



# Baptist Financial Services

## BFS Visa Prepaid PayCard

### FREQUENTLY ASKED QUESTIONS (FAQ'S)

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## Questions for Employers

### 1. WHAT IS A BFS VISA PREPAID PAYCARD?

The BFS Visa Prepaid PayCard provides a mechanism where an Employer can load funds onto the card for an agreed salary sacrifice amount each pay cycle and an Employee can then use the card to pay expenses.

### 2. HOW DO I GET A BFS VISA PREPAID PAYCARD?

The card is issued to an Employer for provision to an eligible Employee. Go to [www.bfs.org.au](http://www.bfs.org.au) and click on “Churches and Ministries” then “Prepaid Cards”. Then select the BFS Visa Prepaid PayCard image to download the BFS Visa Prepaid PayCard Application and associated documentation.

The Prepaid PayCard is available to eligible employers who maintain an active BFS account. If you are not already a BFS client you will also need to complete an account application, which can be downloaded from [www.bfs.org.au](http://www.bfs.org.au) under ‘Form Access’.

### 3. HOW DOES A BFS VISA PREPAID PAYCARD WORK?

The reloadable BFS Prepaid Visa PayCard allows the Employer to load the agreed salary packaging amount and then the Cardholder can use this to make purchases and payments anywhere Visa Prepaid cards are accepted electronically.

### 4. HOW IS THE BFS VISA PREPAID PAYCARD DIFFERENT FROM A CREDIT OR DEBIT CARD?

You don’t need a bank account like you do for a credit or debit card. You only need to have money loaded onto the card before it is ready for purchases or payments. Plus, only the amount loaded onto the card can be spent. A great security feature of the card is that, in the event that the card is lost or stolen, only the funds that are actually loaded to the card are at risk.

### 5. HOW MUCH DOES THE CARD COST?

Refer to the Product Disclosure Statement (PDS) for a full list of applicable fees.

### 6. IS THERE A LIMIT TO HOW MUCH CAN BE HELD ON THE CARD?

Yes, the maximum limit on the Card is \$10,000. This means the Employer can load funds and the Cardholder can spend the balance over and over, as long as the balance doesn’t exceed \$10,000 at any one time.

### 7. WHEN CAN I EXPECT TO RECEIVE THE PAYCARD?

The PayCard will be provided to the Employer within 5 business days from the day of receipt of the application, provided all details are completed.

### 8. CAN I PICK UP THE CARD FROM A BFS OFFICE?

No, the PayCard will be delivered directly to the address of the Employer as nominated on the application.

### 9. WHAT IS A PIN?

A Personal Identification Number (PIN) is a security number nominated by the Cardholder on receipt of the card by logging on to the BFS Cardholder website. It is required to make purchases at an Eftpos device unless a payWave transaction is completed. It should never be disclosed to anyone else. Refer to the PDS for more information.

### 10. DO I RECEIVE A PIN MAILER?

No, you set your 4-digit PIN online on receipt of the card – refer to PDS.

## 11. CAN THE EMPLOYER CLAIM BACK GST IN RESPECT OF EXPENSES PAID BY MEANS OF THE BFS VISA PREPAID PAYCARD?

Employers should obtain their own taxation advice in relation to any taxation and GST implications of using the BFS Visa Prepaid PayCard. A specific Class Ruling 2012/86 was issued by the Australian Taxation Office (ATO) in respect of a previous version of the Visa Prepaid PayCard PDS. There have been no material changes between the previous and current PDS.

A copy of the Class Ruling is available from BFS or can be accessed on the ATO website. The ATO has confirmed to BFS that no GST input tax credits can be claimed in respect of payments made using the BFS Visa Prepaid PayCard. BFS has obtained its own independent advice that the PayCard Transaction History alone does not provide sufficient information required by the ATO under Goods and Services Tax: Waiver of Tax Invoice requirement (Visa Purchasing Card) Legislative Instrument (No.2) 2008 that would enable Employers to claim back GST on transactions appearing in the PayCard Transaction History.

BFS has been further advised that in order for Employers to claim back GST on transactions appearing in the PayCard Transaction History, the Employer would need to obtain the relevant Tax Invoice for each item of expenditure where the expenditure item exceeds \$82.50 (including GST).

## Questions for Cardholders

### 12. HOW IS THE CARD ACTIVATED?

The Cardholder can activate the card by visiting [www.bfs.org.au](http://www.bfs.org.au) and click on Personal then Prepaid Cards. Then select the BFS Visa Prepaid PayCard image and then click on the link to the Card Activation page.

The Cardholder will need the following information at the time of activation:

- Card ID - (not the 16-digit number of the card) provided to you when you received the card in the post. The Card ID is used only once for card activation;
- Activation Code – which is sent to you via email;
- Mother's Maiden Name as nominated on the PayCard Application Form;
- You will be required to select a security question and provide your answer and never disclose that to anyone else;
- The Cardholder also selects the login password and the PIN.

### 13. WHAT ARE THE BENEFITS OF THE BFS VISA PREPAID PAYCARD?

The BFS Visa Prepaid PayCard can be used wherever Visa Prepaid cards are accepted electronically. Therefore, it is able to be used for shopping online, by phone or in store.

The card also includes Visa payWave chip technology which allows you to “wave your card and go” to make smaller value purchases without having to enter your PIN.

It's also great for travelling as it is generally safer to carry than cash and is accepted worldwide. Fees and charges apply, please refer to the PDS.

The card is backed by Visa security features when using it to make purchases online or over the phone.

### 14. CAN I GET CASH AT AN ATM WITH MY PREPAID PAYCARD?

No, you cannot withdraw cash with the PayCard.

### 15. HOW DO I MAKE A PURCHASE USING THE CARD?

The card works in a similar way to a Visa debit card.

For store purchases, ensure the card has been swiped through the terminal in the usual way. Once the card has been swiped:

Select CR and then either enter your PIN or;

For small value transactions use Visa payWave (see Q.20 – Q.27 for more information about Visa payWave).

### 16. WHICH BUTTON DO I SELECT WHEN MAKING A PURCHASE AT A MERCHANT?

You select the CR button. If you press SAV or CHQ your transaction will be declined. Fees and charges may then apply, refer to PDS.

## 17. WHAT DO I DO IF MY PURCHASE IS NOT APPROVED?

The payment network may be off-line. You may need to provide cash to complete your transaction or come back when the system is up. You cannot use the Prepaid PayCard when the system is off-line.

The Prepaid PayCard's magnetic strip may be damaged. Contact BFS to obtain a replacement card – refer to the PDS.

There may be insufficient funds left on your BFS Visa Prepaid PayCard for the transaction. You can keep track of the balance on your card via the internet. Visit [www.bfs.org.au](http://www.bfs.org.au) and click on "Card Login" and follow the prompts. If the value of your purchase exceeds the remaining balance on your card you may be able to make a part payment with your card, and a second payment with another method (e.g. cash, credit card). If you attempt to make a single purchase for an amount greater than the balance, the transaction will be declined.

The Prepaid PayCard may have expired. Check the expiry date on the front of the card.

## 18. CAN I USE THE CARD WHILST OVERSEAS?

Yes, your BFS Prepaid Visa PayCard may be used wherever Prepaid Visa is accepted electronically all over the world.

## 19. CAN I WITHDRAW CASH IN OVERSEAS ATMS?

No, you cannot withdraw cash with the PayCard.

## 20. WHAT IS VISA PAYWAVE?

Visa payWave is a globally accepted, contactless payment solution that lets Visa Cardholders use their card to make contactless payments for purchases. No swiping or dipping your card, and for purchases under \$100 there is no need to sign or enter your PIN, just wave and go!

## 21. WHAT ARE THE BENEFITS OF VISA PAYWAVE?

It is quick and easy. You don't have to worry about carrying a lot of cash or keeping track of small purchases under \$100. Plus, you still can use your BFS Prepaid PayCard the "traditional" way, by swiping or dipping your card, at the millions of locations worldwide where Visa is accepted.

## 22. WHAT TYPES OF RETAILER WILL ACCEPT VISA PAYWAVE?

Visa payWave is suited to busy locations where payment values tend to be small (under \$100), and speed of service is a priority, for example cafes, fast food outlets, entertainment venues and the like.

## 23. HOW DO I KNOW A RETAILER ACCEPTS VISA PAYWAVE PAYMENTS?

Wherever you see the Visa payWave symbol displayed by the retailer you can make a Visa payWave payment. For information regarding Visa payWave in Australia, visit [visapaywave.com.au](http://visapaywave.com.au).

## 24. CAN I STILL USE MY VISA PAYWAVE CARD NORMALLY?

Yes, your card can still be used by swiping or dipping your card and then entering your PIN like normal.

## 25. ARE THERE ANY FEES FOR USING VISA PAYWAVE?

There are no additional fees for using your Visa payWave card. Please refer to the PDS for full information on fees applicable to the BFS Visa Prepaid PayCard.

## 26. HOW DO I KNOW ONLY ONE VISA PAYWAVE TRANSACTION HAS BEEN RECORDED WHEN I WAVE MY VISA PAYWAVE CARD?

All Visa payWave readers are tested and certified to make sure a card is only read once per transaction. As a safeguard, each transaction must be complete or void before another one can take place.

## 27. WHY ISN'T A SIGNATURE OR PIN REQUIRED?

To keep Visa payWave transactions quick and easy, Visa has allowed Visa payWave merchants to waive the need for a PIN for smaller purchases under \$100. Larger purchases will still require a PIN.

## 28. CAN I USE MY CARD FOR PURCHASES OVER \$100?

Yes, you can use your card for larger purchases of \$100 or more, you'll just need to enter your PIN.

## 29. IF I PURCHASE A PRODUCT OR SERVICE AND I AM SUBSEQUENTLY ENTITLED TO A REFUND, FOR WHATEVER REASON, CAN THE REFUND BE MADE TO THE CARD?

Subject to the Merchant's refund policy, your refund can be made back to the card.

## 30. IS THE BALANCE UPDATED AUTOMATICALLY?

Each time you use the Visa Prepaid PayCard to make a purchase the purchase amount is automatically deducted from your card balance at the time the transaction is approved. If the transaction is declined (see Q.16) the funds are not deducted from your card balance. You can check your balance online as per Q.31.

## 31. HOW DO I CHECK MY BALANCE?

You can check the balance of your card or view recent transactions online by visiting [www.bfs.org.au](http://www.bfs.org.au) and selecting "Card Login" and logon using your email address and the password. There is no charge to check your account online. There are other fees, and these are detailed in full in the PDS.

## 32. WHAT IS THE BLANK SPACE ON THE BACK OF THE CARD TO BE USED FOR?

The blank space is a writeable surface and the Cardholder should sign the card immediately after choosing to activate the card.

## 33. CAN I ADD MONEY TO THE CARD?

No, only your Employer can add the agreed salary sacrifice amount to the card each pay cycle. No other funds may be loaded onto the card.

## 34. HOW LONG DOES IT TAKE FOR THE FUNDS TO BE CREDITED TO MY CARD?

Normally it will occur the next business day however you should allow up to 3 Business Days. You can check your balance online at any time to ascertain when the funds are available.

## 35. WHAT IS THE MAXIMUM THAT CAN BE LOADED ONTO THE BFS VISA PAYCARD AT ANY ONE TIME?

The total balance on the card cannot exceed \$10,000 at any one time. You should take care to ensure that the next payment into the card by your Employer would not bring the balance over \$10,000 as this would cause this payment to be rejected.

## 36. WHERE ARE THE FUNDS HELD?

Indue Ltd is the issuer of the card. Indue Ltd is an Authorised Deposit-taking Institution (ADI) regulated by the Australian Prudential Regulation Authority (APRA). Indue Ltd holds all funds on the card and attends to settlement of all transactions made using your BFS Visa Prepaid PayCard.

## 37. DO I RECEIVE A MONTHLY STATEMENT IN THE MAIL?

No, there are no statements issued for the card. To check your transaction history, you can view your account online at [www.bfs.org.au](http://www.bfs.org.au) and select "Card Login" and login to your account. You may print your transaction history.

## 38. HOW DO I DISPUTE A TRANSACTION?

Refer to the PDS for full details of our dispute process.

## 39. WHAT IF I NEED A REPLACEMENT CARD OVERSEAS?

We will not mail the card to an overseas address. BFS will arrange for a replacement card to be distributed to your Employer.

## 40. WHAT IF THE CARD IS LOST / STOLEN?

### **Advise by Website**

If you believe your card has been lost or stolen, you should IMMEDIATELY go to [www.bfs.org.au](http://www.bfs.org.au), select the "Card Login" to log into your card account. Click on "Settings", then "Block Lost or Stolen Card" and follow the prompts.

If you believe your PIN has been compromised i.e. your PIN has become known to someone else, you should IMMEDIATELY go to [www.bfs.org.au](http://www.bfs.org.au), select the “Card Login” to log into your card account. Click on “Settings” then on “Set your Personal Identification Number (PIN)” and follow the prompts.

Upon successful suspension of your card, all transactions will be blocked (other than transactions which are below merchant’s floor limits and where no electronic approval is required) and even if you should find your card, you will not be able to use it until you or the Employer have contacted BFS to reactivate your card. BFS will use its best endeavours to contact you or the Employer within 24 hours of the next Business Day from when you placed a stop on your card to arrange either a replacement card to be issued to the Employer or for your card to be reactivated in circumstances where you have found it.

You must not use your card after you have successfully suspended your card but before BFS has contacted you to arrange either a replacement card to be issued to you or for your card to be reactivated and BFS has confirmed the reactivation. In some circumstances your card may be used for store purchases which are below floor limits and where no electronic approvals are in place. If you use your card after the successful suspension of your card but before your card has been reactivated in circumstances where you have found it, you or the Employer will be liable to Indue for the Value of any transaction as well as any reasonable costs incurred by Indue in collecting the amount owing.

### **Advise by Telephone**

Alternatively, if you believe your card has been lost or stolen, or your PIN has become known to someone else, you should IMMEDIATELY report this by contacting BFS by phone on 1300 650 542 Monday to Friday 8.30 am to 4.30 pm Sydney NSW time, not including NSW or national public holidays, or by email to [clients@bfs.org.au](mailto:clients@bfs.org.au). If phoning outside of business hours, please leave a message advising details of the card and the circumstances of the loss or theft.

### **Notification Requirements**

If you cannot reasonably notify BFS or Indue in accordance with one of the methods described above, then any losses occurring due to non-notification will be the liability of Indue and BFS. To avoid further losses, you or your Employer are required to continue to try to notify BFS or Indue using one of the methods described above.

Providing you or your Employer continue to try to use reasonable endeavours having regard to your own individual circumstances to notify Indue or BFS, Indue, and BFS will continue to be liable for any loss occurring on your card. If you or your Employer do not try to notify us as is reasonable having regard to your own individual circumstances, then you or your Employer may become liable for any losses occurring on your card in accordance with the PDS.

### **Card Replacement**

BFS will arrange for a replacement card to be distributed to your Employer. Once a replacement card is issued, the Value remaining on your lost or stolen card will be transferred to your new card less any unauthorised transactions for which you are liable (refer to the PDS for a list of circumstances where you may be held liable for unauthorised transactions). In these circumstances, the card account will be charged a card replacement Fee.

#### **41. DOES THE CARD HAVE AN EXPIRY DATE?**

Yes, all BFS cards are valid for up to 3 years. The expiry month is printed on the front of the card and the card can be used up until the last day of that month. Your Employer should contact BFS to replace your card prior to the first day of the month in which your card expires. Refer to the PDS for more information. The card expiry date is also available by logging into your card account at [www.bfs.org.au](http://www.bfs.org.au).

#### **42. WHAT HAPPENS TO ANY REMAINING FUNDS ON THE CARD ONCE THE CARD EXPIRES?**

Any remaining funds on the card at the time of expiry may become unavailable and will be returned to your Employer however you should read the PDS for full details on receiving the balance at the time of expiry.

#### **43. ARE THERE TERMS AND CONDITIONS THAT APPLY TO THE BFS VISA PREPAID PAYCARD?**

Yes, the terms and conditions are stated in the PDS which can be viewed from the Prepaid PayCard section of our web site [www.bfs.org.au](http://www.bfs.org.au).