



## Product Information Statement

### **Steer 31 Account**

Issue Date: 11.06.2020

**Baptist Financial Services Australia Limited**

ABN 56 002 861 789  
AFSL 311 062

[www.bfs.org.au](http://www.bfs.org.au)

## Important Note

Baptist Financial Services Australia Limited (BFS) is a charity incorporated as a public company, and limited by guarantee. The company is a delegated body of the Baptist Union of Australia Inc and provides financial services to Baptist and other Christian organisations throughout NSW/ACT, SA/NT, Tas, Vic and WA.

BFS is a “charity” within the meaning of Regulatory Guide 87 Charitable schemes and school enrolment deposits (RG 87) and ASIC Corporations (Charitable Investment Fundraising) Instrument 2016/813 issued by the Australian Securities & Investments Commission (ASIC).

**BFS is not prudentially supervised by the Australian Prudential Regulation Authority (APRA). Therefore, an investment in BFS debentures will not receive the benefit of the financial claims scheme or the depositor protection provisions in the *Banking Act 1959* (Cth). Investments in BFS debentures are intended to be a means for investors to support the charitable purposes of the Fund. The Steer 31 Account specifically supports the work of Steer Incorporated (Steer).**

**BFS is required by law to notify investors that the debenture products offered by BFS:**

- **are not subject to the usual protections for investors under the Corporations Act or regulation by ASIC;**
- **are only intended to attract investors whose primary purpose for making the investment is to support the religious and charitable purposes of BFS and for whom the consideration of profit is not of primary relevance in their investment decision;**
- **investors may not be able to get some or all of their money back when the investor expects or at all; and**
- **BFS debentures are not comparable to investments with banks, finance companies or fund managers.**

In addition, the debenture products offered by BFS are:

- Not subject to the normal requirements under the *Corporations Act 2001* (Cth) to have a trust deed, to issue a Product Disclosure Statement, nor lodge such a document with the ASIC; and
- Not examined or approved by ASIC.

This Product Information Statement – Steer 31 Account (“PIS”) 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 making an investment in BFS debentures, you should read this PIS 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.

Before making an investment in BFS debentures, you should also read BFS’s Identification Statement which is available on our website: [www.bfs.org.au](http://www.bfs.org.au)

This offer of debentures under this PIS may only be used by persons who receive it in Australia. The information in this PIS 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.

## About Steer Incorporated

Steer Incorporated (Steer) is a not-for-profit mission support organisation that uses its income-tax exempt status to assist those who want to give to missions.

Steer is a charity incorporated under the *Corporations Act 2001* as a public company limited by guarantee. As a charity it is registered with the Australian Charities and Not-for-profit Commission (ACNC).

In simple but effective ways, Steer can help to multiply your giving to mission and outreach work overseas and in Australia.

Mission agencies work hard to fulfil Jesus' command to "...go and make disciples of all nations " (Matt 28:19) but most lack the financial resources to be as effective as they would like. Since 1961, Steer has helped mission supporters to channel millions of additional dollars towards mission and outreach work.

Several Steer programs are available to assist you in helping to provide the extra funds mission agencies need to take the Good News of Jesus Christ to the nations. The Steer 31 Account is one of those programs.

## About Steer 31 Account

The Steer 31 Account is a debenture product issued by Baptist Financial Services Australia Limited (BFS) ABN 56 002 861 789 AFSL 311062.

BFS, a Religious Charitable Development Fund, is the issuer of the debenture account and will hold the funds lodged with it. This arrangement is necessary following regulatory changes that will come into effect from 1 January 2018. BFS holds an Australian Financial Services Licence (AFSL) and is already meeting the regulatory requirements administered by government agencies such as ASIC, APRA and Austrac.

Steer is appointed by BFS as an authorised representative to collect information, administer and otherwise deal with matters relating to the Steer 31 Account. The funds invested in your interest free account will be used to support BFS's charitable purposes by providing loans and services to churches and associated Christian ministries, including Steer.

You should read this Product Information Statement — Steer 31 Account (PIS) carefully and retain it for future reference.

# **1. PRODUCT FEATURES**

## **1.1. INTRODUCTION**

The Steer 31 Account has been tailored by BFS specifically for Steer Ministry Partners to support the work of Steer.

In order to open a Steer 31 Account you must complete the application form, including the identification details and supply the required documentation, including a Client Acknowledgement Form.

One of the features of the Steer 31 Account is that you must provide at least 31 days advance notice before a withdrawal can be made or for the account to be closed.

Funds held in the Steer 31 Account earn no interest.

You will continue to deal with Steer personnel for all matters in regard to the account. Steer, as an appointed authorised representative of BFS, will pass on your instructions to BFS.

## **1.2. BENEFITS**

- The account is used to assist Steer in achieving its objectives, which include supporting Christian ministry and specific nominated mission and outreach programs.

## **1.3. RISKS**

- You cannot make a withdrawal or close your Steer 31 Account until the 31 day notice period has expired.
- Zero interest is payable on the balance of the account.
- All debenture products with BFS are unsecured, and investors are advised that neither the performance of/ return on investments, nor repayment of capital is guaranteed.
- Funds can only be withdrawn by transfer to the nominated account you hold with an Australian Authorised Deposit-Taking Institution (ADI).

## **1.4. FEES AND CHARGES**

- There are no fees and charges applicable to the Steer 31 Account.

## **1.5. ENQUIRIES**

Please contact our authorised representative Steer if you have any questions:

Phone: 03 9899 6413  
Email: [office@steer.org.au](mailto:office@steer.org.au)  
Mail: PO Box 6091, Wantirna VIC 3152  
Website: [www.steer.org.au](http://www.steer.org.au)

You may also contact BFS at the following:

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

Fax: 1300 784 699  
Email: [clients@bfs.org.au](mailto:clients@bfs.org.au)  
Mail: Level 4 5 Saunders Close Macquarie Park NSW 2113  
Website: [www.bfs.org.au](http://www.bfs.org.au)

## **2. TERMS AND CONDITIONS**

### **2.1. GENERAL**

Debentures issued by BFS are an unsecured obligation for BFS to repay the principal amount invested to the debenture holder at a future date, together with the applicable interest.

Debenture products have a fixed maturity date or a minimum notice period for redemption requests. Notwithstanding the fixed maturity date or receipt of a withdrawal notice, BFS will only allow redemption or repayment of the debenture if BFS has reasonable grounds to believe that all holders of debentures with a present entitlement to repayment will be able to be paid on that day and at all future times in accordance with their entitlements.

Investors are advised that neither the performance of/return on investments, nor repayment of capital is guaranteed.

### **2.2. CHANGES TO THESE TERMS AND CONDITIONS**

Unless not permitted by law, we can vary our accounts and account products at any time. We will provide you with reasonable notice of the variation before it takes effect unless it is not reasonably practicable to do so because of changes to regulatory requirements.

### **2.3. FUNDS LODGEMENTS AND WITHDRAWALS**

Lodgements to your account may be made:

- electronically; or
- by cheque.

The account can be added to at any time.

Withdrawals (including closure of your account) can only be made by transfer to your nominated account held with an ADI, and only after expiry of the 31 day notice period.

The notice period commences on the Business Day that your notification is received by Steer. BFS will complete the withdrawal request on the next Business Day following expiry of the notice period.

### **2.4. AUTHORISED SIGNATORIES**

#### **2.4.1. General**

You can authorise a person to operate your accounts. This person is your 'authorised signatory'. Your authorised signatory will be entitled to operate your accounts and sign transaction documents eg withdrawals, as if that person were you. Your authorised signatory is entitled to alter or close your accounts or to access related products and services.

### **2.4.2. Appointing an Authorised Signatory**

For you to appoint an authorised signatory:

- both you and the authorised signatory need to read the general and the specific terms and conditions for the relevant product or service;
- you need to complete the application form;
- both you and the authorised signatory need to read and sign the declaration on the application form;
- you need to give the completed and signed application form to us;
- you need to provide us with your authorised signatory's identification documents to satisfy our requirements.

### **2.4.3. Terminating the appointment of your authorised signatory**

An authority to operate will remain in place until we receive written notice of cancellation or written notice of death of the person granting the authority and that written notice has been processed by us or if instructed by court order or similar. Notice of cancellation must be signed by all surviving investors. We may require a new authority to operate before we allow further operation on the account.

If there is a dispute notified to us about an authority to operate or the owner of an account, we may refuse to allow operation of the account until all parties concerned have signed the necessary authority. We are not liable for any loss or damage caused by any delay in processing a cancellation of an authority to operate.

## **2.5. STATEMENTS OF ACCOUNT**

We will provide a statement of your Steer 31 Account at least once every 12 months.

Additional statements may be available upon request to Steer.

## **2.6. PRIVACY**

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](http://www.bfs.org.au).

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

BFS's Privacy Officer

[clients@bfs.org.au](mailto:clients@bfs.org.au)

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 to information, including credit information, held about you;
- you may seek the correction of information, including credit information, about you;
- you may ask us to provide an alternative means of identity verification for the purposes of the *Anti-Money Laundering and Counter Terrorism Financing Act 2006*;
- 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 will not use your credit information for the purposes of direct marketing.

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](http://www.bfs.org.au). You can request to have this information provided in hard copy by contacting our Privacy Officer.

## **2.7. 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).

## **2.8. CHANGES TO YOUR DETAILS**

You must inform Steer immediately of any change in your name, address and nominated account information.

## **2.9. CLOSURE OF ACCOUNT**

We may close your Steer 31 Account for any reason at any time. We will notify you in writing should we do so.

You may close your account after providing us with 31 days notice to close the account. BFS will close your account on the next Business Day following the expiry of the notice period and transfer the balance to your Nominated Account.

## **2.10. EARLY REDEMPTION**

A request for Early Redemption of a debenture product may be made to BFS. BFS may approve an Early Redemption request for a valid reason at its sole discretion. However, except in hardship cases, 31 days notice must be provided. The BFS Early Redemption Policy is available from the BFS website [www.bfs.org.au](http://www.bfs.org.au).

## **2.11. FEES**

There are no fees payable in relation to the Steer 31 Account.

## **2.12. DISPUTE RESOLUTION**

If you wish to make a complaint in relation to your Steer 31 Account, please contact Steer in the first instance on 03 98996413 or email [steer@steer.org.au](mailto:steer@steer.org.au). If you are still not satisfied with the way your complaint has been handled, you can contact BFS Client Services Team on 1300 650 542.

We will do everything we can to rectify the problem immediately, or within 45 days depending on 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 (AFCA) which is an external complaints service, of which BFS is a member. You can contact the AFCA on 1800 931 678 or in writing at GPO Box 3, Melbourne, Victoria 3001, Australia. You can also contact the AFCA through their website: [www.afca.org.au](http://www.afca.org.au). . You may also lodge a complaint via the ASIC freecall infoline on 1300 300 630.

### **2.13. OTHER**

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.

Unless otherwise provided in the terms and conditions for the particular debenture product, and to the extent permitted by law, we are not liable for any loss or damage you suffer as a result of using our non-cash payment facilities or any delay, omission or failure in respect of any transfer (including but not limited to technical/ system failure or third party failure).

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 investment in our debenture products.

## **3. DEFINITIONS**

**ADI** means and authorised deposit-taking institution.

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

**Nominated Account** means the account specified in the Account Application form with an Australian ADI to be used for repayment of funds from the Steer 31 account.

**We, or us** means BFS.

**You or your** means the person(s) in whose name the Steer 31 Account is held, as specified in the opening instructions delivered by Steer to us and, if more than one person comprises the account holder, means each of them separately and all of them jointly.