

# GLEBE INCOME ACCOUNTS

*MEETING INVESTMENT NEEDS*

## Non-Cash Payment Products

### Product Disclosure Statement



SUPPORTING THE MISSION ACTIVITIES OF THE SYDNEY ANGLICAN DIOCESE

**This Product Disclosure Statement is current as at 6th December 2011. For updated and other information, please contact Glebe on 1800 636 134 or visit our website, [www.glebegroup.com.au/gia](http://www.glebegroup.com.au/gia).**

## IMPORTANT NOTE

The Issuer of the Access Methods is the Glebe Administration Board (GAB) in its capacity as trustee of the Diocesan Endowment ABN 84 797 589 118.

GAB does not hold an Australian Financial Services Licence. The Access Methods are non cash payment products issued by GAB pursuant to an intermediary authorisation between GAB and its subsidiary Glebe Asset Management Limited (AFSL no. 236962) (GAML). GAML is authorised to “provide general financial product advice, and deal, in relation to non-cash payment products to retail and wholesale clients”. Under the intermediary authorisation GAML may make offers to holders, or prospective holders, of Glebe Income Accounts to arrange for GAB to issue (and, as appropriate, vary or terminate) the Access Methods.

Glebe Income Accounts are not subject to the usual requirements of the Corporations Act 2001 (Cth) to have a disclosure document or a Product Disclosure Statement (with the

exception of in relation to the Access Methods) and be registered or have a trust deed. Glebe Income Accounts and the Offer Document have not been examined or approved by the Australian Securities and Investment Commission.

Glebe Income Accounts are designed for investors who wish to support the charitable purposes of the Anglican Church and for whom profit may not be of primary relevance in the investment decision.

The Glebe Administration Board is not an authorised deposit-taking institution under the Banking Act 1959 (Cth) nor is it authorised to carry on banking business or subject to prudential supervision by the Australian Prudential Regulation Authority. Investors in Glebe Income Accounts do not obtain the benefit of the depositor protection provisions in the Banking Act.

The information contained in this document has been prepared without taking account of your financial objectives, financial situation or needs. You should consider its appropriateness having regard to your own objectives, financial situation and needs.

This PDS may only be used by persons who receive it in Australia. The information in this PDS does not constitute an offer in any jurisdiction other than Australia.

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## 1. DEFINITIONS

**Access Methods** means the following non-cash payment products –

1. GIA On-line,
2. Direct credits,
3. Direct debits and periodic payments,
4. BPAY payments, and
5. Cheque payments

**Account** means the account/investment held at your financial institution from which we are authorised to arrange for funds to be debited.

**AFSL** means Australian Financial Services Licence.

**APRA** means Australian Prudential Regulatory Authority.

**ASIC** means Australian Securities and Investment Commission.

**At Call Investment** means any account that has funds available for withdrawal at any time subject to its terms and conditions and is subject to a variable interest rate.

**Authorised Signatory** means you or any person authorised to operate your account.

**Business day** means a day other than a Saturday or Sunday or a public holiday in the Sydney metropolitan area.

**Cheque Facility** means an account where you can issue cheques as the drawer of that cheque.

**Cleared Funds** means the balance of your account less the sum of:

- the minimum balance (if applicable);
- cheques deposited to that account that have not been cleared;
- any other deposits to that account that have not been cleared.

**Client Number** means the unique number we use to identify you.

**Cut-off Time** means the time specified by us after which the transaction may not be fully processed until the following business day.

**Debit day** means the day that a debit payment is due to be made.

**Debit payment** means a particular transaction where a debit is made.

**Direct Debit** means a payment facility through which regular payments are made from your eligible investment or other financial institution account.

**Direct Debit Request** means the Direct Debit Request

between you and us.

**Fixed Term Deposit** means any deposit made for a specific term and interest rate.

**GAB or Glebe Administration Board** means Glebe Administration Board (ABN: 84 797 589 118)

**GIA Cheque** is a cheque which is issued by us and drawn on our banking provider.

**GIA On-line** means any service we offer through the internet to enable you to receive information from us and to transmit instructions to us electronically, in relation to the Glebe Income Accounts.

**GST** means any tax imposed on the supply of any goods or services, real or personal property or other similar things or similar tax.

**Login Name** means either your ID number or any alpha numeric combination assigned (and within the set limits in relation to length and mix of characters) as a Login Name for access to GIA Online.

**Offer Document** means the Offer Document for the Glebe Income Accounts

**Payment Date** means the date on which you instruct us to make a payment.

**Password** means the alpha numeric combination initially assigned by us as your password and any subsequent combination that you choose to set as your password (within the set limits in relations to length and mix of characters).

**Periodic Payment** means an automated payment which enables a specified amount to be debited from specific GIA At Call Accounts and then be credited to another party on a pre-arranged basis. This can be a regular or one-off payment.

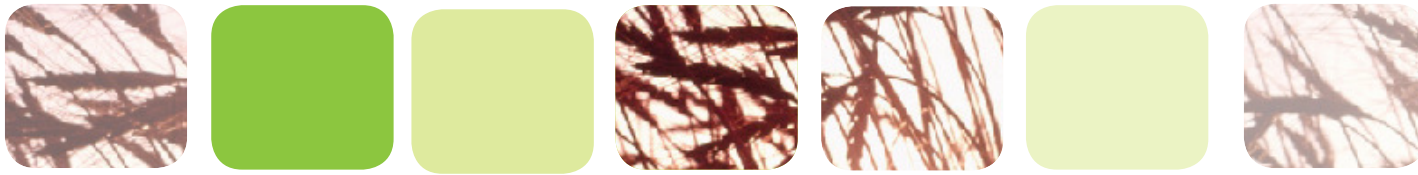
**Product Disclosure Statement ("PDS").** A PDS is a document (or group of documents) that contains information about a financial product, including any significant benefits and risks, the cost of the financial product and the fees and charges payable in relation to the financial product.

**Times** in this PDS are based on NSW Eastern Standard Time or Eastern Daylight Saving Time when in operation.

**User** means you and (where permitted by us) any person you authorise to be an authorised signatory to an investment.

**We, us, our and Glebe** means GAB.

**You and your** means the investor who is subject to these terms and conditions or if there is more than one of you then all of you jointly and each of you severally. You includes your successors and assigns.



## 2. PURPOSE AND CONTENTS OF THIS PRODUCT DISCLOSURE STATEMENT (PDS)

This PDS is designed to provide you with important information regarding the non-cash payment products we offer, including the following information:

- » who we are
- » how you can contact us
- » which products we are authorised to offer
- » key features/risks/benefits of these products
- » any (potential) conflicts of interest we may have; and
- » our internal and external dispute resolution process.

We do not take labour standards or environmental social or ethical considerations into account when selecting, retaining or realising any underlying investment of the non-cash payment products.

The information in this PDS is subject to change from time to time. Where changes are material, we will issue a revised or supplementary PDS to all investors.

If you would like further information, please ask us. Further information about our products and services is also available on our website [www.glebegroup.com.au/gia](http://www.glebegroup.com.au/gia).

## 3. NON-CASH PAYMENT PRODUCTS

A person makes a non-cash payment if they make payments or cause payments to be made through a facility, other than through the physical delivery of cash. Under an intermediary arrangement with GAML, GAB is authorised to provide the following non-cash payment products:

- 4.1 GIA On-line,
- 4.2 direct credits,
- 4.3 direct debits and periodic payments;
- 4.4 BPAY®\* payments, and
- 4.5 cheque payments\*.

\* BPAY® is registered to BPAY Pty Ltd ABN 69079137518.

\* Cheque book facility is offered to Anglican parishes within the Sydney Diocese and Sydney Diocesan organisation only.

In the following sections we provide further detail as to the nature, key benefits and key risks of utilising non-cash payment products. This information is a summary of the significant issues, and is not intended to be exhaustive. We recommend that, if you are not fully familiar with such products, you obtain independent advice before proceeding with a transaction. The specific contractual terms and conditions which will apply to your dealings in these products are detailed later in this PDS or, in the case of BPAY, in a separate terms and conditions document.

### 3.1 GIA ON-LINE

GIA On-line is a facility provided by Glebe to facilitate day-to-day management of your account(s) with us. You will be provided with a Login Name and Password to gain access to your investment(s) from any computer which has an internet connection with a compatible browser, by logging on to: <http://www.glebegroup.com.au>.

By accessing GIA On-line, you will be able to do one or more of the following:

- i. **Enquiry Only Access** - enables authorised users to view balances and transaction history. No transactions can be undertaken at this level.
- ii. **Full Access** - enables users to, for example:
  - View the balance of an account,
  - View transaction history,
  - Download transactions,
  - Transfer funds from one Glebe account to another (At-Call accounts only),
  - Transfer funds from a Glebe account (At-Call Account only) to external accounts (provided you have a BSB and account name & number). A default daily limit applies,
  - Initiate BPAY payments,
  - Request a Glebe cheque,
  - Print a transaction listing,
  - Customise the GIA On-line screen to suit your needs, and
  - To stop a cheque (applicable to Anglican organisations only).

### iii. Key Features and Benefits

- GIA On-line provides you with access to your account history 24 hours a day, seven days a week.
- The security system utilises a similar level of encryption as other financial institutions.
- The security of GIA On-Line to access your account is maintained through a unique Login Name and Password.

### iv. Key Risks

- If you divulge your Login Name and/or Password to a third party, you may be liable for any losses sustained as a result of the actions of such third party.
- If at any time you believe your Login Name or Password have been misused, lost, or compromised in any way, you must inform us immediately. If you do not notify us immediately you may be liable for any losses sustained as a result of the actions of a third party.

Some other limitations with respect to GIA Online that you need to be aware of:

- We cannot enable, and cannot accept liability for, transfers where you do not provide us with sufficient or accurate information.
- Transfer of funds is only possible from certain At Call Investments.
- The cut-off time for all transactions to another financial institution is 11.00am (Sydney NSW Time) on a normal business day. Transactions effected after that time will be processed to the other financial institution on the following business day.
- Funds transferred to accounts with another financial institution may not be credited to the account until the following business day.
- Transfers to other Glebe accounts will occur immediately.
- We cannot warrant that data you transmit via GIA On-Line is totally secure.
- Disruption to computer and/or telecommunications systems may occur from time to time resulting in the temporary unavailability of this service.

- v. **Fees and Charges** - Glebe does not charge any fees or charges for the provision of access to GIA Online.

Please ensure you read Section 10 in this PDS for the specific terms and conditions which will apply to this product.

## 3.2 DIRECT CREDIT

Direct credits are arrangements you establish with a third party for automatic credit of funds to a GIA account. Examples are an arrangement with your employer for the payment of your wage, receipt of Centrelink payments or transfers from Australian financial intuitions. Direct credits can be one off or regular.

### i. Key Features and Benefits

Making a regular credit arrangement would mean there is no need to arrange individual deposits/transfers each time you wish a payment to be made.

### ii. Key Risks

If you wish to cease the direct credit, you can only do so through the third party or by closing the GIA account.

### iii. Fees & Charges

Glebe does not charge a fee for the provision of direct credit services.

## 3.3 DIRECT DEBITS AND PERIODIC PAYMENTS

A direct debit transaction is a transfer of funds from your account to another organisation, when you have authorised it to debit your account. To establish a direct debit service, you must complete an authorisation form and send it to the direct debit supplier to establish the direct debit service.

A periodic payment is a way of making fund transfers for fixed amounts on a regular basis.

### i. Key Features and Benefits -

- The convenience and ease of pre-arranging regular payments for a set or indefinite time frame without having to arrange individual payments or transfers

each time you wish a payment to be made.

- Automatic payments can be one-off or periodic/regular payments.

**ii. Key Risks**

- You will need to ensure that sufficient cleared funds are held to cover the direct debit or periodic payment amount.
- If you wish to cease the direct debit, you may need to contact the recipient of the funds, as well as notify Glebe.
- Any refund of funds debited will need to be organised by you directly with the party you are paying unless the debit was the result of an error made by Glebe.
- Disruption to computer and/or telecommunications systems may occur from time to time resulting in the temporary unavailability of this service.

**iii. Fees and Charges**

- Glebe does not charge a fee for the provision of the direct debit or periodic payment facilities.
- A dishonour fee will apply where there are insufficient funds in the nominated account to cover the direct debit payment. The dollar amount of the fee is specified at [www.glebegroup.com.au/gia/fees.htm](http://www.glebegroup.com.au/gia/fees.htm).

- You will need to ensure that sufficient cleared funds are held to cover BPAY payments.
- Any refund of funds debited will need to be organised directly with the party you are paying unless the debit was the result of an error made by Glebe.
- Disruption to computer and/or telecommunications systems may occur from time to time resulting in the temporary unavailability of this service.

**iii. Fees and Charges** - Glebe does not charge a fee for the provision of the BPAY facility.

### **3.5 CHEQUE FACILITY (LIMITED TO CHURCHES AND ORGANISATIONS OF THE ANGLICAN CHURCH DIOCESE OF SYDNEY)**

A cheque is an unconditional written order to pay a sum of money by one person to another. It is signed and requires the financial institution to pay the sum specified therein, upon presentation of the cheque. Glebe provides cheque facilities, issued under arrangement with a major Australian bank. Unless you have a separate agreement with us, you must only use the cheques supplied by Glebe.

You must always ensure that sufficient funds are available when you draw a cheque; and that you draw a cheque in a way that does not facilitate fraud.

If at any time you believe a cheque or cheque book has been misused, lost, or stolen, you must inform us immediately.

**i. Key Features and Benefits**

- A cheque is a convenient and common method of making payments.
- Maintaining a record of cheques written to pay accounts provides a useful bookkeeping reference for management.
- Account statements are issued quarterly.

**ii. Key Risks**

- Glebe may at any time withdraw your cheque facility in the event of any improper conduct.
- Cheques lodged generally take up to four

Please ensure you read Section's 11 and 12 in this PDS for the specific terms and conditions which will apply to this product.

### **3.4 BPAY**

BPAY provides customers with a convenient and secure way to pay their bills and provides and creates a more efficient collection service for billers and financial institutions.

**i. Key Features and Benefits**

- BPAY access is via GIA On-line. BPAY provides a way to settle your bills electronically 24 hours a day, seven days a week without having to arrange individual payments or transfers each time you wish a payment to be made.

**ii. Key Risks**



business days to clear.

- You are required to notify Glebe immediately if your cheque book (or a cheque) is lost or stolen. You may be liable for any losses sustained prior to notifying such loss/theft to Glebe.
- You will need to ensure that sufficient cleared funds are held to cover cheques drawn.
- A cheque facility can only be provided in respect of certain account(s).

### iii. Fees and Charges

- Glebe does not charge fees in relation to the provision of a cheque facility other than for a dishonoured cheque. The fee for dishonoured cheque is specified at [www.glebegroup.com.au/gia/fees/htm](http://www.glebegroup.com.au/gia/fees/htm)
- Please ensure you read Section 14 in this PDS for the specific terms and conditions which will apply to this product.

## 4. DOCUMENTATION

Glebe will provide you with an account application form or authorisation form in order to facilitate your utilisation of our non-cash payment products described in Section 3 in this PDS, which you will need to sign and return, prior to using these services. Glebe has the right to request additional documentation if it so requires. This may include information sought to confirm the identity of authorised signatories to products. If there are additional requirements these will be advised to you upon enquiry.

Please contact us for a copy of the relevant form. You should read the terms and conditions detailed in this PDS carefully and seek independent legal and/or financial advice should you have any concerns, prior to signing the relevant form.

Glebe provides general advice ONLY (which does not take into account your objectives, financial situation or needs) in relation to non-cash payment products.

## 5. REMUNERATION/BENEFITS/ COMMISSIONS

Employees of Glebe are remunerated by way of salary, and other benefits. No commissions are paid in relation to the Access Methods covered by this PDS.

## 6. DISCLOSURE OF ANY RELEVANT CONFLICTS OF INTEREST

We do not have any relationships or associations which might influence us in providing you with our services.

## 7. DISPUTE RESOLUTION

Glebe has an internal dispute resolution process in place to resolve any complaints or concerns that you may have. Any complaints or concerns should initially be directed to the Manager, Deposits, Treasury & Operations via the address and telephone, fax numbers, or email provided on the back of this PDS.

We will seek to resolve and respond to complaints promptly and fairly, and will investigate your complaint, and provide you with our decision, and the reasons on which it is based, in writing. We will make a decision on your complaint within 20 business days. If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Credit Ombudsman Service Limited (contact details below), an approved external dispute resolution scheme, of which Glebe is a member.

COSL  
Case Management Team  
PO Box A252  
Sydney South  
NSW 1235  
Telephone: (02) 1800 138 422  
Fax: (02) 9273 8445  
Email: [members@cosl.com.au](mailto:members@cosl.com.au)

## 8. PRIVACY AND COLLECTION OF INFORMATION

If you make an application for an account or you are a signatory to the investment, we collect and use the information and documents provided to substantiate your identity, authenticate your signature and to enable us to provide investment services to you and manage your investment.

In order to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Act 2006 (Cth) we may contact persons to substantiate the identity of an investor or signatory.

We may also use your information to provide you with information and marketing material about other products and services provided by Glebe. You may ask to be removed from our mailing list at any time by contacting us on the telephone numbers provided or by writing to our Privacy Officer at the address listed on the back of this PDS.

We do not provide your information to any other organisation without your consent, other than to those organisations which provide administrative, customer or other services as part of the operation of our business or as otherwise disclosed above. You may request access to information held by us about you by writing to our Privacy Officer. Details of our privacy policy are available on our website.

## 9. ANTI-MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING

Some of the Access Methods issued by Glebe are regulated by the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth) and the AML/CTF Rules (the AML/CTF Laws). We will collect and verify personal identification information as required under the Act. If you provide us with insufficient, incomplete or inaccurate information, under the act we may not be able to provide you with the product or services that you are seeking.

It is an offence under the AML/CTF Laws to give false and misleading information.

### PLEASE NOTE THAT

- We may be required to disclose certain information about you by law in particular to the Australian Transaction Reports and Analysis Centre (AUSTRAC);
- We may be required to release information regarding internet banking transactions to overseas regulators;
- We may be prohibited from effecting some internet banking transactions to overseas jurisdictions and involving certain persons (in addition to the prohibitions required by Australian law);
- Your transactions could be delayed, blocked or frozen if we believe on reasonable grounds that making a payment may be in breach of the law;
- You agree that we will incur no liability to you if we do delay or block any transaction, or refuse to pay any money in the reasonable belief that a transaction may contravene any such law;
- We may need to collect additional information from you in order to comply with AML/CTF Laws; and
- We may suffer loss from you entering into transactions that would breach AML/CTF Laws by acting on someone else's behalf (unless they are a trustee) in breach of the AML/CTF Laws; we may seek a customer warranty or indemnity based on the warranty.

This information is based on the AML/CTF Laws.

## 10. TERMS & CONDITIONS – GLEBE ON-LINE

### GENERAL TERMS AND CONDITIONS

- You or your nominated authorised users can register for Glebe On-line by completing an application form to open an account. Signing the application form signifies your acceptance of these terms and conditions.
- The use of Glebe On-line is also subject to the terms and conditions applicable to the individual products.



- You may terminate your access to Glebe On-line at any time by giving notice in writing to Glebe.
- Glebe may at any time terminate or suspend access to Glebe On-line for you or your authorised users for any reason.
- You authorise Glebe to allow access to each of your accounts to the access level requested for each of your authorised users.
- Information available through Glebe On-line will reflect the most up to date information possible. Glebe cannot be held responsible for any loss or liability, real or contingent, for lack of access availability or out of date information.
- It is your responsibility to use other means of effecting a transaction or obtaining information if for any reason you are unable to use Glebe On-line.
- Glebe will make reasonable efforts to ensure the availability of Glebe On-line and to reflect the most up to date information. However, we are not liable to you for, or in connection with, the failure of Glebe On-line to perform any function which we have specified it will perform, or delays or errors in the execution of a transaction or payment instruction, because of the failure of the communication network or any circumstance beyond our reasonable control.
- Glebe will endeavour to ensure all transfer instructions are carried out in accordance with your or your authorised users' instructions but cannot be held responsible for any loss, real or contingent, for any failure to do so.
- We will take reasonable precautions to ensure that information transmitted by us about your investment(s) remains confidential and protected from unauthorised access.
- 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 use of Glebe On-line.

#### LOGIN AND ACCESS CODES

- Glebe will provide individual Login Names and Passwords for each of your authorised users, where applicable. You must notify us in writing if you wish to amend your authorised users.
- You acknowledge and accept that Glebe cannot verify by way of signature comparison whether access was correct and authorised but accept that the use of the correct Login Name and Password is the equivalent to the use of an authorised signature(s).
- You are obligated to protect your Login Name and Password from unauthorised access or use, as all transactions effected via Glebe On-line shall be considered properly authorised and valid by Glebe, and shall be binding on you, upon inclusion of the correct Login Name and Password whether authorised by you or not.
- You may authorise the use of a Login Name and Password to other users who must be authorised signatories for operations on your accounts by completing the necessary forms.
- You agree to take full responsibility for all transactions effected through Glebe On-line where the correct Login Name and Password of you or your authorised users is utilised.
- You agree to change the initial Password issued by Glebe upon receipt and maintain the confidentiality of that Password and ensure your authorised users do likewise.
- You agree to advise Glebe immediately if your Password or that of your authorised users becomes known to unauthorised persons or if you suspect that they have become known to unauthorised persons.

These terms and conditions shall not restrict or modify the provisions of the Trade Practices Act 1974 (as amended) or any equivalent State or Territory legislation and the rights conferred by such provisions.

These terms and conditions can be viewed on the Glebe website, and any variations to these terms and

conditions will be notified via the website. Your use of Glebe On-line notification will constitute acceptance of the varied terms and conditions.

## 11. TERMS & CONDITIONS - DIRECT DEBIT FACILITY

### DEFINITIONS

**Account** means the account/investment held at your financial institution from which we are authorised to arrange for funds to be debited.

**Business day** means a day other than a Saturday or Sunday or a public holiday in the Sydney metropolitan area.

**Debit day** means the day that a debit payment is due to be made.

**Debit payment** means a particular transaction where a debit is made.

**Direct Debit Request** means the Direct Debit Request between you and us.

**Us or we** means Glebe Administration Board, which you have authorised by signing a Direct Debit Request.

**You** means the customer who signed the Direct Debit Request.

**Your financial institution** is the financial institution where you hold the account that you have authorised us to arrange to debit.

### DEBITING YOUR ACCOUNT

By signing a Direct Debit Request 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. We will only arrange for funds to be debited from your Account as authorised in the Direct Debit Request. If the Debit day falls on a day that is not a Business day, we may direct your financial institution to debit your Account on the following Business day. If you are unsure about which day your Account has or will be debited you should ask Your financial institution.

### CHANGES BY US

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.

### CHANGES BY YOU

You may cancel, change or defer your authority for us to debit your account at any time by giving us 14 days notice in writing before the next Debit day.

### YOUR OBLIGATIONS

It is your responsibility to ensure that there are sufficient cleared funds available in your Account to allow a Debit payment to be made in accordance with the Direct Debit Request. If there are insufficient funds in your Account to meet a Debit payment you may be charged a fee and/or interest by Your financial institution. You may also incur fees or charges imposed or incurred by us and you must arrange for the Debit payment to be made by another method or arrange for sufficient cleared funds to be in your Account by an agreed time so that we can process the debit payment. The dollar amount of this fees is specified at [www.glebegroup.com.au/gia/fees.htm](http://www.glebegroup.com.au/gia/fees.htm). You should check your Account statement to verify that the amounts debited from your Account are correct.

If we are liable to pay goods and services tax (GST) on a supply made by us in connection with a direct debit, then you agree to pay us on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

### DISPUTES

If you believe that there has been an error in debiting your Account, you should notify us directly on 1800 636 134 and confirm that notice in writing with us as soon as possible so that we can resolve your query. If we conclude, as a result of our investigations, that your Account has been incorrectly debited we will request 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. If we conclude as a result of our investigations that your Account has not been incorrectly debited we will provide you with reasons and any evidence for this finding. Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between you and us. If we cannot resolve the matter you can still refer it to Your financial institution which will



obtain details from you of the disputed transaction and may lodge a claim on your behalf.

#### ACCOUNTS

Direct debit may not be available on all types of Accounts, so you should check with Your financial institution before completing this authority. The account details which you have provided to us can be checked against a recent Account statement. You should also communicate with Your financial institution before completing the Direct Debit Request to obtain its terms and conditions in relation to a direct debit arrangement or if you have any queries about how to complete the Direct Debit Request.

#### NO LIABILITY

In acting on your Direct Debit Request we are not acting as agent for you or any other party, and we are not liable for any loss or damage to you.

To the extent permitted by law, we are not liable for any loss or damage you suffer as a result of using this facility or any delay, omission or failure in respect of any debit 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 us in respect of any matters arising from your use of the direct debit facility.

#### PRIVACY

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. We will only disclose information that we have about you to the extent specifically required by law, or for the purposes of our provision of the services set out in this PDS (including disclosing information in connection with any query or claim).

#### NOTICE

If you wish to notify us in writing about anything

relating to this Agreement you should write to Glebe Administration Board, PO Box Q190 QVB Post Office NSW 1230. We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request. Any notice will be deemed to have been received two Business days after it is posted.

## 12. TERMS & CONDITIONS - PERIODIC PAYMENT FACILITY

#### GENERAL TERMS AND CONDITIONS

- You shall ensure that sufficient funds are available in the nominated investment to meet all commitments on their due dates.
- Glebe may terminate the Periodic Payment facility we provide to you at any time, without notice.
- You will be required to provide Glebe with full details of payee, name of financial institution including BSB and account name and numbers (if applicable), in order for us to facilitate your payment requests.
- If the Payment Date falls on a non-Business day, you must ensure sufficient funds are available to meet all commitments on the last Business Day prior to the due date.
- When you instruct us to make a payment to an account held with another financial institution, we will endeavour to make that payment in accordance with the details you have advised.

#### DISHONoured OR STOPPED TRANSACTIONS

- If you have insufficient funds in your Account(s), Glebe may choose, at our discretion, to honour the transaction. If we so choose to honour the transaction, and your investment becomes overdrawn as a result, you agree to incur and repay the debt up to the amount that the debit, any debit interest due and payable, and dishonour fees exceed the balance of your account. The dollar amount of this fee is specified at [www.glebegroup.com.au/gia/fees.htm](http://www.glebegroup.com.au/gia/fees.htm)

- You can arrange for a payment to be stopped or altered if you notify us before the payment is made, and arrange for cancellation or alteration of a Periodic Payment at least one Business day before the payment is due to be made.
- We may at our discretion stop a Periodic Payment at any time. We will notify you in writing should this occur.
- The Periodic Payment authority may be cancelled if the payment is returned due to incorrect account number, account closed or similar and you shall be liable for any fees incurred as a result thereof.

#### NO LIABILITY

- It is your sole obligation to ensure the information you provide to us is correct, as Glebe will accept no liability or responsibility for payments to incorrect accounts, and any fees resulting therefrom.
- To the extent permitted by law, we are not liable for any loss or damage you suffer as a result of using this facility or any delay, omission or failure in respect of any payment (including but not limited to technical/system failure or third party failure).
- If we debit your Account under a Periodic Payment authority, we are not acting as agent for you or any other party, and we are not liable for any loss or damage to you.
- We shall not be liable for any Periodic Payments made in good faith notwithstanding your death or bankruptcy of the revocation of this request by any other means until notice or your death or bankruptcy or of such revocation is received by us.

### 13. TERMS & CONDITIONS - BPAY

The terms and conditions for use of the BPAY payment facilities are set out in a separate document - "BPAY Terms and Conditions", which can be obtained from the Glebe Income Accounts or download from the website at <http://www.glebegroup.com.au/gia>.

### 14. TERMS & CONDITIONS - CHEQUE FACILITY (CHURCHES AND ORGANISATIONS OF THE ANGLICAN CHURCH DIOCESE OF SYDNEY ONLY)

#### GENERAL TERMS AND CONDITIONS

- Your Accounts may include access to a cheque facility. The use of a cheque may also be impacted by the terms and conditions applicable to the individual products.
- You may only write cheques on the forms we supply (unless otherwise agreed by us in writing). All cheques must be completed clearly, in non-erasable ink and signed by you or your authorised signatory(s) in accordance with the authority you give us.
- You agree that any cheque drawn on your Cheque Facility will be debited to that investment only, irrespective of any instructions to the contrary which may be written on the face of the cheque.
- Cheque Facility holders will be notified of any changes to the terms and conditions or fees and charges applicable thereto via any such other means as considered appropriate by Glebe.
- Glebe reserves the right to withdraw your Cheque Facility at any time if it is believed that the service is not being used in a satisfactory manner. A letter advising that the facility has been withdrawn shall be forwarded to your last known address.
- Glebe cheque books remain the property of Glebe and must be returned immediately upon request.
- Glebe reserves the right to refuse and will not be held liable for declining to pay a cheque drawn against uncleared funds.
- Any request to alter the authorised signatories on a Cheque Facility must be received in writing and are subject to acceptance by Glebe.
- Cancellation of a Cheque Facility must be notified in writing to Glebe.
- Glebe may at its discretion require new or existing investment holders to lodge a minimum opening balance or have a minimum balance before a Cheque Facility is provided.



- 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 use of the Cheque Facility.

#### SAFETY PRECAUTIONS

- You must take all reasonable care to prevent fraud occurring in relation to your Cheque Facility. When writing a cheque you should always write the amount of the cheque in words as well as figures, as words are more difficult to alter.
- You are advised to safeguard your cheques against possible theft, loss or misuse.
- You must keep your cheques separate from any material which bears your signature, and you must not sign blank cheques.
- You will be liable for all loss incurred as a result of the loss, misuse or theft of cheques, prior to notification to Glebe.
- Subject to applicable law, Glebe shall not be held responsible or liable for any arrangement or transaction which is conducted or processed by us on your behalf, or for any delay or failure in processing a transaction on your behalf, or for any other actions taken or not taken in relation to your Cheque Facility.

#### NOTIFICATION OF UNAUTHORISED USE

- When a cheque or cheque book is lost or stolen or subject to unauthorised use, it must be reported immediately to Glebe. Confirmation in writing of the loss/ theft must be received by Glebe within 3 Business days of verbal notification.
- You should carefully review your statements and notify us immediately of any errors. This can help reduce fraud. If you do not notify us within two weeks of receiving your statement, then you agree that you do not have the right to make a claim against us regarding any unauthorised transaction noted therein.

#### NO CREDIT

- If Glebe pays a cheque when there are insufficient funds to cover the cheque, you agree to incur and repay the debt up to the amount that the cheque, plus any debit interest due and payable, and fees.
- Our right to take action to recover money you owe us will not be prejudiced by any decision we make to meet payment on any cheque. We do not agree to provide you with credit merely because we meet payment on a cheque which causes your investment to be overdrawn.

#### STOP CHEQUES

- You may request payment to be stopped on a cheque that you have written that has not yet been presented for payment. If your cheque has been presented, we cannot stop payment.
- Should a 'stop' payment on a cheque or a cheque book be requested, a signed notification must be provided to Glebe (unless we advise otherwise). If this is not provided, Glebe is entitled to honour the cheque if presented.

#### DISHONoured CHEQUES

- Glebe may, at our discretion, dishonour one of your cheques in certain circumstances, including where there are insufficient cleared funds, or your investment has been closed, or where there is a stop order placed on the cheque, or where the cheque is stale, undated, post-dated, unsigned or materially altered, or due to any other irregularity with the cheque.
- A dishonour fee will be charged to cover processing costs incurred by Glebe. The dollar amount of the fee is specified at [www.glebegroup.com.au/gia/fees.htm](http://www.glebegroup.com.au/gia/fees.htm).

#### CROSSED CHEQUES

Crossing a cheque (drawing two transverse parallel lines from top to bottom on the face of the cheque), means that you are instructing that the cheque must



be paid into an account with a financial institution and not cashed.

#### NOT NEGOTIABLE

Inclusion of the words 'not negotiable' on the face of the cheque protects against the transfer of the cheque to anyone other than the named recipient/payee.

#### ACCOUNT PAYEE ONLY

Inclusion of the words 'account payee only' serve as a warning to financial institutions with which the cheque is deposited that the cheque should only be paid to the person named in the cheque as the payee.

#### BEARER

The words 'or bearer' enable a financial institution to pay the proceeds of the cheque to any person who is in possession of the cheque (unless it is crossed). You can delete those words if you wish to limit the negotiability of the cheque to the named payee.

## CONTACT DETAILS

Telephone: 1800 636 134 (Freecall)  
Facsimile: (02) 9266 0662  
Email: [gia@glebegroup.com.au](mailto:gia@glebegroup.com.au)  
Website: [www.glebegroup.com.au/gia](http://www.glebegroup.com.au/gia)

### POSTAL ADDRESS

PO Box Q190  
QVB Post Office NSW 1230

## DIRECTORY

### GLEBE ADMINISTRATION BOARD

(ABN 84 797 589 118) Incorporated in New South Wales  
(members liability is limited).

Level 2, St. Andrew's House  
Sydney Square, Sydney NSW 2000  
Telephone: (02) 9265 1555  
Facsimile: (02) 9261 4485

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