

Baptist Financial Services Australia Limited

ABN 56 002 861 789

AFSL 311 062



Baptist Financial Services

Financial Services Guide

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www.bfs.org.au

FINANCIAL SERVICES GUIDE

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

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

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

If you would like further information, please ask us.

2. Name of Service Provider

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

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

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

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

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

4. ASIC & APRA Exemptions

(i) APRA

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

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

(ii) ASIC

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

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

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

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

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

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

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

5. Contact details

Baptist Financial Services Australia Ltd

Offices:

NSW/ACT: Ministry and Learning Centre, Level 4, 5 Saunders Close, Macquarie Park NSW 2113

VIC/TAS: Level 1, 1193 Toorak Rd, Hartwell VIC

SA/NT: Baptist Centre, 35 King William Road, Unley SA

WA: 21 Rowe Avenue, Riverdale WA

Postal Addresses:

NSW/ACT: As Above

VIC/TAS: PO BOX 377 Hawthorn VIC 3122

SA/NT: PO BOX 432 Unley SA 5061

WA: PO BOX 57 Burswood WA 6100

Tel: 1300 650 542

Email: clients@bfs.org.au

Website: www.bfs.org.au

6. Advice & Documentation

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

If you are a retail client and apply for one of our debenture products, we will provide you with a Product Information Statement - Offer

Document: Debentures (PISOD) and a Product Disclosure Statement regarding the non-cash payment products we offer in relation to these investments.

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

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

7. Method of providing financial services

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

8. Professional Indemnity Insurance

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

9. Our record-keeping obligations

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

10. Who do we act for?

BFS is responsible for the financial services provided to you under its Australian Financial Services Licence and does not act on behalf of any other financial services licensee.

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

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

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

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

12. Dispute Resolution

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

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

If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Australian Financial Complaints Authority [Tel: 1800 931 678, Web: www.afca.org.au, E-mail info@afca.org.au], an approved external dispute resolution scheme, of which BFS is a member. You may also lodge a complaint via the ASIC freecall infoline on 1300 300 630.

13. Privacy Statement

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

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

BFS's Privacy Officer

clients@bfs.org.au

Ministry and Learning Centre, Level 4, 5 Saunders Close, Macquarie Park NSW 2113 and 1300 650 542

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

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

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

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

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

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

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

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

Our Privacy Policy contains information about how:

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

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

We may also disclose your personal information to a credit reporting agency (CRA) who may check your information with the document issuer or official record holder for the purpose of verifying your identity.

Information about credit reporting, including the contact details of the CRAs we deal with,

how we or a CRA may use your information, how to access our policies and your rights in relation to your credit information, is available at www.bfs.org.au. You can request to have this information provided in hard copy by contacting our Privacy Officer.