque is presented to our Corporate account.

Please ensure you read Section 28.1 in this FSG/PDS for the specific terms and conditions which apply to this product.

11.3.2 BANK CHEQUES

You may withdraw funds by way of a Bank Cheque. BFS will arrange for the cheque to be issued by our bankers.

You will need to complete a Withdrawal Form to access this service or utilise our Phone/Email Password for Account Access or Secure Email Access method.

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.

KEY RISKS

- The cheque may be delayed or lost in the postal system.

COSTS

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

Please ensure you read Section 28.3 in this FSG/PDS for the specific terms and conditions which apply to this product.

11.3.3 INTERNATIONAL CHEQUES

You may withdraw funds by way of an International cheque subject to confirmation by our bankers.

You will need to complete an International Cheque Application form to access this service.

KEY FEATURES AND BENEFITS

- The convenience and ease of arranging for the payment of funds to a party outside Australia

KEY RISKS

- The cheque may be delayed or lost in the postal systems.
- Costs may be incurred in processing the cheque through another financial institution overseas.

COSTS

- We charge for the issue of an International Cheque.
- Cheques deposited to accounts held at other financial institutions may incur a fee per transaction.
- Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule.

Please ensure you read Section 28.5 in this FSG/PDS for the specific terms and conditions which apply to this product.

12 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. You should read the terms and conditions detailed in this FSG/PDS carefully and seek independent legal and/or financial advice should you have any concerns, prior to signing the relevant form.

BFS does not provide any personal advice (advice which takes into consideration one or more of your financial objectives, circumstances or needs). We are obliged to warn you that our transaction and product information provided to you as a retail client does not take 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.

13 REMUNERATION / BENEFITS / COMMISSIONS RECEIVED BY BFS IN PROVIDING FINANCIAL SERVICES

BFS receives capture reimbursement fees on BPAY transactions.

BFS also receives referral and transaction commissions from Westpac for clients with a BFS Cheq account who access Westpac's Merchant Card service facilities.

How our staff are paid

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

14 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.

15 DISPUTE RESOLUTION PROCESS

BFS is committed to providing accurate information. As part of that commitment, we are focused upon improving client satisfaction by providing an efficient and accessible system for complaint resolution.

We will always endeavour to resolve your complaint quickly and fairly.

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

1. 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, quickly and fairly. Any complaints or concerns should be raised in the first instance with a member of our staff located in Sydney, 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. Please refer section 5 for contact details.
2. If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Financial Ombudsman Service [Tel: 1300 780 808], an approved external dispute resolution scheme, of which BFS is a member.
3. Otherwise, you can contact the Financial Ombudsman Service ("FOS") by:
 - » phoning: 1300 780 808;
 - » writing to:
FOS
GPO Box 3
Melbourne Vic 3001;
 - » faxing to: (03) 9613 6399;
 - » emailing to: info@fos.org.au or
 - » Website: 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. There are avenues open to you if a dispute or complaint arises; however, we hope that you will raise any query or complaint with us and that it can be resolved to your satisfaction.

16 PRIVACY

If you make an application or you are a signatory to a non-cash product we collect and use the information and documents provided to substantiate your identity, authenticate your signature and to enable us to provide non-cash products to you and manage your non-cash products. 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 that that 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.

17 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).

18 MAKING WITHDRAWALS

18.1 CHEQUE

There are two types of cheques:

- Your own cheque where you have a *BFS Cheq* facility with us; or
- Our corporate cheques.

18.2 YOUR CHEQUE (BAPTIST ORGANISATIONS ONLY)

With your own cheque, you must ensure that there is sufficient money in your account to meet the cheque when it is presented to us for payment by the Financial Institution of the person to whom you wrote the cheque. Refer to Part 2 – Account and Service Fees for fees applicable to this service.

When you write out a cheque, you need to ensure:

- You have completed the payee and amount details correctly;
- You have dated the cheque (if you date it in the future, the payee is unable to bank it until that time);
- You have elected the negotiable limitation on the cheque and marked the cheque correctly;
- Whether the cheque is to be a “bearer” cheque or not. If not, you need to delete the word on the cheque;
- Whether the cheque is to be an “account payee only” cheque or not. If so, you need to add those words after the name of the payee;
- Whether you want the cheque only to be negotiated through a financial institution. If so, cross the cheque with two parallel lines and write inside those lines the words “not negotiable”;
- Whether the cheque is to be open and negotiable by the holder of the cheque. If so, leave “bearer” on the cheque and do not cross it.

You need to be careful with your choice as to the negotiable limitation of the cheque. If you wish to pay a particular person or company by your own cheque, it is normally better to limit the negotiability of the cheque by making the cheque “account payee only” and crossing it and marking it “not negotiable”.

If you are not careful the cheque may be used for a purpose contrary to your original intention, which may result in you losing money.

We are not responsible to you if you do not properly complete a cheque, your cheque is negotiated and then paid by us in accordance with how you had completed the cheque.

When you pay by your “account payee only - not negotiable” cheque:

- You complete the cheque and hand it to the payee;
- The payee deposits it with their Financial Institution;
- The payee Financial Institution calls on us to pay your cheque;
- We pay the payee’s Financial Institution the amount set out in your cheque providing there are sufficient funds to meet that cheque in your account.

18.3 STOP PAYMENT – BFS CHEQ ACCOUNTS

It is only possible to stop payment on your cheque up to the time it is presented to us for payment.

If you want to stop payment on a cheque you have drawn, you need to:

- Contact one of our State Offices 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. Your telephone direction will alert us to look out for the cheque but we are unable to process a stop payment without a written direction from you.

Providing we receive your written direction prior to the cheque being presented to us for payment and us paying on that cheque, then we will stop payment.

You will be responsible to the payee for the stop payment. We will not be responsible to you if your direction arrives after we have paid on the cheque as presented to us.

INSUFFICIENT FUNDS – CHEQUES & DIRECT DEBITS

If the amount of any cheque/direct debit presented for payment exceeds the Available Balance in your Account at the time the cheque/direct debit is presented, BFS may refuse to pay the cheque. In such event, BFS will advise you in writing, by ordinary pre-paid post, as soon as practicable, but will incur no liability for failure to do so. Where a cheque/direct debit is refused in accordance with this condition, or in accordance with any other condition, BFS may, in their absolute discretion, debit to your BFS Account any costs incurred through such refusal, and any such costs shall be a debt from you to BFS.

The “Available Balance” means the balance of the Account at any time other than:

- Funds lodged within the previous 3 business days which include cheques and direct debit transfers;
- Funds lodged which include overseas cheques made within the previous 28 business days;
- Fund lodgements in transit; and
- Interest accrued but not credited to the BFS *Cheq* Account.

In the event that a correctly authorised and presented cheque/direct debit exceeds the available balance of your Account, you hereby authorise BFS, (but it is under no obligation so to do), to transfer to that account from any other account or accounts held with BFS by you, sufficient funds (within the Available Balance of such other account or accounts) to allow payment of the cheque/direct debit. BFS may, in its absolute discretion, debit a fee, as determined by it from time to time and listed in Part 2, to your Account for each and every such transfer, and such fee shall be a debt from you to BFS.

Notwithstanding this condition, BFS shall be held harmless from any claim whatsoever from you or any other person or organisation, should BFS fail or refuse to make such a transfer.

If BFS for any reason and without reference to you pays a correctly authorised and presented cheque/direct debit that exceeds your Available Balance, then you shall incur a debt to BFS for the amount by which the cheque/direct debit exceeds the Available Balance. In such circumstances, the debt shall be repayable by you immediately upon the written demand of BFS. If you fail to repay such debt, then you shall be required to pay all costs and expenses whatsoever incurred by BFS in collection of that debt.

18.4 CORPORATE CHEQUES

You can also withdraw funds by the way of our corporate cheque. We make out the cheque to a third party nominated by you. We do not charge a fee for a corporate cheque.

18.5 CORPORATE CHEQUE WITHDRAWALS - STOP PAYMENT

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

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

- Contact one of our State Offices 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;
- Provide written consent from the cheque payee where possible or provide an indemnity to BFS.

Your telephone direction will alert us to advise our bankers but we are unable to process a stop payment to our bankers without a written direction from you.

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

18.6 WITHDRAWING FROM AN ACCOUNT

You may withdraw money you have with us in these ways:

- By contacting or visiting one of our State Offices;
- By post to one of our State Offices;
- By facsimile direction to one of State Offices;
- By a payment service; or
- By Internet account access transfer from your account through BFSOnline.

To withdraw funds from your account, you need to provide to us the following:

- Your account name and number;
- The amount you wish to withdraw;
- The person or company to whom the amount is to be paid;
- Your signature.

If payment is to go via Direct Credit, the Bank State Branch (BSB) number, Account Number and Name of the account the funds are to be sent to.

With a withdrawal by post where a corporate cheque has been requested, we will draw a cheque and send the cheque to your address as noted in our records or the address nominated by you.

We are responsible for your withdrawal up to the time of posting of the cheque to your address. We recommend that you check with us after sending the withdrawal document to us to confirm that we have received it, processed the withdrawal and sent the cheque to you. We do not send you a separate document acknowledging the withdrawal. The first document you will receive from us acknowledging your withdrawal will be the next statement we issue to you after that withdrawal.

Where the withdrawal is by Direct Credit the funds will be paid by electronic transfer into a nominated account of a financial institution approved by the Australian Payments Clearing Association (APCA).

18.7 CONTACT, POST OR FACSIMILE TO ONE OF OUR STATE OFFICES

You must complete a withdrawal form or provide other written advice. When you present us with the document, we will confirm that the signature on the document is your signature and meets the signing authority for the account before we process the withdrawal.

When you contact us by phone or email at one of our State Offices, you will need to quote your Phone/Email Password or alternatively send us a Secure Email through BFSOnline. Either of these options may allow us to:

- Accept instructions regarding your accounts;
- Answer your 3 identification questions to reset your password;
- Vary the standard withdrawal limit for BFSOnline.

18.8 PAYMENT SERVICE (DIRECT DEBIT)

This is an electronic system that draws funds from your account under the instructions of a 3rd party. Examples include health funds, telecommunication companies, life insurance companies, etc. For more details refer to 'Direct Debit Services' in the FSG/PDS.

18.9 BFSOnline / BFSOnline BUSINESS

You will need the same information as requesting a withdrawal in person, by mail or facsimile however you enter the information in BFSOnline. For more details refer to 'Internet Account Access' in the FSG/PDS Statement.

18.10 UNAUTHORISED TRANSACTIONS

An unauthorised transaction does not include a transaction carried out by you or by anyone performing a transaction with your knowledge and consent.

Where you do not authorise a transaction, you will not be responsible for losses which are:

- Caused by BFS's negligence or that of their staff, contractors and agents;
- Caused by the same transaction being debited more than once to your debenture investment.

Where it is clear that you have not contributed to any loss caused by unauthorised transactions, you will not be liable for that loss.

You will be liable for losses where:

- On the balance of probability we can prove that you contributed to the losses through fraud or negligence;
- You provided incorrect BSB or account number data; or
- You erroneously requested the same transaction be made on more than one occasion.

Where funds have been sent to a wrong account, we will endeavour to retrieve the funds on your behalf. We advise you and you acknowledge that it is not always possible for us to retrieve misdirected transfers and that it is usual that such misdirected funds cannot be recovered. Where funds can be recovered it may incur a cost which you agree to pay to us. We advise and you acknowledge that significant delays may occur in recovering misdirected funds.

19 MAKING PAYMENTS

Our payment facilities are not available to all clients. Payment Facilities are not available to accounts where more than one signature is required to operate the account, unless all signatories have signed the withdrawal form.

Payment facilities are not available to all children:

- Not available to children under 12;
- Parental consent required for children between 12 and 16.

If you have any questions about Payment Facilities please telephone us.

19.1 PAYMENT SERVICES

This is an arrangement where at your direction a sum of money is transferred from your account to a third party. There are three forms of withdrawal payment service:

- Periodical payment;
- Direct transfer; and
- Direct debit, including third party direct debit.

We have control over the periodical payment and direct transfer. We do not control the direct debit as it is lodged with the third party and that third party manages the withdrawal from an external account.

We recommend that you check to confirm with us and the third party, the periodical payment, direct transfer or direct debit has been processed.

We do not issue you with any written confirmation of a periodical payment, direct transfer or direct debit.

The first document acknowledging the periodical payment, direct transfer or direct debit will be the next statement we issue to you after that periodical payment, direct transfer or direct debit.

19.2 PAYMENT ORDER

If you request more than one Periodical Payment or Direct Debit, we will determine the order in which they are paid.

19.3 STOP PAYMENTS PERIODIC PAYMENT

To stop or alter a Periodical Payment, you must provide written instructions to us setting out full details of the Periodical Payments at least two (2) business days before the next payment is to be made.

Periodic Payments can also be altered using BFSOnline for users with full access. For accounts that require 2 or more authorisers then that number of authorisers need to be at the same computer at the same time to authorise the change(s).

19.4 STOP PAYMENTS DIRECT DEBITS

You must instruct any 3rd party that is drawing on your account to stop the Direct Debit without delay.

To stop Direct Debit you must provide written instructions to us setting out full details of the Direct Debit at least two (2) business days before the next payment is to be made.

19.5 FUTURE DATED ELECTRONIC TRANSACTIONS

Future dated electronic transactions will be processed on the next business day following a weekend or NSW or National public holiday. Electronic transactions conducted on a weekend or NSW or National public holiday will be processed on the following business day after the weekend or NSW or National public holiday.

19.6 MISSED PAYMENTS AND CANCELLATION

We may decide not to make a periodical payment or direct debit if there are not sufficient cleared funds in the account at the time and on the date for the transfer of money. From time to time we may allow you to overdraw your account(s) or exceed any available Overdraft Loan limit. We have no obligation to do so. If we decide to make a payment and overdraw the account or exceed any Overdraft Loan limit, you will be charged interest on the Overdrawn or Overlimit amount. Refer to Part 2 – Account and Service Fees for fees applicable to this service.

19.7 BFSONLINE TRANSFER

When you have access to your account(s) through BFSOnline / BFSOnline Business it is possible for you to transfer money between your own BFS and induemoney accounts and externally to other financial institutions.

We normally issue you with an electronic acknowledgement for the transaction. The first document you will receive from us receipting your transaction will be the next statement we issue to you after the BFSOnline transaction.

For the Terms and Conditions that apply to your BFSOnline / BFSOnline Business, we recommend you visit the BFS website www.bfs.org.au and become familiar with those Terms and Conditions and our internet account access procedure through BFSOnline / BFSOnline Business.

19.8 INSUFFICIENT FUNDS - ELECTRONIC TRANSACTIONS

The main forms of electronic transactions from your account are:

- Payment services; and
- BFSOnline / BFSOnline Business.

If you do not have enough money in your account when you try to transact electronically to pay for a good or service, then in the absence of you making an arrangement with us either:

- We will not process the electronic transaction, which means we will not pay the amount stated in the electronic transfer to your payee's bank. The person or company who you paid by electronic transfer are therefore still owed the amount; or
- We will pay the amount stated in the electronic transaction but your account will be overdrawn and either we will exercise our right to combine accounts and use money in another of your accounts to pay the overdrawn amount; or we will arrange to recover the overdrawn amount.

The choice is ours and we will not be responsible to you for any loss you incur if we choose to not process the electronic transfer due to you not having enough money in your account.

20 TERMS AND CONDITIONS – PHONE / EMAIL PASSWORD FOR ACCOUNT ACCESS, WITH OPTIONAL NOMINATED ACCOUNT

20.1 PHONE/EMAIL PASSWORD

A Phone/Email Password is required to enable an authorised signatory who can quote the Phone/Email Password to make a phone or email enquiry on an account, to allow withdrawals & fund transfers, to advise of a change of address, request a statement in respect of the account; or open or close an account ("Phone/Email Account Access").

To register a Phone/Email Password you must complete a 'BFSONline application' which can be downloaded from www.bfs.org.au/documents.

Your Phone/Email Password may contain numbers or characters and must be a minimum of 4 and a maximum of 8 characters long. You may also nominate in that application one financial institution account (Nominated Account) into which any Phone/Email withdrawals can be paid. The Nominated Account or any change to the Nominated Account must be notified in writing by an authorised signatory/s in accordance with the authority for operation of the account.

The authority provided for the operation of your client account must also include a specific authority for the use of a Phone/Email Password. Please note that where your BFS account requires at least two (2) persons to authorise any transaction or to operate on the account, the 'Phone/Email Password' option for your account may not be suitable as it will give authority to any one person to transact or obtain information in respect of your account via telephone or email enquiry.

It is your obligation to protect your Phone/Email Password from unauthorised use. All transactions processed by BFS via Phone/Email Account Access shall be considered properly authorised and valid by BFS, and shall be binding on you upon receiving the correct Phone/Email Password whether authorised by you or not.

BFS may at any time terminate or suspend your Phone/Email Password access for any reason. You acknowledge and accept that BFS cannot verify by way of signature comparison whether phone/email access was correct and authorised but accept that the use of the correct Phone/Email Password is the equivalent to the use of an authorised signature/s.

You agree to take full responsibility for all transactions effected through phone or email access where the correct Phone/Email Password is used.

20.2 NOMINATED ACCOUNT

Where a Nominated Account has been established with BFS, the daily transfer limit for Phone/Email authorised transactions from each BFS account into the Nominated Account is unlimited. The standard daily transfer limit for all other Phone/Email authorised transactions from each BFS account will apply.

If a Phone/Email Password has:

- Not been established; or
- Cannot be quoted in a phone call or email message;
- Or a transaction/s exceeding the standard daily transfer limited into an account other than a Nominated Account.

BFS will NOT be able to accept your phone or email instructions and you will need to provide instructions in writing in accordance with the authority held for the account.

20.3 SECURITY OF PHONE/EMAIL PASSWORD

The security of your Phone/Email Password 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 Phone/Email Password. It is therefore very important that you keep both your Phone/Email Password confidential, and you agree:

- Not to choose for a Phone/Email 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 Phone/Email Password in writing without making a reasonable attempt to protect its security;
- Not to store your Phone/Email Password in electronic organisers, mobile phones, personal computers, or any other type of low security electronic device;
- Not to disclose your Phone/Email Password to anyone (except us);

- Not to use any or all of the words “Phone/Email Password” in an email you send to us, but the Phone /Email Password should be used within the text of your email message in a way that does not indicate that it is a password;
- Not to permit any person other than your authorised BFS account signatory/s to use your Phone/Email Password;
- To change your Phone/Email Password at regular intervals not exceeding 90 days;
- That you will advise any other authorised signatory/s who are authorised by you to use the Phone/Email Password to observe these terms and conditions in respect of the Phone/Email Password.

There may be other ways to disguise your Phone/Email Password that may be unsuitable because another person could possibly work out your Phone/Email Password. You must use extreme care if you decide to use a memory aid to record your Phone/Email Password.

You agree to advise us immediately if your Phone/Email Password becomes known to unauthorised persons or if you suspect that it has become known to unauthorised persons.

21 TERMS AND CONDITIONS – SECURE EMAIL

21.1 SECURE EMAIL

Secure Email is a secure communication service available through BFSOnline for BFS to communicate with BFS. This service is accessed by an individual who has been given access by BFS to BFSOnline or given access to BFSOnline by a BFSOnline Business Administrator.

After logging on to BFSOnline, Secure Email is accessed from the ‘Other’ drop-down menu. 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.

21.2 TRANSACTING ON BFS BY SECURE EMAIL

The authority provided for the operation of your client account must also include a specific authority for the use of Secure Email and the establishment of a Nominated Account. 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. The standard daily transfer limit for all other Secure Email authorised transactions from each BFS account is the same as transacting through BFSOnline to an external financial institution account.

The security of your BFSOnline / BFSOnline Business Codes is very important. Transactions authorised by Secure Email are subject to the same Terms and Conditions as set out below in Clause 22 – Internet Account Access (BFSOnline and BFSOnline Business).

22 INTERNET ACCOUNT ACCESS (BFSONLINE AND BFSONLINE BUSINESS)

These terms and conditions set out in this Part only apply to Internet Account Access and your use of it. Internet Account Access allows you to access your Account and information through BFSOnline / BFSOnline Business website.

22.1 ACCEPTANCE OF TERMS AND CONDITIONS

The first time that you access BFSOnline / BFSOnline Business constitutes your acceptance of these terms and conditions set out in this document.

If these terms and conditions are not clear to you, contact BFS BEFORE applying for and using BFSOnline / BFSOnline Business.

In the event of any inconsistencies between this Part and the remainder of the Conditions of Use, this Part will apply to the extent of the inconsistency.

When you use BFSOnline / BFSOnline Business, you agree that:

- You are giving BFS instructions; and
- In the first instance, BFS can accept that these instructions are from you and you will be liable (in the first instance) for all transactions that arise from use of BFSOnline / BFSOnline Business, unless any of the circumstances set out in section 22.3 of the Conditions of Use applies;
- 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 / BFSOnline Business malfunctioning if you were aware, or should have been aware, that BFSOnline / BFSOnline Business 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 a transaction that you did not authorise, you must immediately contact BFS. Any concerns will be investigated in the manner set out in section 25.4;
- Information BFS gives you through BFSOnline / BFSOnline Business 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;
- In circumstances where you use BFSOnline / BFSOnline Business to complete an EFT transaction (such as a BPAY Payment) then the Terms and Conditions of section 27.1 will also apply;
- These terms and conditions operate in conjunction with the terms and conditions applicable to the products and non-cash payment products you have nominated to be accessed by using this service. BFS is a subscriber to the EFT Code of Conduct and will be bound by the Code where applicable.

These terms and conditions can be viewed on the BFS website and any variations to these terms and conditions will be notified via the website. Your use of BFSOnline and BFSOnline Business after notification will constitute acceptance of the varied terms and conditions.

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.

22.2 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 FSG/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;

- That any BFSOnline Business 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.

There may be other ways to disguise your codes that may be unsuitable 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.

22.3 LIABILITY FOR UNAUTHORISED TRANSACTIONS

Liability for Unauthorised Transactions – Personal Clients Only

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;
- 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 (24.17) 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;
- Losses incurred on any accounts which you and we had not agreed should be accessed by BFSOnline.

22.4 LIABILITY FOR UNAUTHORISED TRANSACTIONS – BUSINESS CLIENTS ONLY

You will be liable for any loss arising from any transactions effected through BFSOnline or BFSOnline Business except 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;
- Resulting from an unauthorised transaction/s occurring after you have notified us that the security of the codes has been breached.

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

BFSOnline and BFSOnline Business is available to Australian citizens and Australian residents only.

22.5 ADDITIONAL CONDITIONS FOR BFSONLINE BUSINESS

Applications for BFSONline Business must always be in the name of the Business client (eg Church, Christian Organisation or Business entity) nominating an Administrator/s.

The Administrator/s has the power to create access to each account held by the entity as either Full Access, Data Entry Access, View Only Access or No Access or any combination of the same to an individual. An individual with Data Entry Access and/or View Only Access does not need to be registered with BFS as a client and therefore cannot approve transactions.

Administrator/s must be registered with BFS as a client and have been identified in accordance with BFS's requirements.

An Administrator cannot transact on the entity's accounts via BFSONline unless they are also an Authorised Signatory to the account. They can then only operate the account/s in accordance with the existing account authority.

BFS does not verify any authorisations established by the Administrator/s or verify the authority given to any individual by the Administrator/s.

Internet Signing Authorities with authority to operate multiple BFS client numbers are NOT able to access all accounts using the same login.

Prior to set up of the login and password for all users, the Administrator must ensure that all users have accessed a copy of the current Terms and Conditions from the BFS website www.bfs.org.au.

22.6 TRANSACTIONS VIA BFSONLINE/BFSONLINE BUSINESS

We will make reasonable efforts to ensure that BFSONline and BFSONline Business is available 24 hours a day - 7 days a week (unless off-line for system upgrade or if maintenance is required) and also that the information we make available to you is correct. It is your responsibility to use other means of effecting a transaction or obtaining information if for any reason you are unable to use BFSONline / BFSONline Business.

Transaction processing will occur on business days in Sydney, New South Wales. Funds transferred between BFS accounts will be available immediately. Transactions executed after hours will generally be processed on the following business day.

External transfers executed before 3.30 pm Sydney time on business days will be processed on that day. External transfers executed after 3.30 pm Sydney time or on weekends or public holidays may be processed on the following business day. Kindly note that the time quoted on BFSONline and BFSONline Business is Queensland time which may vary from Sydney time during the period of daylight savings.

We may assign any date we consider appropriate to a debit or credit you execute. We may subsequently adjust debit and credit transactions to accurately reflect the legal obligations of you and us.

Amounts may be transferred from the available balance of each eligible BFS account with a daily limit applying to each eligible account for external transfers to other financial institutions (Application may be made to vary this daily limit). There is no daily limit on internal transfers to other BFS accounts. (An eligible BFS account for external transfers includes a Savings at Call account, Pensioner Deeming Account at Call, Development Fund Savings Account at Call or a BFS Cheq Account).

22.7 OBLIGATIONS

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

BFS may cancel or suspend your access to BFSONline / BFSONline Business 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 Business.

BFSONline / BFSONline Business instructions requiring the transfer of funds (including BPAY Payments) 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 / BFSONline Business 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 but 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 / BFSONline Business where the correct codes of you or your authorised users is used.

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

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.

23 BPAY PAYMENTS (ONLY ACCESSIBLE VIA BFSONLINE)

These BPAY Terms and Conditions will govern your access to BPAY. It is therefore important that you read these BPAY Terms and Conditions carefully before you use BPAY.

If you access BPAY then you will be taken to have read, understood and accepted these BPAY Terms and Conditions. Upon such use, these BPAY Terms and Conditions apply to every BPAY payment on your Account and you will be legally bound by them.

23.1 PAYMENTS

We will not accept an order to stop a BPAY Payment once you have instructed us to make that BPAY Payment unless the payment is a future payment (refer clause 23.5) and the due date is still a future date.

You should notify us immediately if you become aware that you may have made a mistake (except when you make an underpayment) when instructing us to make a BPAY Payment, or if you did not authorise a BPAY Payment that has been made from your account. Clause 23.2 describes when and how we will arrange for such a BPAY Payment (other than in relation to an underpayment) to be refunded to you.

Subject to clause 23.15 - Cut off Times, Billers who participate in the BPAY Scheme have agreed that a BPAY Payment you make will be treated as received by the Biller to whom it is directed:

- (a) on the date you make that BPAY Payment, if you tell us to make the BPAY Payment before our Payment Cut Off Time on a Banking Business Day; or
- (b) on the next Banking Business Day, if you tell us to make a BPAY Payment after our Payment Cut Off Time on a Banking Business Day, or on a non Banking Business Day.

A delay may occur in processing a BPAY Payment where:

- (a) there is a public or bank holiday on the day after you direct us to make a BPAY Payment;
- (b) you direct us to make a BPAY Payment either on a day which is not a Banking Business Day or after the Payment Cut off Time on a Banking Business Day;
- (c) another financial institution participating in the BPAY Scheme does not comply with its obligations under the BPAY Scheme;
or
- (d) a Biller fails to comply with its obligations under the BPAY Scheme.

While it is expected that any delay in processing under this agreement for any reason set out above will not continue for more than one Banking Business Day, any such delay may continue for a longer period.

You must be careful to ensure that you tell us the correct amount you wish to pay. If you instruct us to make a BPAY Payment and you later discover that the amount you told us to pay was less than the amount you needed to pay, you can make another BPAY Payment for the difference between the amount actually paid to a Biller and the amount you needed to pay. If the amount you paid was greater than the amount you needed to pay, you must contact the Biller to obtain a refund of the excess.

23.2 LIABILITY

If under this clause you are liable for an unauthorised or fraudulent payment made on or after 1 April 2002 and the Electronic Funds Transfer Code of Conduct (EFT Code) applies, then your liability is limited to the lesser of:

(a) the amount of that unauthorised or fraudulent payment; and

(b) the limit (if any) of your liability set out in our terms and conditions for the applicable product or service.

If (b) applies, we will be liable to you for the difference between the amount for which you are liable and the amount of the unauthorised or fraudulent payment.

We will attempt to make sure that your BPAY Payments are processed promptly by the participants in the BPAY Scheme, including those Billers to whom your BPAY Payments are to be made. You must promptly tell us if:

- You become aware of any delays or mistakes in processing your BPAY Payments;
- You did not authorise a BPAY Payment that has been made from your account; or
- You think that you have been fraudulently induced to make a BPAY Payment.

We will attempt to rectify any such matters in relation to your BPAY Payments in the way described in this clause. The longer the delay between when you tell us of the error and the date of your BPAY payment, the more difficult it may be to perform the error correction. For example, we or your Biller may not have sufficient records or information available to us to investigate the error. If this is the case, you may need to reasonably demonstrate that an error has occurred, based on your own records, or liaise directly with the Biller to correct the error.

23.3 MISTAKEN PAYMENTS

If a BPAY Payment is made to a person or for an amount which is not in accordance with your instructions (if any), and your account was debited for the amount of that payment, we will credit that amount to your account.

However, if you were responsible for a mistake resulting in that payment and we cannot recover the amount of that payment from the person who received it within 20 Banking Business Days of us attempting to do so, you must pay us that amount.

23.4 UNAUTHORISED PAYMENTS

Subject to clause 23.2, if a BPAY Payment is made in accordance with a payment direction, which appeared to us to be from you or on your behalf but for which you did not give authority, we will credit your account with the amount of that unauthorised payment. However, you must pay us the amount of that unauthorised payment if:

- We can not recover within 20 Banking Business Days of us attempting to do so that amount from the person who received it; and
- The payment was made as a result of a payment direction, which did not comply with our prescribed security procedures for such payment directions.

23.5 FRAUDULENT PAYMENTS

Subject to clause 23.2, if a BPAY Payment is induced by the fraud of a person involved in the BPAY Scheme, then that person should refund you the amount of the fraud-induced payment. However, if that person does not refund you the amount of the fraud-induced payment, you must bear the loss unless some other person involved in the BPAY Scheme knew of the fraud or would have detected it with reasonable diligence, in which case that person must refund you the amount of the fraud-induced payment.

23.6 RESOLUTION PRINCIPLES

If a BPAY Payment you have made falls within the type described in clause 23.4 and also clause 23.3 or 23.5, then we will apply the principles stated in clause 23.4.

If a BPAY Payment you have made falls within both the types described in clauses 23.3 and 23.5, then we will apply the principles stated in clause 23.5.

23.7 BILLER CONSENT

If you tell us that a BPAY Payment made from your account is unauthorised, you must first give us your written consent addressed to the Biller who received that BPAY Payment, consenting to us obtaining from the Biller information about your account with that Biller or the BPAY Payment, including your customer reference number and such information as we reasonably require to investigate the BPAY Payment. If you do not give us that consent, the Biller may not be permitted under law to disclose to us the information we need to investigate or rectify that BPAY Payment.

23.8 BPAY SCHEME

We are a member of the BPAY Scheme. The BPAY Scheme is an electronic payments scheme through which you can ask us to make payments on your behalf to organisations (Billers) who tell you that you can make payments to them through the BPAY Scheme (BPAY payments).

We will tell you if we are no longer a Member of the BPAY Scheme.

When you tell us to make a BPAY Payment, you must give us the information specified in clause 23.11 below. We will then debit your account / the account you specify with the amount of that BPAY Payment.

BPAY can be used to pay bills bearing the BPAY logo. We will advise you if and when other transactions can be made using BPAY.

23.9 HOW TO USE THE BPAY SCHEME

Unless you are advised otherwise, you may use BPAY only to make payments via BFSOnline from Savings Account At Call, Cheque Accounts, Pensioner Deeming Account Individual, Pensioner Deeming Account Joint account.

You acknowledge that third party organisations (such as Billers or other financial institutions) may impose additional restrictions on your access to and use of BPAY.

You must comply with the terms and conditions applying to the account to which you request us to debit a BPAY Payment, to the extent that those account terms are not inconsistent with or expressly overridden by the BPAY terms and conditions. The BPAY Terms set out are in addition to those terms.

If there is any inconsistency between the terms and conditions applying to the account and the BPAY terms and conditions, the BPAY terms and conditions will apply to the extent of that inconsistency.

The Payer acknowledges that the receipt by a Biller of a mistaken or erroneous payment does not or will not constitute under any circumstances part or whole satisfaction of any underlying debt owed between the Payer and that Biller.

You may arrange BPAY payments in advance of the time for payment. If you use this option you should be aware that:

- You are responsible for maintaining, in the account to be drawn on, sufficient cleared funds to cover all future-dated BPAY payments (and any other drawings) on the date prior to the day(s) you have nominated for payment;
- If there are insufficient cleared funds the BPAY payment will not be made and you may be charged a dishonour fee;
- You are responsible for checking your account transaction details or account statement to ensure the future-dated payment is made correctly;
- You should contact us on 1300 650 542 if there are any problems with your future-dated payment. You must contact us if you wish to cancel a future-dated payment after you have given the direction but before the date for payment. You cannot stop the BPAY payment on or after that date. Payments can be stopped via BFSOnline prior to the due date.

We may limit the amount of BPAY payments you may make on any one day.

If at any time BPAY will allow transactions other than bill payments to be processed through BPAY, we will advise you accordingly however we may limit the amount you may transact on any one day via BPAY on the other transactions.

The daily transaction limit for BPAY transactions is included within the external daily transaction limit which applies to BFSOnline.

Please refer to Part 2 of this FSG/PDS for Account and Service Fees Schedule for details of any fees, (including any dishonour fee), for:

- Any BPAY payment; or
- Any other service provided in relation to BPAY.

23.10 VALID PAYMENT DIRECTION

We will treat your BPAY payment instruction as valid if, when you give it to us, you use the correct access method.

When you tell us to make a BPAY payment you must tell us the Biller's code number (found on your bill), your Customer Reference Number (eg. your account number with the Biller), the amount to be paid and the account from which the amount is to be paid.

We will debit the value of each BPAY payment and any applicable fees to the account from which the relevant BPAY payment is made.

23.11 INFORMATION YOU MUST GIVE US

You acknowledge that we are not required to effect a BPAY payment if you do not give us all the information specified in the section 23.10 or if any of the information you give us is inaccurate.

23.12 PAYMENT QUERIES

All BPAY payments and applicable fees will be recorded on the account statements of the accounts to which they are debited.

You should check all entries on your account statements carefully.

If you believe a BPAY payment entered on your statement is wrong or was not authorised by you, contact us immediately and give the following details:

- Your name and account number;
- The date and amount of the BPAY payment in question;
- The date of the account statement in which the payment in question first appeared; and
- A brief and clear explanation of why you believe the payment is unauthorised or an error.

If we find that an error was made, we will make the appropriate adjustments to your affected account, including interest and charges (if any) and will advise you in writing of the amount of the adjustment.

If we decide that you are liable for part or all of a loss arising out of unauthorized BPAY payment, we will:

- Give you copies of any documents or other evidence we relied upon in reaching this decision; and
- Advise you in writing whether or not there was any system malfunction at the time of the payment complained of.

If we fail to observe these procedures or the requirements of the Electronic Funds Transfer Code of Conduct when we allocate liability, conduct the investigation or communicate the reasons for our decision and our failure prejudices the outcome of the investigation or causes unreasonable delay in its resolution, we will be liable for part or all of the amount of the disputed payment.

If you have any complaint about the service provided to you, please refer to our Dispute Resolution Process set out in section 25.4 of this FSG/PDS.

23.13 CHANGES TO TERMS

We can change these BPAY terms and conditions at any time provided we provide you with at least 30 days notice prior to the change taking effect.

We will give you notice of any changes or variations as set out in clause 2 of this document.

If you wish to cancel this agreement as a result of any change or variation we make to this agreement, you must contact us in writing. In these circumstances, you will not be charged any fees or charges associated with us cancelling this agreement.

23.14 SUSPENSION

We may suspend your right to participate in the BPAY Scheme at any time.

We may immediately cancel or suspend your access to BPAY at any time for security reasons or if you breach these BPAY terms and conditions or the terms and conditions of your account.

We may cancel your access to BPAY for any reason by giving you 30 days notice. The notice does not have to specify the reasons for cancellation.

If, despite the cancellation of your access to BPAY, you carry out a BPAY payment using the access method, you will remain liable for that BPAY payment.

Your access to BPAY will be terminated when:

- We notify you that your access method or the account with us has been cancelled;
- You close the last of your accounts with us which has BPAY access; or
- You alter the authorities governing the use of your account or accounts with BPAY access (unless we agree otherwise).

23.15 CUT-OFF TIMES

If you tell us to make a payment before the time specified in the 'Definitions' at the beginning of this document it will in most cases be treated as having been made on the same day.

However, the payment may take longer to be credited to a Biller if you tell us to make a Payment on a Saturday, Sunday or a public holiday or if another participant in the BPAY Scheme does not process a Payment as soon as they receive its details.

23.16 WHEN A BILLER CANNOT PROCESS A PAYMENT

If we are advised that your payment cannot be processed by a Biller, we will:

- (a) advise you of this;
- (b) credit your account with the amount of the BPAY Payment; and
- (c) take all reasonable steps to assist you in making the BPAY Payment as quickly as possible.

23.17 ACCOUNT RECORDS

You should check your account records carefully and promptly report to us as soon as you become aware of any BPAY payments that you think are errors, or BPAY payments that you did not authorise or you think were made by someone else without your permission.

It is recommended that you record all receipt numbers issued in respect of BPAY payments to assist in checking transactions against your statements. We recommend you record the receipt numbers on the relevant bills.

Kindly note that the time quoted on BFSOnline is Queensland time which may vary from Sydney time during the period of daylight savings.

23.18 CONSEQUENTIAL DAMAGE

This clause does not apply to the extent that it is inconsistent with or contrary to any applicable law or code of practice to which we have subscribed. If those laws or that code would make this clause illegal, void or unenforceable or impose an obligation or liability which is prohibited by those laws or that code, this clause is to be read as if it were varied to the extent necessary to comply with those laws or that code or, if necessary, omitted.

We are not liable for any consequential loss or damage you suffer as a result of using the BPAY Scheme, other than due to any loss or damage you suffer due to our negligence or in relation to any breach of a condition or warranty implied by law in contracts for the supply of goods and services and which may not be excluded, restricted or modified at all or only to a limited extent.

23.19 PRIVACY

In addition to clause 23.12(payment queries), if you register to use the BPAY Scheme, you agree to our disclosing to Billers nominated by you and if necessary the entity operating the BPAY Scheme (BPAY Pty Ltd) or any other participant in the BPAY Scheme and any agent appointed by any of them from time to time, including Cardlink Services Limited, that provides the electronic systems needed to implement the BPAY Scheme:

- (i) such of your personal information (for example your name and the fact that you are our customer) as is necessary to facilitate your registration for or use of the BPAY Scheme;
- (ii) such of your transactional information as is necessary to process your BPAY Payments. Your BPAY Payments information will be disclosed by BPAY Pty Ltd, through its agent, to the Biller's financial institution.

You must notify us, if any of your personal information changes and you consent to us disclosing your updated personal information to all other participants in the BPAY Scheme referred to in clause above, as necessary.

You can request access to your information held by us, BPAY Pty Ltd or its agent, Cardlink Services Limited at their contact details listed in the Definitions at the beginning of the document.

If your personal information detailed above is not disclosed to BPAY Pty Ltd or its agent, it will not be possible to process your requested BPAY Payment or use of BPAY View.

Our Privacy Statement is available on our web site www.bfs.org.au.

24 TERMS AND CONDITIONS – CHEQUE INSTRUMENTS ON BFS CHEQ ACCOUNTS (BAPTIST ORGANISATIONS ONLY)

In this schedule “Cheque Scheme” or “Chequing Scheme” means the account facility provided by BFS to you upon which you can make payments by drawing cheques that clear and settle via Indue and the Bank.

24.1 ACCEPTANCE OF TERMS AND CONDITIONS

Either:

- (1) on receipt by BFS of your application for a cheque facility; or
- (2) the first time that you issue a cheque or make a deposit.

You will be taken to signify your understanding and acceptance of these Terms and Conditions. On acceptance of these Terms and Conditions you acknowledge that you have appointed both BFS and Indue as your agent and that you have authorised both of them to:

- (a) conduct accounts (referred to as “the Bank Account”) with Westpac (“the Bank”) to enable you to draw cheques for payment for goods and services out of the funds in your account with BFS which is dedicated either exclusively or otherwise to the Cheque Scheme (referred to as the “Financial Institution Account”) and make deposits to the Bank in accordance with these Terms and Conditions;
- (b) transfer funds to the Bank Account from BFS Account to meet the amount of cheques or payment orders (referred to as “a cheque” or “cheques”) that you or your authorised signatories have signed and to meet the value of all costs, taxes or charges made or incurred by BFS or the Bank (provided that you have been advised of those costs, taxes or charges in accordance with clause 15 of these Terms and Conditions); and
- (c) disclose to the Bank such information relating to BFS Account as is necessary to process all transactions carried out by you.

You agree that the rights and liabilities of BFS in relation to its services pursuant to the Cheque Scheme shall be as if BFS were a paying bank and collecting bank as defined by, or a banker as referred to, in the Cheques Act 1986.

The Bank may disclose to BFS and to Indue all information relating to your participation in the Cheque Scheme and the transactions effected on your behalf.

24.2 OBLIGATIONS

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 the cheque facility.

You must take all reasonable care to prevent fraud occurring in relation to your cheque facility. When writing a cheque you should always write the amount of the cheque in words as well as figures, as words are more difficult to alter.

You are advised to safeguard your cheques against possible theft, loss or misuse. When a cheque or cheque book is lost or stolen or subject to unauthorised use, it must be reported immediately to BFS. Confirmation in writing of the loss/theft should be received by BFS within 3 business days of verbal notification. You will be liable for all loss incurred as a result of the loss, misuse or theft of cheques, prior to notification to BFS.

You must keep your cheques separate from any material which bears your signature, and you must not sign blank cheques. It is your responsibility to ensure that all cheques drawn by you are properly authorised and completed. Any cheque presented for payment which is undated, unsigned or without a payee included may be dishonoured.

You may only write cheques on the forms we supply (unless otherwise agreed by us in writing). All cheques must be completed clearly, in non-erasable ink and signed by you or your authorised signatory(s) in accordance with the authority you give us.

Subject to applicable law, BFS shall not be held responsible or liable for any arrangement or transaction which is conducted or processed by us on your behalf, or for any delay or failure in processing a transaction on your behalf, or for any other actions taken or not taken in relation to your cheque facility.

If BFS Account is held in the name of two (2) or more persons, all funds in that account and the Bank Account will be held jointly. The expression "customer" includes all such persons jointly and severally. If one of the parties should die, any balance in these accounts shall accrue in accordance with the law of survivorship for the time being in the State in which BFS is incorporated currently being New South Wales.

24.3 HONOURING CHEQUES

If the amount of any cheque presented for payment to the Bank exceeds the Available Balance (as defined below) in BFS Account at the time the cheque is presented, BFS may instruct the Bank to refuse to pay the cheque. In such circumstances, BFS will advise you as soon as practicable of the dishonour.

Where the Bank refuses to pay a cheque in accordance with this clause, BFS may, at its absolute discretion, debit BFS Account (which will reduce the available balance in BFS Account) with any reasonable costs incurred through such refusal, provided that BFS has provided you with prior notice of those costs.

The "Available Balance" includes any funds held in BFS Account, any unused overdraft or other agreed credit facility made available for BFS Account. The Available Balance does not include deposits received but uncleared in accordance with the policy of BFS, nor does it include interest accrued but not credited or deposits in transit.

If you want to stop payment on any cheque, you must advise BFS before the cheque is presented to the Bank for payment. BFS is only required to instruct the Bank to stop payment on any cheque when a stop payment notice has been correctly completed, signed and delivered to BFS. BFS may elect, at its discretion, to instruct the Bank to stop payment on a cheque upon your telephone instructions pending written confirmation.

You agree that any cheque drawn on your BFS Cheq Account will be debited to that investment only, irrespective of any instructions to the contrary which may be written on the face of the cheque.

If BFS for any reason and without reference to you pays a correctly authorised and presented cheque that exceeds your Available Balance, then you shall incur a debt to BFS for the amount by which the cheque exceeds the Available Balance. In such circumstances, the debt shall be repayable by you immediately upon the written demand of BFS.

If you fail to repay such debt, you may have to pay reasonable enforcement expenses and costs incurred by BFS in collection of that debt. These enforcement expenses will become payable by you after BFS has given you 21 days notice of these expenses. If you consider that BFS has incorrectly calculated these expenses or has incorrectly charged you for these expenses, you may dispute this by contacting BFS.

You acknowledge that the Bank may refuse to pay or dishonour any cheque that is drawn by you under the Cheque Scheme and presented for payment, regardless of the state of your account with BFS Account if:

- (a) the Bank receives a direction from Indue to dishonour the cheque, provided that such direction is reasonably authorised or justified;
- (b) at the time of presentment of the cheque, or at any time within which the cheque may be dishonoured under the then current practice of bankers:
 - (i) Indue fails or omits to pay to the Bank, an amount in cleared funds equal to the face value of the cheque;
 - (ii) a petition is lodged or an order is made or a resolution is passed for the winding up of Indue or placing it under official management or any ground for its winding up has arisen or any meeting is convened for the purpose of considering any such resolution or any resolution for any arrangement or composition with creditors or a receiver of its undertaking or property or any part thereof is appointed or an Administrator is appointed or it stops payment generally or without the consent of the Bank ceases or threatens to cease to carry on business or the major part thereof; or
- (c) the cheque drawing and deposit facility is terminated in accordance with clause 24.5.

Any cheque received by BFS before it receives a written notice of cancellation or variation of authority may be paid by BFS in the normal course of business.

24.4 ISSUING CHEQUES

No cheques will be cashed by the Bank unless prior arrangements have been made between you, BFS and the Bank.

Crossing a cheque (drawing two transverse parallel lines from top to bottom on the face of the cheque), means that you are instructing that the cheque must be paid into an account with a financial institution and not cashed.

Inclusion of the words 'not negotiable' on the face of the cheque protects against the transfer of the cheque to anyone other than the named recipient/ payee. Inclusion of the words 'account payee only' serve as a warning to financial institutions with which the cheque is deposited that the cheque should only be paid to the person named in the cheque as the payee. The words 'or bearer' enable a financial institution to pay the proceeds of the cheque to any person who is in possession of the cheque (unless it is crossed). You can delete those words if you wish to limit the negotiability of the cheque to the named payee.

You will advise BFS on any day if, during that day, you issue any cheque/s with a total value exceeding \$500,000.

24.5 VARIATIONS

These Terms and Conditions may be varied from time to time provided BFS provides you with prior notice. If you wish to cancel your participation in the Chequing Scheme as a result of any change or variation, you must contact BFS and the notification must be in writing. Following notice to you, the issue of a cheque by you or the making of a deposit under the Cheque Scheme will indicate your acceptance of the variation. These Terms and Conditions may be viewed on the BFS website, and any variations to these Terms and Conditions will be notified via the BFS website.

BFS reserves the right to withdraw the cheque drawing and deposit facility at any time by providing you with 90 days notice. No cheques may be issued by you after the facility has been withdrawn.

BFS reserves the right to withdraw your cheque facility and close the account at any time if it is believed that the service is not being used in a satisfactory manner. A letter advising that the facility has been withdrawn shall be forwarded to your last known address.

BFS cheque books remain the property of BFS and must be returned immediately upon request.

Any request to alter the authorised signatories on a cheque facility must be received in writing and are subject to acceptance by BFS.

You will be advised by BFS of any applicable fees and charges at the time you open BFS Account. Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule.

25 TERMS AND CONDITIONS – DIRECT DEBIT REQUEST SERVICES, INCLUDING THIRD PARTY DIRECT DEBIT REQUEST SERVICES

25.1 DEBITING YOUR ACCOUNT

By signing the Direct Debit Request or providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your Account (which will reduce the available balance in your Account). You should refer to the Direct Debit Request and this Agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your Account (which will reduce the available balance in your Account) as authorised in the Direct Debit Request.

If the Debit Day falls on a day that is not a Business Day, we may direct Your Financial Institution to debit your Account on the following Business Day. If you are unsure about which day your Account has or will be debited you should ask Your Financial Institution.

The Direct Debit arrangement Authority may be cancelled if three or more drawings are returned unpaid, and you shall be liable for any fees incurred as a result thereof.

To the extent permitted by law, we are not liable for any loss or damage you suffer as a result of using this facility or any delay, omission or failure in respect of any payment (including but not limited to technical/system failure or third party failure).

If we debit your account under a Direct Debit arrangement Authority, we are not acting as agent for you or any other party, and we are not liable for any loss or damage to you.

BFS shall not be liable for any Direct Debit payments 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 BFS.

25.2 CHANGES BY YOU

If you wish to change, stop or defer a Direct Debit Payment or terminate this Agreement, you must notify us at least two (2) Business Days before the next Debit Day. This notice should be given to PO Box 122, Epping, NSW 1710.

25.3 YOUR OBLIGATIONS

It is your responsibility to ensure that there are sufficient clear funds available in your Account to allow a Direct Debit Payment to be made in accordance with the Direct Debit Request.

If there are insufficient funds in your Account to meet a Debit Payment:

- You may be charged a fee and/or interest by your Financial Institution;
- You, or the BFS account into which the funds are to be credited, may also incur fees or charges imposed or incurred by us; and
- You must arrange for the Direct Debit Payment to be made by another method or arrange for sufficient cleared funds to be in your Account by an agreed time so that we can process the Direct Debit Payment.

You should check your account statement to verify that the amounts debited from your Account are correct.

25.4 DISPUTES

If you believe that there has been an error in debiting your Account (which has resulted in your available balance in your Account being reduced), you should notify us in writing to PO Box 122 Epping NSW 1710.

If we conclude, as a result of our investigations, that your Account has been incorrectly debited (which has resulted in your available balance in your Account being reduced) we will respond to your query by arranging for Your Financial Institution to adjust your account (including interest and charges) (which will result in your available balance in your Account being increased).

We will also notify you in writing of the amount by which your Account has been adjusted.

If we conclude as a result of our investigations that your Account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

If we cannot resolve the matter or you are not satisfied with our proposed resolution, you can still refer it to Your Financial Institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

25.5 ACCOUNTS

You should check:

- With Your Financial Institution whether direct debiting is available from your Account as direct debiting is not available on all accounts offered by financial institutions;
- Your Account details which you have provided to us are correct by checking them against a recent account statement; and
- With Your Financial Institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

25.6 CONFIDENTIALITY

We will keep any information (including your Account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification reproduction or disclosure of that information.

We will only disclose information that we have about you:

- To the extent specifically required by law; or
- For the purposes of this Agreement (including disclosing information in connection with any query or claim).

We may provide a copy of the Direct Debit Request to another financial institution in the event that any payment made in accordance with the Direct Debit Request is disputed.

25.7 NOTICE

If you wish to notify us in writing about anything relating to this Agreement you should write to PO Box 122 Epping NSW 1710. Any notice will be deemed to have been received two Business Days after it is posted.

BFS may terminate the Direct Debit facility we provide to you at any time, without notice. We may at our discretion stop a direct debit request at any time. We will notify you in writing should this occur.

These Terms and Conditions may be viewed on the BFS website, and any variations to these Terms and Conditions will be notified via the BFS website.

26 TERMS AND CONDITIONS – PERIODICAL PAYMENT SERVICES

By signing a Periodical Payment Request form you have authorised us to arrange for funds to be debited from your nominated BFS account.

We will only arrange for funds to be debited from your BFS account as authorised in the Periodical Payment Request form.

If the payment from your BFS account falls on a day that is not a Business Day, we will debit your account on the following business day.

If you wish to make any changes or to stop, defer or cancel the periodical payment arrangement, you must complete another Periodical Payment Request form, indicate the relevant 'Type of Request' and send to us at least 2 Business Days before the next payment day.

Alternatively, if you are authorised to use any Phone/ Email Password established for your BFS account, you may contact us and quote the password at least 2 business days before the next periodical payment day and provide instructions for any changes, or to stop, defer or cancel the Periodical Payment Request.

Alternatively you may use BFSOnline to cancel Periodic Payments however you will need to cancel any payments before the due date.

It is your responsibility to ensure that there are sufficient clear funds available in your BFS at call account to allow a payment to be made in accordance with the Periodical Payment Request.

If there are insufficient cleared funds in your nominated BFS at Call account the payment will not be made and the next due date will revert to the same due date as if the payment had been made. If the payment is not made you will need to arrange payment yourself or instruct BFS to make a separate payment. A Reprocessing Fee may be payable for the reprocessing of a periodical payment by BFS where your account has insufficient or available funds. Refer to the Account and Service Fees Schedule for fee details.

You should check your BFS at Call account statement to verify that the amounts debited from your BFS at Call account are correct.

You should check:

- That your BFS at Call account details which you have provided to us are correct by checking them against a recent BFS account statement;
- With BFS if you have any queries about how to complete the Periodical Payment Request form.

BFS may terminate the Periodical Payment facility we provide to you at any time, without notice.

If you have insufficient funds in your account, BFS may choose, at our discretion, to honour the transaction. If we so choose to honour the transaction, and your account becomes overdrawn as a result, you agree to incur and repay the debt up to the amount that the debit, any debit interest due and payable, and dishonour fee exceeds the balance of your account.

We may at our discretion stop a periodical payment at any time. We will notify you in writing should this occur.

The periodical payment authority may be cancelled if any transfers are returned unpaid, and you shall be liable for any fees incurred as a result thereof.

To the extent permitted by law, we are not liable for any loss or damage you suffer as a result of using this facility or any delay, omission or failure in respect of any payment (including but not limited to technical/system failure or third party failure).

If we debit your account under a Periodical Payment authority, we are not acting as agent for you or any other party, and we are not liable for any loss or damage to you.

BFS shall not be liable for any periodical payments 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 BFS.

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

These Terms and Conditions may be viewed on the BFS website, and any variations to these Terms and Conditions will be notified via the BFS website.

27 TERMS AND CONDITIONS – ELECTRONIC FUNDS TRANSFERS

These Terms and Conditions may be viewed on the BFS website, and any variations to these Terms and Conditions will be notified via the BFS website.

27.1 TERMS AND CONDITIONS - DIRECT ENTRY

Withdrawal requests received for processing before 3.30 pm Sydney time on a business day will be processed that day. External transfers executed after 3.30 pm Sydney time may be processed on the following business day.

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.

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

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.

Where you have carried out an electronic 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.

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

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

27.2 TERMS AND CONDITIONS - INTERNATIONAL TELEGRAPHIC TRANSFER

Withdrawal requests received for processing before 3.30 pm Sydney time on a business day will be processed at the earliest possible opportunity subject to cut-off times relevant to the particular currency and destination country. Transfers executed after 3.30 pm Sydney time may be processed on the following business day subject to cut-off times relevant to the particular currency and destination country.

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, SWIFT/IBAN/BSB and account number given to us for the transaction are correct before processing.

You will need to ensure that sufficient available funds are held in your account to cover the withdrawal. As we do not have control over our banker or the other financial institutions which may be involved in the transfer and receipt of the transaction, we are not able to advise you of the time it will take for the funds to be received at the destination.

You agree that, to the maximum extent permitted by law, the involvement of BFS's bankers, their branches or other banks in connection with the services is entirely at your risk and that BFS is not liable for any loss of any kind arising in connection with the involvement of its bankers, any branch or other bank or their acts or omissions whether or not the other bank is appointed by BFS, where BFS has acted in good faith. Payments may be refused by our bankers should it be considered that insufficient information has been provided as to name and address of the beneficiary.

Transfer of funds will normally be received within 24 hours by our banker's overseas bank. If that other bank is not the beneficiary's it may take any normal length of time to on forward funds to the beneficiary bank. To the maximum extent permitted by applicable law, BFS will not be responsible for any delays or failure in transmission or payment howsoever caused and accepts no liability for any loss of any kind whatsoever (including any consequential loss and expenses) thereby resulting.

The majority of other banks overseas levy other processing charges, which vary between banks/countries. If instructed by you, BFS will, through its bankers, request the other bank overseas to deduct these charges from the funds transmitted. If these charges are deducted from the transmitted funds this will result in the beneficiary receiving a lesser amount than transmitted. If they are not deducted, the beneficiary will receive the full amount and the other bank overseas will charge BFS through its bankers. In this case you must reimburse BFS all changes paid by BFS to its bankers and the other bank overseas in relation to the transfer.

If an incorrect account number is quoted, other banks in some countries will credit that account (if a valid number) notwithstanding that it is not in the same name of the stipulated beneficiary. BFS will not be responsible for such actions.

To the maximum extent permitted by applicable law, BFS's liability for loss of any kind which cannot be excluded by reason of applicable law is limited to the cost of having the transfer supplied again.

You agree that BFS may use or disclose any information about you or the services or any person connected in any way with the services to its bankers, any other bank or Regulatory Authority for any purposes which BFS, its bankers or any other bank considers necessary or appropriate in connection with any Regulation or the services. You agree to provide any such information to BFS if BFS asks you to, and promptly to procure the consent of any such person to the disclosure of that information if BFS so requires.

We charge a fee for an International Telegraphic Transfer. Overseas Institutions may levy additional fees, either to the sender or the beneficiary of the payment. Any fees charged to the sender will be passed on by debiting your account. Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule.

28 TERMS AND CONDITIONS – CHEQUES: CORPORATE, BANK AND INTERNATIONAL

These Terms and Conditions may be viewed on the BFS website, and any variations to these Terms and Conditions will be notified via the BFS website.

28.1 TERMS AND CONDITIONS - CORPORATE CHEQUES

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

28.2 CORPORATE CHEQUE WITHDRAWALS - 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 one of our State Offices 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;
- Provide written consent from the cheque payee where possible or provide an indemnity to BFS.

Your telephone direction will alert us to advise our bankers but we are unable to process a stop payment to our bankers without a written direction from you.

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

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.

28.3 TERMS AND CONDITIONS - BANK CHEQUES

On receipt of your request BFS will arrange for the cheque to be issued by our bankers.

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

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).

Please refer to our Account and Service Fees Schedule for any fees which may be payable for the issue of a Bank Cheque.

28.4 BANK CHEQUES - STOP PAYMENT

It is only possible to stop payment on a Bank Cheque up to 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 one of our State Offices 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;
- Provide written consent from the cheque payee where possible or provide an indemnity to BFS.

Your telephone direction will alert us to advise our bankers but we are unable to process a stop payment to our bankers without a written direction from you.

You will be responsible to the payee for the stop payment. 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.

28.5 TERMS AND CONDITIONS - INTERNATIONAL CHEQUES

On receipt of your request we will consult with our bank to ascertain if they can provide the currency and issue the International Cheque requested.

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

An International Cheque will be arranged through our bankers for collection from our Sydney Office or from your nominated branch of Westpac Banking Corporation 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).

You agree that, to the maximum extent permitted by law, the involvement of BFS's bankers, their branches or other banks in connection with the services is entirely at your risk and that BFS is not liable for any loss of any kind arising in connection with the involvement of its bankers, any branch or other bank or their acts or omissions whether or not the other bank is appointed by BFS. Payments may be refused by our bankers should it be considered that insufficient information has been provided as to name and address of the beneficiary.

The International Cheque may be cleared and settled through the clearing systems for the currency of the cheque, in which case payment will be subject to the regulations, procedures and delays of those clearing systems.

You must take reasonable care and precautions to prevent theft and fraudulent alteration of the International Cheque in any way and must notify BFS immediately if it has any cause whatsoever to suspect that the International Cheque has been stolen or so altered. If there is some irregularity with the International Cheque or its presentation (for example, the International Cheque has been materially altered by changing the amount), the International Cheque may be dishonoured and you may incur a dishonour fee. You indemnify BFS for loss of any kind in connection with:

- a) any theft or fraudulent alteration of the International cheque (whether by you or any other person); and
- b) any dishonour of the International Cheque for any reason.

The bank on which the International Cheque is drawn may only pay in accordance with its practices and policies and any applicable laws. You should not assume that these practices, policies and laws are the same as in Australia. In particular, You should not assume that crossing the International Cheque by drawing two parallel lines across its face from top to bottom (with or without the words 'not negotiable' between them) will have the same effect as in Australia or that the International Cheque will only be paid to the named payee.

You agree to provide any such information to BFS if BFS asks you to, and promptly to procure the consent of any such person to the disclosure of that information if BFS so requires.

We charge for the issue of an International Cheque. Cheques deposited to accounts held at other financial institutions may incur a fee per transaction. Refer Part 2 of this FSG/PDS for Account and Service Fees Schedule.

28.6 INTERNATIONAL CHEQUES - STOP PAYMENT

If the International Cheque is lost or stolen, you may ask BFS to stop payment of the International Cheque through its bankers by completing a 'Stop Payment and Indemnity' form. However you agree that BFS has no obligation whatsoever to stop payment of the International Cheque and that BFS will only stop payment of the International Cheque on the terms and conditions set out in the 'Stop Payment and Indemnity' form.

If you want to stop payment on an International Cheque you need to:

- Contact one of our State Offices 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;
- Provide written consent from the cheque payee where possible or provide an indemnity to BFS.

Your telephone direction will alert us to advise our bankers but we are unable to process a stop payment to our bankers without a written direction from you.

You will be responsible to the payee for the stop payment. We will not be responsible to you if your direction arrives after our bankers have paid on the International Cheque as presented to them.

We do not charge you a fee to record the Stop Payment of an International Cheque, however there may be costs charged by our Banker which will be passed on to you by debiting your account.

PART 2

29 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 FSG/PDS. Please contact us for a copy of the relevant schedule or download the schedule from our website www.bfs.org.au.



Indue Limited

PO Box 523

TOOWONG QLD 4066

Phone: 1300 671 819

Baptist Financial Services Australia Ltd

PO Box 122

EPPING NSW 1710

Phone: 1300 650 542

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Email: info@bfs.org.au

www.bfs.org.au

Baptist Financial Services Australia Ltd

ABN 56 002 861 789 – AFSL 311062



Account and Service Fees Schedule (effective from 29 October 2014)

Part 2 document

This Schedule forms part of the Financial Services Guide and Product Disclosure Statement – BFS Non Cash Payment Products and the Product Information Statement – Offer Document 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.

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)
International Telegraphic Transfer – Outward	\$ 32.00 (Other amounts may be deducted from the amount remitted or charged to the beneficiary by an overseas banker)
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 currently 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
Term Investment – Early Redemption. If, in its sole discretion, BIF allows early redemption of a term investment an Early Redemption Fee may apply to each early redemption allowed by BFS.	\$30.00 will apply to each early redemption allowed.
Trace of Electronic transaction	\$ 49.50
Trace of paid cheque or deposit	\$ 24.80 plus fee for copy of cheque or deposit form*