

Baptist Financial Services Australia Ltd

ABN 56 002 861 789 – AFSL 311062
("BFS" and "Baptist Financial Services")
A delegated body of Australian Baptist Ministries



Ph 1300 650 542

Email clients@bfs.org.au

Web www.bfs.org.au

PO Box 122 Epping NSW 1710

ACCOUNT APPLICATION - EXISTING CLIENT

(ONLY IF NO change of signatories) (Individuals or Businesses)

Please complete the Account Application, print and sign, before sending it to us via clients@bfs.org.au

Account Name: _____ Client No. _____

How to Invest:

Please ensure that you have:

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

Important Information:

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

STEP 1. Beneficial Owner Information (for all accounts except individuals)

Pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth), we are required to re-verify relevant information from time to time is true and correct. Where a Client Identification and Verification checklist has not been completed within the last 3 years of the date of this application, please download from bfs.org.au ('Form Access'), complete and confirm you have attached the applicable the Client Identification and Verification checklist as set out below. This is not required for individual accounts. BFS uses a Credit Reporting Agency ("CRA") assessment to meet these regulatory obligations and each signatory's consent is required to undertake a CRA assessment.

I have attached the applicable Client Identification and Verification documents for:

- INDIVIDUAL OR SOLE TRADER PARTNERSHIP DOMESTIC COMPANY TRUST
 UNINCORPORATED ASSOCIATIONS INCORPORATED ASSOCIATIONS MINUTES

Please ensure the forms are completed with certified copy/s of documentation specified (including all pages). For Incorporated and Unincorporated Associations please also attached the authorising Minutes of the Association.

STEP 2. Account Selection

Please use BLOCK LETTERS and tick as appropriate:

I/we wish to open the following account(s):

Term Investment Opening amount \$ _____

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

Monthly 3 Monthly 6 Monthly Annually On Maturity

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

Pensioner Deeming Account Opening amount \$ _____
(31 days notice required for withdrawals)

Development Fund Account Opening amount \$ _____
(31 days notice required for withdrawals)

Funeral Investment Account Opening amount \$ _____

Please note: A Funeral Investment Account can only be opened in one name. If more than one applicant is named on this form, please indicate here which applicant is applying for the Funeral Investment Account.

Applicant Applying for the Funeral Investment Account: _____

STEP 3. Your interest Payment Details

Please note this is not applicable for Funeral Investment Account as interest can only be added to the Funeral Account. Please select one of the following:

Add interest to this account (compound) OR

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

Account name			
Financial Institution		Branch	
BSB number		Account number	

STEP 4. Account Operating Instructions

Signatories and authority for new account/s requested above to be identical to existing account/s in the same name.

Internet account access is required for this account. Yes No

Each Applicant needs to complete and attach an Application for BFSOnline Access.

STEP 5. Funds Required to Open Account

If you wish BFS to make the initial investment by electronic funds transfer, please sign the Direct Debit Authority below. The Terms and Conditions for a Direct Debit Authority are contained in our 'Product Disclosure Statement and Terms & Conditions - BFS Non Cash Payment Products', and can be downloaded at www.bfs.org.au.

Please tick as appropriate:

Electronic funds transfer from BFS Account _____ OR Cheque/s attached

STEP 6. Signature and Authority

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

- The following signatories are authorised to act in respect of all accounts opened with this application;
- I/We authorise Baptist Financial Services User ID 148018 to debit the above BFS Account through the bulk electronic clearing system;

(over)

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

Applicant 1 signature	Applicant 2 signature
X	X
Name: _____	Name: _____
Position: _____	Position: _____
Date: _____	Date: _____

Office use only: Client Acknowledgement Date Received: _____

Further Important Information

A) Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Baptist Financial Services Australia Ltd. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

- **account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.
- **agreement** means this Direct Debit Request Service Agreement between *you* and *us*.
- **banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia or in the state of New South Wales.
- **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 between *us* and *you*.
- **us** or **we** means Baptist Financial Services Australia Ltd, the Debit User *you* have authorised by requesting a DDR.
- **you** means the client who has signed or authorised by other means the *Direct Debit Request*.
- **your financial institution** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

1. Debiting your account

- 1.1 By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.
- 1.4 A minimum payment is required for loans subject to variations outlined in the Product Information Statement - Offer Document.

2. Amendments by us

2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

3. Amendments by you

3.1 You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least five (5) days notification by writing to: BFS Client Services, PO Box 122, EPPING NSW 1710
Or by telephoning us on 1300 650 542 during business hours;
Or arranging it through your own financial institution, which is required to act promptly on your instructions.

4. Your obligations

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

4.2 If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by *your financial institution*;
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the *debit payment*.

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

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 650 542 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up directly with your financial institution.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 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.

6. Accounts

6.1 You should check:

- (a) 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.
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

7. Confidentiality

7.1 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.

7.2 We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

8. Notice

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to BFS Client Services, P O Box 122, EPPING NSW 1710

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

8.3 Any notice will be deemed to have been received on the third banking day after posting.

B) Verification of Identity using information at a credit reporting agency (CRA)

The Anti-Money Laundering and Counter-Terrorism Financing Act 2006 requires Baptist Financial Services Australia Ltd (BFS) to confirm and verify your identity before:

- an account can be opened in the name of an individual;
- you are eligible to lodge funds into an account; or
- you can be an authorised signatory to an account.

To enable us to verify your identify, we may disclose personal information such as your name, date of birth, and address to a CRA to obtain an assessment of whether that personal information matches information held by the CRA. The CRA may check your information with the document issuer or official record holder. The CRA may give us a report on that assessment and to do so may use personal information about you and other individuals in their files. If we are unable to verify your identity using information held by a CRA we will provide you with a notice to this effect and give you the opportunity to contact the CRA to update your information held by them or verify your identity using an alternative method acceptable to us.

C) Privacy Statement

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

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

BFS's Privacy Officer

clients@bfs.org.au

PO Box 122, Epping NSW 1710 and 1300 650 542

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

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

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

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

- to assist BFS in providing you our products and services;
- completion of documentation and application forms;
- to consider and assess your request for a product or service;
- let you know about other products or services we offer, send you information about special offers or invite you to events;
- to protect our business and other clients from fraudulent or unlawful activity;
- to conduct our business and perform other management and administration tasks;
- to consider any concerns or complaints you may have;
- to manage any legal actions involving BFS;
- to comply with relevant laws, regulations and other legal obligations; and
- to help us improve the products and services offered to our clients, 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 CRA for the purpose set out above in 'Verification of Identity using information at a credit reporting agency (CRA)'.

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