

Target Market Determination

1. Target Market Determination – Non-Cash Payment Products

BFS Non-Cash Payment Products are financial products for the purposes of the design and distribution obligations set out in Part 7.8A of the Corporations Act 2001 (Cth).

The purpose of this Target Market Determination is to provide consumers information about the key attributes and target market for non-cash payment products, and the distribution and monitoring arrangements of Baptist Financial Services Australia Ltd ('BFS').

This document is not to be treated as a full summary of the product terms and conditions and is not intended to provide financial advice. When making a decision about these products you should refer to the 'Terms and Conditions' of Non-Cash Payment Products within the Product Disclosure Statement (BFS Non Cash Payment Products for individuals and Retail Clients), available at www.bfs.org.au/services/savings-investments or by contacting the BFS Client Services Team at clients@bfs.org.au.

Date from which this Target Market Determination is effective

5 October 2021

2. Target Market

The information below summarises the overall class of consumers that fall within the target market for Non-Cash Payment Products, based on the product key attributes and the objectives, financial situation and needs that it has been designed to meet.

(a) Class of consumers that fall within the target market

Non-Cash Payment Products are accessed by retail investors who have an investment account with BFS to make payments, or cause payments to be made through a facility, other than through the physical delivery of cash.

Non-Cash Payment Products are for retail investors who are an Australia resident or have a right to reside in Australia.

(b) Description of Non-cash payment products and key attributes

BFS provides the following Non-Cash Payment facilities for use in relation to a BFS investment account:

- Internet Account Access (BFSONline)
- Direct Debit Services
- Electronic Funds Transfers (Direct Entry)
- BFS Corporate Cheques
- Bank Cheques

The key attributes of Non-Cash Payment Products are that:

- Internet Account Access (BFSOnline) provides 24/7 account access, secured by encryption software to help protect account information, and the issue of a unique login and password.
- Direct Debit Services provides for convenience and ease of pre-arranging regular payments for a set or indefinite timeframe without having to arrange individual payments or transfers each time, with automatic payments able to be performed as one-off or periodic/regular payments.
- Electronic Funds Transfer (Direct Entry) provides the convenience of transferring funds electronically from your BFS account to another account in your name with an Australian Authorised Deposit-taking Institution (ADI).
- BFS Corporate Cheques provide the convenience of withdrawing of funds from your BFS investment account by a BFS corporate cheque made payable to your name (before collection by the BFS client or their authorised representative from our office or sent direct to to the BFS client by post at their request).
- Bank Cheques provide the convenience and ease of arranging for the issue of a Bank Cheque made payable in your name, for collection by BFS clients or their authorised representatives from the issuing Bank's branch or sent by post at your request.

(c) Excluded class of consumers

Non-Cash Payment Products are only available to retail investors who are an Australian resident or have a right to reside in Australia who operate a BFS investment account (Eligible Applicant).

If you are not a retail client per the definition set out by the Corporations Act, you are an excluded class of consumer for the purposes of this Target Market Determination. Product and Services Information (for Wholesale Clients) are available at www.bfs.org.au/savings-investments.

(d) Consistency between target market and likely objectives, financial situation and needs

Non-Cash Payment Products are consistent with the likely objectives, financial situation and needs of customers in the target market as:

- They provide a way to make payments, or cause payments to be made through a facility, other than through the physical delivery of cash to a BFS investment account.
- They enable transactional access to a BFS investment account for the lodgement or withdrawal of investments.

3. Distribution Conditions and Restrictions

(a) Distribution channels

Non-Cash Payment Products are designed to be distributed to consumers directly by BFS upon the acceptance of an application form that is available:

- on the BFS website www.bfs.org.au;

- from the BFS client services team at clients@bfs.org.au; or
- from one of the BFS Relationship Managers whose contact details are published on the BFS website.

(b) Distribution conditions and restrictions

- Non-Cash Payment Products should only be distributed in conjunction with a BFS Investment Account; and
- upon the receipt of an application from an Eligible Applicant who: is over 16 years of age and is an Australian resident or has rights to reside in Australia; and
- has been provided with a copy of the current Product Information Statement – Offer Documents: Debentures, the Product Disclosure Statement and Terms & Conditions – BFS Non-Cash Payment Products Retail Clients Only, the BFS Financial Services Guide and relevant application.

(c) Adequacy of distribution conditions and restrictions

The distribution channels and conditions that define the eligibility of applicants for Non-Cash Payment Products ensure that the consumers of Non-Cash Payment Products fall within the target market.

Non-Cash Payment Products can have significant risks such as online security losses or compromises, individual operating system or telecommunications issues and/or temporary unavailability or disruptions of services. All transactions performed via a Non-Cash Payment Product must be done according to the instructions of the individuals authorised to operate the BFS investment account.

4. Reviewing this Target Market Determination

We will review this Target Market Determination in accordance with the below:

Initial review	Within the 12 months of the effective date.
Periodic reviews	At least every 2 years from the initial review.
Review triggers or events	Any event or circumstances arise that would suggest the Target Market Determination is no longer appropriate. This may include (but is not limited to): <ul style="list-style-type: none"> • a material change to the design or distribution of non-cash payment products, including related documentation, • occurrence of a significant dealing, • distribution conditions found to be inadequate, • change in legal or regulatory requirements, • external events such as adverse media coverage or regulatory attention, and • significant changes in metrics, including, but not limited to 25 complaints in any 3-month period.

Where a review trigger has occurred, this target market determination will be reviewed within 10 business days.

5. Reporting and monitoring this Target Market Determination

We will collect and report the following information in relation to this Target Market Determination:

Complaints	BFS will report all complaints and their resolution in relation to the Non-Cash Payment Products covered by this Target Market Determination to the Audit, Risk and Compliance Committee of the BFS Board and to the BFS Board where appropriate.
Significant dealings	BFS will report to the ASIC and the BFS Board if they become aware of a significant dealing that is not consistent with this Target Market Determination within 10 business days.