

Steer Incorporated

ABN 99 004 552 809



*strengthening the causes you love*

## Financial Services Guide

Issue date: 10.1.19

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Version: 6

## 1. What is a Financial Services Guide?

This Financial Services Guide ('FSG') helps you understand and decide if you wish to use the financial services we are able to offer you.

It provides you with information about our authorising licensee **Baptist Financial Services Australia Limited** ("licensee") and its Australian Financial Services Licence ('AFSL').

It also provides information about us, **Steer Incorporated**, the Corporate Authorised Representative ('CAR'), and the Authorised Representatives of our licensee, named below. We collectively refer to Authorised Representative(s) in this FSG as "Steer, us, our, we". We are the providing entity and are authorised representative(s) of the licensee. This FSG sets out the services we provide. It tells you:

- who we and the licensee are and how we can be contacted
- what services and products we are authorised to provide to you
- how we (and any other relevant parties) are paid; and
- how we and the licensee deal with complaints.

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). Our mission is to support Christian Ministry by encouraging Australian Christians to give and to facilitate opportunities to give efficiently and effectively.

We provide general advice only in relation to debenture products issued by the licensee, which are securities. If we provide you with general advice, it may not be appropriate to your needs, financial situation or objectives, and you should consider your circumstances before choosing to proceed with our advice. Additionally, you should obtain and read the applicable disclosure document (if one is available) before making a decision.

We can also help you apply for, acquire, vary or dispose of securities (i.e. debentures) issued by the licensee. If we provide you with these services, we may provide you with a Product Information Statement ('PIS') or other relevant disclosure document. The PIS or disclosure document contains information about the product to assist you in making an informed decision about the debenture product. It will outline relevant terms, significant risks, and fees and charges associated with the product.

We may provide regulatory documents such as the PIS, FSG or other disclosure documents by making them available electronically (e.g. by email). You can opt out of this method of disclosure at any time by contacting us on (03) 9899 6413.

The licensee has arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under section 912B of the *Corporations Act 2001*.

Please retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word 'FSG' in the heading.

## 2. Who will be providing the Financial Services to you?

Our and our licensee's contact details are as follows:

**Licensee details** – Baptist Financial Services Australia Limited

**AFSL number:** 311062

**Address:** PO Box 112 Epping NSW 1710

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

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

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

### **Authorised Representative details**

Steer Incorporated

**AR number:** 001260104

**Address:** PO Box 211, Box Hill VIC 3128

**Website:** [www.steer.org.au](http://www.steer.org.au)

**Phone:** 03 9886413

The individual authorised representatives under this licence are:

**Name:** Sin Hoon Cheong

**AR number:** 001260370

**Phone:** 03 9899 6413

**Email:** [steer@steer.org.au](mailto:steer@steer.org.au)

**Name:** Bee Kheng Tan

**AR number:** 001260107

**Phone:** 03 9899 6413

**Email:** [steer@steer.org.au](mailto:steer@steer.org.au)

**Name:** Selinah Khouw

**AR number:** 001260108

**Phone:** 03 9899 6413

**Email:** [steer@steer.org.au](mailto:steer@steer.org.au)

**Name:** Yow Kok Wong

**AR number:** 001264023

**Phone:** 03 9899 6413

**Email:** [steer@steer.org.au](mailto:steer@steer.org.au)

**Name:** Garth Grant

**AR number:** 001274179

**Phone:** 03 9899 6413

**Email:** [steer@steer.org.au](mailto:steer@steer.org.au)

The Authorised Representatives named above share the same office as that of Steer Incorporated.

The licensee is our authorising licensee, and is responsible for the financial services that we provide to you. The licensee authorises, and is also responsible for, the content and distribution of this FSG.

You can provide instructions to us by contacting us using the above details.

The licensee acts on your behalf when we provide financial services to you.

### **3. *What services and products are we authorised to provide to you?***

We are authorised by the licensee to provide general advice only to both retail and wholesale clients in relation to securities (i.e. debentures) issued by the licensee. We can also deal in securities (i.e. debentures) by applying for, acquiring, varying or disposing of securities (i.e. debentures) issued by the licensee on behalf of another.

In providing our services, other financial matters may arise. However, we are not authorised to provide advice relating to those financial issues, or any other issues except those explained above. You should seek specific advice from the appropriate professionals if these issues are relevant to you.

### **4. *What fees and commissions are payable to us?***

Neither us nor the individual Authorised Representatives above receive any remuneration i.e. commissions or fees for providing you with our services.

## **5. How are we and other parties remunerated?**

The licensee receives no remuneration, commission or benefit in respect of the general advice and dealing services provided by us or the individual Authorised Representatives.

The licensee provides us an interest free loan facility to further our charitable purpose in relation to which we pay the licensee a quarterly management fee based on the amount of funds which are lent as part of the loan facility. You may request more details about the way this fee is calculated within a reasonable time after receiving this document and before any financial services are given to you.

The licensee's directors and employees are remunerated by salary.

## **6. What should you do if you have a complaint?**

If you have a complaint, you can contact us and discuss your complaint. Any complaints or concerns should be raised with a member of our staff in the first instance using the details under the 'Authorised Representative details' section above. 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.

If your complaint is not satisfactorily resolved within 45 days, please contact the Complaints Manager of our licensee via the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed time frames.

If the complaint cannot be resolved to your satisfaction you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA).

Australian Financial Complaints Authority (AFCA) 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).

## **7. Privacy Statement**

We are 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.steer.org.au](http://www.steer.org.au).

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

Steer's Privacy Officer  
[privacy@steer.org.au](mailto:privacy@steer.org.au)

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.

Steer 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 services, or meet your needs appropriately.

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

- to apply for debenture products on your behalf;
- to assist us in providing you our services;
- completion of documentation and application forms;
- to consider and assess your request for a debenture 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 us;
- 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:

- the issue of debenture products (i.e. the licensee);
- 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](http://www.bfs.org.au). You can request to have this information provided in hard copy by contacting our Privacy Officer.