



Product Information Guide

- Fixed Term Investments
- Money Manager Accounts
- Easy Access Accounts
- eSaver Online Accounts
- e(give) – Direct Giving Program
- Local Support Accounts
- Funeral Fund Accounts

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FEE SCHEDULE (Refer to separate schedule which forms part of this document)

INTEREST RATES (Refer to separate schedule which forms part of this document)

1 Definitions

APRA means Australian Prudential Regulation Authority

ASIC means Australian Securities and Investment Commission

At Call Account means any account that has funds available for withdrawal at any time, subject to individual terms and conditions, which is subject to a variable interest rate.

Bank means any Australian Bank, Credit Union or Building Society

BPAY® Payments means an electronic bill payment service which enables bill to be paid to various billers participating in the BPAY® Scheme. BPAY is available to UC Invest customers via UC Invest Online.

Business Day means a day other than a Saturday, Sunday or public holiday in the Adelaide metropolitan area.

Cheque Facility means a facility where you can write cheques as the drawer of that cheque.

Cleared Funds means the balance of your investment less the sum of any minimum balance requirement and proceeds from cheques or other items which have not yet cleared

Cut-off time mean the time specified by us after which your requested transaction may not be processed until the following business day

Direct Debit means a payment facility through which a payment is made from a defined external bank account to your UC Invest investment or account.

EFT means Electronic Funds Transfer being funds transferred by giving an electronic instruction to debit or credit an account maintained by UC Invest.

Fixed Term Investment means any investment lodged for a set term and interest rate.

Member Number means the unique number used to identify you on UC Invest computer systems, specifically in relation to UC Invest Online (UCIO).

Password means any alpha numeric combination assigned as an identifying code for access to UC Invest Online (UCIO)

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

Times in this document are based on South Australia Central Standard Time or Central Daylight Saving Time when in operation.

UC Invest Corporate Cheque means a cheque which is issued by us and drawn on us.

UC Invest Online means any service we offer through the internet to enable you to receive information from us and to transmit instructions to us electronically.

We, us and our means UC Invest

Westpac means Westpac Banking Corporation

You and your means a UC Invest account holder either individually or jointly or any person acting with authority on behalf of the account holder

2 Welcome to UC Invest

2.1 Purpose of this document

This document is designed to provide you with important information regarding our products and services, including the following information:

- Who we are
- How to contact us
- What products and services we offer
- The key features and potential risks of our products
- Any actual or potential conflicts of interest we may have
- Our internal and external dispute resolution process
- Any applicable fees and charges that may apply to our products and services

Please carefully consider the information in this document, and seek independent advice if you are unsure about any of our terms and conditions prior to making a decision to use any of the following:

- Fixed Term Investments
- Money Manager Accounts (at call) – Personal Investors ONLY
- eSaver Accounts (online at call)
- Local Support Accounts (at call)
- Easy Access Accounts (at call) - Organisations ONLY
- Funeral Fund Accounts – Personal Investors ONLY
- E(give) – Direct Giving Program

If you decide to use any of our products or services, you should retain a copy of this document for future reference. If you ever need to obtain a current version of this document, please contact our office on 1300 274 151 or visit ucinvest.com.au.

2.2 Who we are

UC Invest is an activity of The Uniting Church in Australia Property Trust (S.A.) ABN 25 068 897 781, the legal entity of the Uniting Church SA. Financial services are provided on behalf of the Uniting Church SA pursuant to ASIC Regulatory Guide 87, ASIC Class Order 02/184 exemption, s.911A *Corporations Act 2001 (Cth)* authorisation and APRA Banking Exemption No. 1 of 2011 (“The Uniting Church in Australia Property Trust (S.A.)”).

UC Invest products are not subject to the normal *Corporations Act 2001 (Cth)* requirements that generally apply to debenture products. As such UC Invest is not required to issue a Product Disclosure Statement (PDS) nor lodge any such documents with the Australian Securities & Investment Commission (ASIC). The scheme of investing money with UC Invest has not been examined or approved by ASIC.

2.3 Investment motivation

Neither UC Invest nor the Uniting Church SA are prudentially supervised by APRA. Investments and contributions lodged with UC Invest will not benefit from the depositor protection provisions of the *Banking Act 1959 (Cth)*.

Our investment products and services are issued to both retail and wholesale clients. These products and services are designed for investors who wish to promote and support the charitable purposes of the Uniting Church SA and for whom profit is not the primary motivation for their investment decision.

All funds lodged with UC Invest will be invested in a manner consistent with responsible investment practices and Uniting Church SA principles. All investing activities of UC Invest are subject to the Ethical Investment Policy of the Uniting Church SA.

Surpluses generated by UC Invest are responsibly distributed in accordance with the UC Invest Distribution Policy. The Uniting Church SA uses grants received from UC Invest to fund charitable objectives and activities that promote the interests of the Church in South Australia.

2.4 Contact

PHONE 1300 274 151 (9am to 5pm business days)
FAX 08 8263 4250
EMAIL info@ucinvest.com.au
WEBSITE ucinvest.com.au
WRITE UC Invest | Reply Paid 2145 | Adelaide SA 5001
VISIT Level 2, 212 Pirie Street | Adelaide SA 5000

3 Key Features, Risks and Costs

3.1 Fixed Term Investment

AT A GLANCE: KEY FEATURES, RISKS AND COSTS

Minimum Investment

- \$1,000 minimum balance

Interest Rates

- Refer to the UC Invest **Interest Rates Schedule**. Current rates are also available at ucinvest.com.au

Key Benefits

- One fixed rate from the time we accept your investment until maturity
- Protection from falling interest rates
- Choose an investment term from 3 months to 48 months
- Every dollar you invest is assisting the Uniting Church SA
- Funds are backed by the total assets of the Uniting Church SA

Significant Risks

- You will not have access to your money until the maturity of your investment
- If market interest rates increase you will not benefit from any increase
- An Early Redemption Fee may be applied if your investment is redeemed prior to its scheduled maturity

Interest Calculation & Payment

- Interest is calculated daily
- Credited six monthly for all terms of 12 months or longer
- Credited at maturity for all terms less than 12 months

Transactions

- You cannot add or withdraw funds at any time during the term of the investment

Costs

- No transaction or maintenance fees
- An Early Redemption Fee may apply
- Refer to our **Fee Schedule** for information about possible fees and charges

3.2 Money Manager (At Call) Account (Personal Investors ONLY)

AT A GLANCE: KEY FEATURES, RISKS AND COSTS

Minimum Investment	<ul style="list-style-type: none">• No minimum balance
Interest Rates	<ul style="list-style-type: none">• Refer to the UC Invest Interest Rates Schedule. Current rates are also available at ucinvest.com.au
Key Benefits	<ul style="list-style-type: none">• Available to all personal investors only (No organisation accounts)• Simple at-call access to your funds• No UC Invest transaction or maintenance fees• May be linked to an automatic savings plan• Your interest rate may rise when market interest rates rise• Every dollar you invest is assisting the Uniting Church SA• Funds are backed by the total assets of the Uniting Church SA
Significant Risks	<ul style="list-style-type: none">• Your interest rate may fall if market interest rates fall
Interest Calculation & Payment	<ul style="list-style-type: none">• Interest is calculated on a daily closing balance of your account• Credited on the last day of each month
Transactions	<ul style="list-style-type: none">• Transactions can be requested via UC Invest Online, phone, fax, post or in person at our office or a Westpac branch*• You may add money to your investment at any time by Direct Debit, Electronic Transfer (EFT), BPAY®, cheque or cash (Westpac Only)*• You can withdraw money from your investment at any time by Electronic Funds Transfer (EFT), BPAY® or UC Invest cheque• Please refer to the UC Invest Electronic & General Access Guide for more information regarding transactions
Costs	<ul style="list-style-type: none">• No transaction or maintenance fees• Refer to our Fee Schedule for information about possible fees and charges

*Westpac transactions are limited to lodging cash and/or cheques over the counter using a UC Invest/Westpac encoded deposit book. Specific conditions apply to the use of the UC Invest/Westpac deposit book and are detailed in the UC Invest **Electronic and General Access Guide**.

3.3 Easy Access Account (Organisations ONLY)

AT A GLANCE: KEY FEATURES, RISKS AND COSTS

Minimum Investment	<ul style="list-style-type: none">• No minimum balance
Interest Rates	<ul style="list-style-type: none">• Refer to the UC Invest Interest Rates Schedule. Current rates are also available at ucinvest.com.au
Key Benefits	<ul style="list-style-type: none">• Available to organisations and Uniting Church entities only (No personal accounts)• A simple way to manage congregation funds• Attach a free Cheque Facility (Uniting Church Organisations ONLY)• Links to the e(give) direct giving program• No UC Invest transaction or maintenance fees• Your interest rate may rise when market interest rates rise• Every dollar you invest is assisting the Uniting Church SA community – your community
Significant Risks	<ul style="list-style-type: none">• Your interest rate may fall if market interest rates fall• A cheque that you write may be dishonoured under certain circumstances• You must ensure that sufficient cleared funds are held in your account to cover any cheques that you have drawn• UC Invest may at any time withdraw your Cheque Facility in the event of any improper conduct on the account
Interest Calculation & Payment	<ul style="list-style-type: none">• Interest is calculated on a daily closing balance of your account• Credited on the last day of each month
Transactions	<ul style="list-style-type: none">• Transactions can be requested via UC Invest Online, phone, fax, post or in person at our office or a Westpac branch*• You may add money to your investment at any time by Direct Debit, Electronic Transfer (EFT), BPAY®, cheque or cash (Westpac Only)*• You can withdraw money from your investment at any time by Electronic Funds Transfer (EFT), BPAY®, UC Invest cheque or via a Cheque Facility attached to your account• Please refer to the UC Invest Electronic & General Access Guide for more information regarding transactions
Costs	<ul style="list-style-type: none">• No transaction or maintenance fees• Refer to our Fee Schedule for information about possible fees and charges

*Westpac transactions are limited to lodging cash and/or cheques over the counter using a UC Invest/Westpac encoded deposit book. Specific conditions apply to the use of the UC Invest/Westpac deposit book and are detailed in the UC Invest **Electronic and General Access Guide**.

3.4 eSaver Online Account (Online Cash Management Account)

AT A GLANCE: KEY FEATURES, RISKS AND COSTS

Minimum Investment	<ul style="list-style-type: none">• No minimum balance
Interest Rates	<ul style="list-style-type: none">• Refer to the UC Invest Interest Rates Schedule. Current rates are also available at ucinvest.com.au
Key Benefits	<ul style="list-style-type: none">• Premium interest, online savings account• At call access to your funds• No UC Invest transaction or maintenance fees• Your interest rate may rise when market interest rates rise• Every dollar you invest is assisting the Uniting Church SA community – your community• Funds are backed by the total assets of the Uniting Church SA
Significant Risks	<ul style="list-style-type: none">• Must be linked to either a Money Manager or Easy Access account which is accessible via UC Invest Online• Your interest rate may fall if market interest rates fall• All transactions must be requested via UC Invest Online
Interest Calculation & Payment	<ul style="list-style-type: none">• Interest is calculated on the daily closing balance of your account• Credited on the last day of each month
Transactions	<ul style="list-style-type: none">• Transactions can only be requested via UC Invest Online• You may only add money to your eSaver account from your linked Money Manager or Easy Access account or via Electronic Funds Transfer (EFT)• You may only withdraw money from your eSaver account by using UC Invest Online to transfer funds back to your linked Money Manager or Easy Access account• Please refer to the UC Invest Electronic & General Access Guide for more information regarding transactions
Costs	<ul style="list-style-type: none">• No transaction or maintenance fees• Refer to our Fee Schedule for information about possible fees and charges

3.5 e(give) – Direct Giving Program

SNAPSHOT OF KEY FEATURES & CONDITIONS

Minimum Amount	<ul style="list-style-type: none">• \$10 per debit
Key Benefits	<ul style="list-style-type: none">• No need to carry cash or cheques for gifts, offerings or tithes• Totally flexible – give weekly, fortnightly, monthly or quarterly on any day of your choice• Amend or cancel a transaction at any time• Can be debited from your savings or cheque account or as a purchase on your credit card (Visa and MasterCard only)• No UC Invest transaction or maintenance fees• You can remain completely anonymous• Every dollar gifted is directly supporting your congregation or project• Support your congregation or project even when you're away
Significant Risks	<ul style="list-style-type: none">• You must ensure that you always have sufficient cleared funds in your bank account to allow your scheduled debit to be honoured• You must ensure that UC Invest is provided with accurate information
Transactions	<ul style="list-style-type: none">• e(Give) uses a standing Direct Debit authority to transfer funds from your bank, credit union or UC Invest account direct to your congregation or project• Please refer to the UC Invest <i>Electronic & General Access Guide</i> for more information regarding transactions
Costs	<ul style="list-style-type: none">• No transaction or maintenance fees• Refer to our <i>Fee Schedule</i> for information about possible fees and charges

3.6 Local Support

SNAPSHOT OF KEY FEATURES & CONDITIONS

Minimum Investment	<ul style="list-style-type: none">• No minimum balance
Interest Rates	<ul style="list-style-type: none">• The interest rate paid to Local Support investors is zero percent per annum (0% pa)• Your congregation or project will receive the benefit of interest you have chosen not to receive• Refer to the UC Invest Interest Rates Schedule. Current support rates are also available at ucinvest.com.au
Key Benefits	<ul style="list-style-type: none">• Easy way to generate funds to support your congregation or project• You retain simple at-call access to your funds• All account and transaction information is kept strictly confidential• Every dollar invested will be directly assisting your nominated congregation or project• Funds are backed by the total assets of the Uniting Church SA
Significant Risks	<ul style="list-style-type: none">• No interest will be earned or credited to your investment• All interest that you would normally receive is paid as a grant from UC Invest direct to your congregation or project• Support rates may fall if market interest rates fall
Interest Calculation & Payment	<ul style="list-style-type: none">• Support grants are calculated on the daily closing balance of your account and credited direct to your congregation or project on the last day of each month
Transactions	<ul style="list-style-type: none">• Transactions can be requested via UC Invest Online, phone, fax, post or in person at our office or a Westpac branch*• You may add money to your investment at any time by Direct Debit, Electronic Transfer (EFT), BPAY®, cheque or cash (Westpac Only)*• You can withdraw money from your investment at any time by Electronic Funds Transfer (EFT), BPAY® or UC Invest cheque• Please refer to the UC Invest Electronic & General Access Guide for more information regarding transactions
Costs	<ul style="list-style-type: none">• No transaction or maintenance fees• Refer to our Fee Schedule for information about possible fees and charges

*Westpac transactions are limited to lodging cash and/or cheques over the counter using a UC Invest/Westpac encoded deposit book. Specific conditions apply to the use of the UC Invest/Westpac deposit book and are detailed in the UC Invest **Electronic and General Access Guide**.

3.7 Funeral Fund

SNAPSHOT OF KEY FEATURES & CONDITIONS

Minimum Investment	<ul style="list-style-type: none">• \$100
Interest Rates	<ul style="list-style-type: none">• Refer to the UC Invest Interest Rates Schedule. Current rates are also available at ucinvest.com.au
Key Benefits	<ul style="list-style-type: none">• Peace of mind knowing your funeral expenses will not burden your family during a time of grief• No UC Invest transaction or maintenance fees• Quick access to funds when they are needed for funeral expenses• Contributions are exempt from Centrelink income and assets tests (subject to special conditions)• Any residual funds (after funeral expenses have been paid) become part of your Estate• Every dollar invested is assisting the Uniting Church SA• Funds are backed by the total assets of the Uniting Church in SA
Significant Risks	<ul style="list-style-type: none">• Under no circumstances can the funds be accessed prior to your death• Your interest rate may fall if market interest rates fall• There is a limit to the maximum value of capital contributions as set by the Federal Government
Interest Calculation & Payment	<ul style="list-style-type: none">• Interest is calculated on the daily closing balance of your account• Credited on the last day of each month
Transactions	<ul style="list-style-type: none">• You may add funds to your investment at any time by cheque or Direct Debit• Additional capital contributions may be added up to a maximum amount determined by the Federal Government (Centrelink)• Funds may <u>only</u> be withdrawn to pay for the funeral expenses or to the account holder's Estate
Costs	<ul style="list-style-type: none">• No transaction or maintenance fees• Refer to our Fee Schedule for information about possible fees and charges

4 Documentation

We will provide you with an application form to facilitate your use of our products and services. You can request a form by calling 1300 274 151 or download one from our website ucinvest.com.au.

We reserve the right to request additional documentation or information as required. This may include, but is not limited to, information required to confirm your identity or the identity of authorised signatories to any products or services.

UC Invest does not provide any personal advice (advice which takes into consideration one or more of your financial objectives, circumstances or needs), taxation advice or advice in relation to Government entitlements.

We highly recommend that you undertake all reasonable steps to fully understand the outcomes that our products and services may have on your individual circumstances. You should seek independent legal and/or financial advice if you have any concerns, prior to completing an application.

5 Remuneration/Benefits/Commissions

Employees of UC Invest are remunerated by way of salary and other benefits. No commissions are paid or received.

6 Conflicts of Interest

In the event that UC Invest has any arrangement or relationship which may influence our services to you, we have an obligation to disclose this prior to you using our products and services.

We currently have no arrangements or relationships which might influence our services to you.

7 Anti-money Laundering & Counter-Terrorism Financing Act

UC Invest must meet regulatory and compliance obligations in relation to the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)*.

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 UC Invest may disclose the information gathered to regulatory and/or law enforcement agencies or where required by law.

You declare and undertake to UC Invest and indemnify UC Invest 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 the laws of any other country).

8 Dispute Resolution

UC Invest has an internal dispute resolution process in place to resolve any complaints or concerns you may have quickly and fairly. Please direct any complaints to the **UC Invest Complaints Officer**.

You may report a complaint to UC Invest by telephone, email, facsimile, mail or in person using the contact details noted in [Section 2.4](#) of this document.

We will seek to respond, investigate and resolve any complaints promptly and fairly. You will be kept fully informed and involved throughout the resolution process and will receive written confirmation on the outcome of a complaint or dispute.

If you are dissatisfied with the final outcome, you have the right to lodge your complaint with the Financial Ombudsman Service, an approved external dispute resolution service of which we are a member.

Financial Ombudsman Service
GPO Box 3
MELBOURNE VIC 3001

PHONE 1300 780 808
FAX 03 9613 6399
EMAIL info@fos.org.au
WEBSITE fos.org.au

9 Privacy

We collect and use information and documents provided by you to substantiate your identity, authenticate your signature and enable us to provide you with investment services. We may also use this information to provide you with marketing and promotional material about our products and services.

You may ask to be removed from our marketing mailing list at any time by contacting us by phone or writing to:

UC Invest Privacy Officer
GPO Box 2145
ADELAIDE SA 5001

We do not provide your information to any other organisation without your consent, other than to those organisations which provide administrative or other services as part of the operation of our business. You may request to view the information that we hold about you by contacting our Privacy Officer.

Our full Privacy Statement is available on our website ucinvest.com.au.

10 Opening an Investment

Application and Identity Verification forms used to facilitate your investment may be downloaded from our website ucinvest.com.au or alternatively you may contact us by phone or email to request the necessary documents be sent to you.

10.1 Becoming Identified

We have an obligation to verify the identity of all account holders, authorised signatories and attorneys for investments and loans managed by us.

To satisfy our identification requirements you will need to complete an **Identity Verification Form** and provide photocopies of relevant identification documents that have been verified by an authorised certifier.

If we receive an application from an unidentified investor, without receiving the necessary identification documents, the application will not be processed.

10.2 Joint Accounts (Personal Investors)

We allow for accounts to be held both individually or jointly with one other person.

A joint account may be operated independently by you or your joint account holder. Unless you direct us otherwise we will assume that **only one** party is required to authorise transactions.

Where a joint account holder is authorised to use the Telephone Transfer Service (TTS), by default, only **one party** will be required to authorise transactions to or from your Nominated Account.

10.3 Children's Accounts (Personal Investors)

Children under 13 years of age may not hold or operate a UC Invest account in their own name.

Children of any age may have their names noted on an account which is owned and operated by an adult (e.g. a parent or guardian).

10.4 Third Party Authority (Personal Investors)

You may appoint an attorney or authorised signatory to operate your investment(s) on your behalf. This authorised party will have complete access to your investment(s) and may do anything that you can legally do. This may include, but is not limited to, requesting account information, withdrawing funds or even closing your account.

An attorney or signatory appointed to operate your investment(s) must also comply with our terms and conditions. You must notify us in writing if you revoke your Power of Attorney, or no longer wish your attorney or signatory to act on your behalf.

Any appointed attorney or signatory will also need to comply with our identification requirements and may be required to complete an **Identity Verification Form** prior to being given access to your investment(s).

11 Making Transactions

11.1 Adding to your investment

After your account has been opened you may instruct us to add funds to your investment using any of the following options:

TRANSACTION INSTRUCTION	TRANSFER METHOD
Arrange a transfer from your bank account	Electronic Funds Transfer (EFT) or BPAY®
Use our Telephone Transfer Service (TTS)ⁱ	Direct Debit
Post an Additional Investment request	Direct Debit or Cheque
Fax an Additional Investment request	Direct Debit
Visit our 212 Pirie Street Adelaide office	Direct Debit or Cheque
Go into any Westpac branchⁱⁱ	Cash or Cheque

Note: You may only transact on a fixed term investment on its maturity date. Refer to [Section 12.2](#) regarding specific conditions for Fixed Term Investments.

i. Telephone Transfer Service (TTS)

The TTS is a staff assisted transfer service designed to allow you to manage your UC Invest investment(s) simply and quickly over the phone. As this is not an automatic phone service, the TTS is only available during UC Invest office hours.

Specific conditions of use apply to this service. Please read the UC Invest **Electronic & General Access Guide** for full terms and conditions.

ii. Westpac branch transactions

UC Invest has a facility in place which allows you to visit any Westpac branch to deposit cheques and/or cash over the counter. You may only use this facility if you have registered with UC Invest and have been issued with an encoded UC Invest/Westpac deposit book.

Specific conditions of use apply to this service. Please read the UC Invest **Electronic & General Access Guide** for full terms and conditions.

11.1.1 Electronic Funds Transfer (EFT)

You may initiate a transfer from your bank account (*normally via your bank's internet or phone banking platform*) direct to your investment. This method of transfer requires you to provide instructions to your bank, a process which is independent of UC Invest.

To enable this transfer you will need to provide the following details to your bank:

BSB Number:	704 - 095
Account Number:	Your Investment Number issued by UC Invest
Account Name:	Name(s) in which your investment is held (e.g. AB Smith)

11.1.2 Direct Debit Request

A Direct Debit Request is an instruction issued by you which authorises us to debit an amount electronically from your bank account. We will not initiate a debit from your bank account without your prior written consent.

By using the TTS you will have authorised us to debit your bank account, by way of a standing Direct Debit Request, for any amount that you instruct us.

Specific conditions of use apply to this service. Please read the UC Invest **Electronic & General Access Guide** for full terms and conditions.

11.1.3 BPAY®

You may initiate a transfer from your bank account (*normally via your bank's internet or phone banking platform*) direct to your investment via BPAY®. This method of transfer requires you to provide instructions to your bank, a process which is independent of UC Invest.

To enable this transfer you will need to provide the following details to your bank:

Biller Code:	172007
Customer Reference Number:	Your Investment Number issued by UC Invest

11.1.4 Cheques (Australian Issued)

If you wish to add to your investment by cheque, the cheque must be made payable to the account holder(s) or UC Invest. Proceeds of funds invested by way of cheque are not available for withdrawal until cleared – generally three (3) business days.

Any cheques that are sent direct to UC Invest must be accompanied by either a New Investment Application or an Additional Investment Request.

You may also present your cheque(s) at any Westpac branch provided that you have registered with UC Invest and have been issued with an encoded UC Invest/Westpac deposit book.

To help keep our products and services ‘fee free’, please keep Westpac branch transactions to a minimum.

Specific conditions of use apply to this service. Please read the UC Invest ***Electronic & General Access Guide*** for full terms and conditions.

11.1.5 Cash

We will not accept cash under any circumstances at our 212 Pirie Street Adelaide office.

If you wish to add cash to your investment you may do so only through a Westpac branch provided that you have registered with UC Invest and have been issued with an encoded UC Invest/Westpac deposit book.

To help keep our products and services ‘fee free’, please keep Westpac branch transactions to a minimum.

Specific conditions of use apply to this service. Please read the UC Invest ***Electronic & General Access Guide*** for full terms and conditions.

11.1.6 Rejected Items

There are certain items that UC Invest will not accept. These include, but are not limited to:

International cheques | Traveller’s cheques | Credit card payments (with the exception of e(give) payments)

11.2 Withdrawing from your investment

You may instruct us to withdraw funds from your investment using any of the following options:

TRANSACTION INSTRUCTION	TRANSFER METHOD
Log in to UC Invest Onlineⁱ	Electronic Funds Transfer (EFT) / BPAY [®]
Use our Telephone Transfer Service (TTS)ⁱⁱ	Electronic Funds Transfer (EFT)
Fax an Additional Investment request	Electronic Funds Transfer (EFT) / Cheque
Post an Additional Investment request	Electronic Funds Transfer (EFT) / Cheque
Visit our 212 Pirie Street Adelaide office	Electronic Funds Transfer (EFT) / Cheque
Use your own UC Invest Cheque Facilityⁱⁱⁱ	Cheque

Note: You may only transact on a fixed term investment on its maturity date. Refer to [Section 12.2](#) regarding specific conditions for Fixed Term Investments.

i. UC Invest Online (UCIO)

UC Invest Online is an interactive website which allows you to access and view your UC Invest accounts and request transactions from your personal computer 24 hours a day, 7 days a week.

Specific conditions of use apply to this service. Please read the UC Invest **Electronic & General Access Guide** for full terms and conditions.

ii. Telephone Transfer Service (TTS)

The TTS is a staff assisted transfer service designed to allow you to manage your UC Invest investment(s) simply and quickly over the phone. As this is not an automatic phone service, the TTS is only available during UC Invest office hours.

Specific conditions of use apply to this service. Please read the UC Invest **Electronic & General Access Guide** for full terms and conditions.

iii. Cheque Facility (Uniting Church Organisations ONLY)

Uniting Church organisations may attach a Cheque Facility to an Easy Access account through which you may write and issue cheques.

Specific conditions of use apply to this service. Please read the UC Invest **Electronic & General Access Guide** for full terms and conditions.

11.2.1 Electronic Funds Transfer (EFT)

On receiving your valid transaction instruction we will, subject to our withdrawal cut-off times noted in [Section 11.2.4](#), process your request.

Pay Anyone:

If your withdrawal request is lodged via UC Invest Online or on a signed Withdrawal Request form, the funds can be sent to any Australian bank or credit union account of your choice.

Nominated Account:

If you use the TTS, the EFT payment will only be made to your pre-nominated bank account which must be held in the name of at least one UC Invest account holder.

Specific conditions of use apply to this service. Please read the UC Invest **Electronic & General Access Guide** for full terms and conditions.

11.2.2 BPAY®

You can pay any bills that bear the BPAY® logo, subject to the conditions of your UC Invest account and our cut-off times as noted in [Section 11.2.4](#). Withdrawal requests to pay bills through the BPAY® Scheme will only be accepted via UC Invest Online.

Specific conditions of use apply to this service. Please read the UC Invest **Electronic & General Access Guide** for full terms and conditions.

11.2.3 Cheques

There are three (3) types of cheques that can be used for withdrawal – UC Invest corporate cheques, Westpac Bank cheques and your own cheques where you have been issued with an Easy Access Cheque Facility (Uniting Church organisations ONLY):

i. UC Invest Corporate Cheques

At your request we can issue a UC Invest corporate cheque payable to a third party nominated by you. Corporate cheques will be available for collection at our Pirie Street office or posted to your listed statement address. We will not post corporate cheques direct to a third party on your behalf.

We do not charge a fee for issuing a UC Invest corporate cheque. Please refer to our **Fee Schedule** for information about possible fees and charges that could apply from using this service.

ii. Westpac Bank Cheques

At your request we can facilitate the issuance of a Westpac Bank Cheque payable to a third party nominated by you. A Westpac Bank Cheque will be available for collection from our Pirie Street office or posted to your listed statement address. We will not post a Westpac Bank Cheque direct to a third party on your behalf.

Please refer to our **Fee Schedule** for information about possible fees and charges that could apply from using this service.

iii. Easy Access Cheque Facility (Uniting Church Organisations ONLY)

Uniting Church organisations can write their own cheques by attaching a Cheque Facility to an Easy Access account. If you write your own cheque you must ensure there are sufficient cleared funds in the account to cover the cheque when it is presented to us for payment by the bank of the person to whom you wrote the cheque.

Please refer to our ***Fee Schedule*** for information about possible fees and charges that could apply from using this service.

Specific conditions of use apply to this service. Please read the UC Invest ***Electronic & General Access Guide*** for full terms and conditions.

Stop Payment Request

It is only possible to stop payment on a cheque up to the time it is presented to our bank for payment.

If you want to stop payment on a cheque you must forward a signed Stop Cheque Request form to our office. You will be responsible to the payee for the stop payment. We will not be responsible to you if your direction arrives after our bank has paid the cheque presented to them.

11.2.4 Withdrawal cut-off times

All times are based on South Australian Central Standard Time or Central Daylight Saving Time when in operation.

Corporate Cheque / Bank Cheque Withdrawals

10:30am – For collection from our 212 Pirie Street office after midday.

2:00pm – If posted direct to the investor.

Electronic Funds Transfer (EFT) and BPAY Bill Payments

3:30pm – For same day processing of the transfer or payment.

Transfer to another UC Invest investment

4:00pm – For same day processing of the transfer.

Instructions received after cut-off times

Withdrawal requests received after the specified cut-off times will be processed on the next UC Invest Business Day. We may be able to process late withdrawal requests in some instances, however processing of the request is not guaranteed and may attract a late processing charge.

Please refer to our ***Fee Schedule*** for information about possible fees and charges that could apply to late payment processing.

12 General Terms & Conditions

12.1 Conditions applicable to all investments

12.1.1 UC Invest Management

All funds are administered by the UC Invest Board on behalf of The Uniting Church in Australia Property Trust (S.A.), the legal entity of the Uniting Church SA.

We reserve the right to:

- i. Decline any investment application without assigning a reason
- ii. Close your account immediately without telling you first if:
 - You breach these terms and conditions and the breach is of a serious nature
 - We are required by law
 - You have given us false or misleading information
 - You act in a manner that in our reasonable opinion threatens the security of our staff, property or any other person.
- iii. Withdraw the availability, for whatever reason, of any investment or service without notice. An existing Fixed Term Investment however will not be closed before its Maturity Date.

12.1.2 Assets held by UC Invest

All monies lodged with UC Invest may be invested in a range of assets including, but not limited to, secured and unsecured loans, real estate, equities, debentures and money market products, mortgage loans, government or semi government stocks, corporate notes, structured investments and loans to Uniting Church agencies or organisations.

12.1.3 Changes to Terms and Conditions

We may change the terms and conditions that apply to any product or service provided by UC Invest.

We will provide updated information regarding terms and conditions by giving you written notice (*if required, resulting from a change that would be considered materially adverse to you*) or by posting the information on our website.

You can obtain a paper copy of any customer information documents by contacting us using the details in [Section 2.3](#) of this document.

12.1.4 Changing Personal and Contact Details

We will generally accept requests to update contact information over the telephone provided that we can adequately confirm your identity. Where we cannot confirm your identity, we will request the instruction in writing.

The following changes are always required to be notified in writing:

- Change of Name (Must be accompanied by a certified copy of the document validating the name change)
- Change of investment signing authority (Including third party signing authority)
- Change of Nominated Account (your external bank account linked to the TTS)
- Change of Telephone Transfer Service limits
- Changes to UC Invest Online access and authority levels

12.1.5 Death of an investor

In the event of the death of an account holder, the Executor of the Deceased's Estate should contact UC Invest as soon as is reasonably practical and provide a certified copy of the Death Certificate.

We will provide the Executor of the Estate with information and assistance with regard to accounts held by the deceased and our legal requirements for the release of funds.

In the case of joint investors, we treat the account balance as belonging to the surviving investor.

12.1.6 Statements of account

In adherence with the *Corporations Act 2001* (Cth), we will provide a confirmation for each transaction which is processed on your investment, unless we provide a facility through which you can obtain confirmation of the transaction independently.

If a statement or confirmation is returned to us as "returned mail" we reserve the right to suspend sending you statements until you provide us with a new or valid address.

In addition to any regular statements or confirmations, we will also provide you with an end of financial year interest summary for taxation purposes.

12.1.7 No Credit

Under no circumstances will we provide credit on your investment. If you do not have sufficient cleared funds in your account to complete a withdrawal we may reject or dishonour your request.

If for whatever reason your account becomes overdrawn, you shall incur a debt to us for the overdrawn amount. Any such debt is repayable by you immediately upon our written request for repayment. If you fail to repay the debt, you shall be required to pay all costs and expenses incurred by us resulting from the collection of the debt.

12.1.8 Australian Business Numbers (ABN) / Tax File Numbers (TFN)

You are not required by law to provide us with your ABN/TFN or exemption category, however if you choose to not provide your ABN/TFN or exemption category we are required to deduct withholding tax from any interest that we credit to your investment.

In the case of a joint investment, we require the TFN or relevant exemption details of both investors.

If you or your joint account holder becomes a non-resident for taxation purposes, we will be obliged to deduct the applicable non-resident withholding tax amount from any interest that we credit to your investment.

12.1.9 Interest Rates & Calculation

With the exception of Fixed Term Investments already lodged, interest rates offered by UC Invest are subject to change without notice.

The interest on your investment(s) is calculated on the daily closing balance of your account using the following formula:

$$\frac{\text{Daily Closing Balance} \times \text{Interest Rate (as a percentage)}}{365}$$

12.2 Fixed Term Investments only

- a. The minimum balance on all Fixed Term Investments is \$1,000.
- b. Funds invested are generally lodged for a fixed term of between 3 and 48 months, or any other term as offered by us.
- c. If you elect to open a Fixed Term Investment you will not be able to access your funds until the maturity of your investment.
- d. Investors must nominate whether interest is to be added to the investment balance or paid to another account on scheduled interest payment dates. In the absence of these instructions all interest will be added to the investment balance.
- e. Interest will be credited six monthly and on maturity where the length of the term is 12 months or longer.
- f. Interest will be credited on maturity where the length of the term is less than 12 months.
- g. Other interest payment frequencies may be offered from time to time as specified in promotions and other offers.
- h. Investors may elect to receive interest monthly subject to the following conditions:
 - i. Interest cannot be compounded
 - ii. Interest on the investment will be calculated daily and credited monthly as nominated
 - iii. The interest amount credited must be paid by electronic transfer to a nominated account held with UC Invest or another Australian bank or credit union
 - iv. Where the interest payment date is not a business day, the interest amount will be paid to the nominated account on the next business day thereafter.
- i. The interest rate will be fixed for the duration of the term regardless of any movements in general market interest rates.
- j. You will be sent a notice prior to the maturity of your term inviting you to reinvest or transact on your investment on the maturity date.
- k. If maturity instructions have not been received by UC Invest at the completion of the term, the investment will be automatically reinvested for a similar term at the prevailing interest rate.
- l. You will have fourteen (14) days following the maturity of your investment to amend or transact on your account without early redemption penalties applying.
- m. No additional funds can be added to a Fixed Term Investment at any point during the term, with the exception of any interest which is credited during the term.
- n. Notwithstanding condition (c) above, we may consider requests for the early redemption of a term investment in exceptional circumstances. If an early redemption is accepted by UC Invest an Early Redemption Fee will apply. Please refer to our **Fee Schedule** for information about possible fees and charges that could apply to processing an Early Redemption.
- o. Interest rates offered for Fixed Term Investments, with the exception of investments already lodged, may be changed by UC Invest at any time without notice.
- p. A statement will be issued for every transaction that occurs on your investment. You may elect to receive your statements as paper statements mailed to your last recorded address or as e-statements delivered via UC Invest Online.

12.3 Money Manager Accounts only

- a. There is generally no minimum investment amount for Money Manager Accounts except where otherwise specified.
- b. Money Manager Accounts are not available for organisations or institutional investors.
- c. Additional funds may be added to Money Manager Accounts at any time.
- d. Invested funds may be withdrawn at any time except for those funds which are the proceeds of cheques, or other instruments, which have not yet been cleared.
- e. Interest is credited to Money Manager Accounts on the last day of each month and when the account is closed
- f. Interest is calculated on the daily closing balance of your account.
- g. Interest rates applicable for Money Manager Accounts are subject to change at any time without prior notice. The current interest rate can always be found on our website ucinvest.com.au or by contacting our office.
- h. Statements will be processed quarterly on the last day of each calendar quarter. You may elect to receive your quarterly statement as a paper statement mailed to your last recorded address or as an e-statement delivered via UC Invest Online.

12.4 Easy Access Accounts only

- a. Easy Access accounts are not available for personal investors.
- b. No minimum investment amount is required for Easy Access Accounts except where otherwise specified.
- c. Additional funds may be added to Easy Access Accounts at any time.
- d. Funds may be withdrawn at any time except for those funds which are the proceeds of cheques, or other instruments, which have not yet been cleared.
- e. Interest is calculated on the daily closing balance of your account.
- f. Interest is credited to Easy Access accounts on the last day of each month and when the account is closed.
- g. The interest rate applicable on Easy Access accounts is subject to change at any time without prior notice. The current interest rate can always be found on our website ucinvest.com.au or by contacting our office.
- h. You may attach a Cheque Facility to your Easy Access account subject to your acceptance of the following (**only available for Uniting Church organisations**):
 - i. A cheque is an unconditional written order to pay a sum of money by one party to another. It is signed and requires the financial institution to pay the sum specified therein, upon presentation of the cheque.
 - ii. It is your responsibility to ensure that all cheques drawn by you are properly authorised and completed. Any cheque presented for payment which is undated, unsigned or without a payee may be dishonoured.
 - iii. No cheques will be cashed by Westpac unless prior arrangements have been made between you, UC Invest and Westpac.
 - iv. If you draw a cheque you must ensure that you have sufficient Available Funds at the time the cheque is presented.
 - v. If at any time you believe a cheque or cheque book has been misused, lost or stolen, you must inform us immediately.
 - vi. Specific conditions of use apply to this service. Please read the UC Invest **Electronic & General Access Guide** for full terms and conditions.
- i. You may attach a sweep facility to your Easy Access account that allows either a maximum or minimum balance to be automatically maintained. This facility must be linked to another UC Invest account (excluding Fixed Term Investments).
- j. You may lodge a request to sweep your entire balance to an external bank account on the last day of each month. Where the last day on the month is not a business day, the sweep will occur on the next business day thereafter.
- k. Statements will be processed quarterly on the last day of each calendar quarter. You may elect to receive your quarterly statement as a paper statement mailed to your last recorded address or as an e-statement delivered via UC Invest Online.

12.5 eSaver Accounts only

The same conditions that apply to Money Manager (*Personal Investors*) and Easy Access (*Uniting Church Investors*) accounts also apply to eSaver accounts with the following exceptions:

- a. You must maintain and operate a Money Manager or Easy Access account which is accessible via UC Invest Online at all times while you hold an eSaver account.
- b. All transaction requests must be received via UC Invest Online.
- c. Additional funds may be added to your eSaver account at any time.
- d. You may only add funds to your account from your linked Money Manager or Easy Access account or via Electronic Funds Transfer (EFT). You cannot add to your eSaver account by cheque or cash under any circumstances.
- e. Withdrawals requested from your eSaver account **will only** be transferred back to your linked Money Manager or Easy Access account.
- f. You **cannot** use BPAY or transfer funds by Electronic Funds Transfer to an account at an external institution direct from an eSaver account.
- g. Statements will be issued quarterly on the last day of each calendar quarter. By default you will receive you statements as e-statements delivered via UC Invest Online, however you may elect to receive your statements as a paper statement mailed to your last recorded address.

12.6 e(give) requests only

- a. e(give) is a service provided by UC Invest to assist Uniting Church organisations collect regular offerings, gifts or tithes electronically through the Bulk Electronic Clearing System (BECS).
- b. Individual participants using e(give), request and authorise UC Invest to debit their nominated Bank or UC Invest account for an amount and frequency of their choosing.
- c. Your e(give) contribution can be debited from a standard cheque or savings account. You should confirm with your bank that your account can accept a Direct Debit prior to requesting a transaction.
- d. You may also elect to give via your credit card. An e(give) transaction can be recorded as a purchase on either a Visa Card or a MasterCard.
- e. We do not charge any transaction fees for this service however; you may be charged a transaction fee by your bank.
- f. To use e(give) individuals must complete an e(give) application form.
- g. If a nominated drawing date falls on a day which is not a business day, the drawing will be made on the next business day.
- h. Your personal and contribution details will remain strictly confidential and anonymous.
- i. While keeping all banking information strictly confidential, you may authorise us to disclose your name and gift amount to your congregation or project coordinator.
- j. You may arrange a debit on your nominated account weekly, fortnightly, monthly or quarterly on a date of your choice.
- k. All funds collected through e(give) are passed direct to your specified congregation or project.
- l. You may cancel, alter or suspend your e(give) transaction by calling us at least two (2) Business Days before the cancellation, alteration or suspension is to take effect. You may be liable for any penalties charged by your bank if you provide less than two (2) Business Days notice of your request.
- m. We reserve the right to cancel your drawing arrangements if two (2) or more drawings are returned unpaid by the financial institution with which you have requested us to debit.
- n. If UC Invest is charged a fee by an external provider as a result of a transaction on your account being dishonoured, we reserve the right to recover this fee from your participating congregation or project.
- o. All Direct Debits are processed subject to our **Direct Debit Request** Service Agreement. Full details, terms and conditions regarding Direct Debits are provided in the UC Invest **Electronic & General Access Guide**.

12.7 Local Support Accounts only

The same terms and conditions that apply for Money Manager Investments also apply to Local Support investments with the following exceptions:

- a. To support a Uniting Church organisation through Local Support, your nominated organisation must have an active scheme linked to a specific project.
- b. Each scheme is identified by a Scheme ID which must be recorded against your Local Support Account to enable your participation in the scheme. Your Local Support Coordinator will be able to provide you with the Scheme ID for your chosen organisation/project.
- c. By electing to support a Uniting Church organisation through Local Support you are electing not to receive any interest. All interest that you would normally receive will be paid as a grant from UC Invest direct to your nominated organisation.
- d. No personal details of your investment will be provided to your supported organisation or Local Support Coordinator.
- e. Your Local Support Coordinator may be provided with the number of participating scheme members and the total value of investments currently supporting the organisation or project.

12.8 Funeral Fund Accounts only

The same conditions that apply to Money Manager Investments also apply to Funeral Fund Investments with the following exceptions:

- a. A Funeral Fund can only be opened in the name of one individual investment holder. It cannot be opened in joint names, the name of a partnership or a business name. An investment holder can only open one Funeral Fund investment.
- b. Funds lodged in a Funeral Fund Investment cannot be withdrawn at any time during the life of the investor. Any requests for the withdrawal of funds prior to the death of the investor will be declined.
- c. Funds lodged in a Funeral Fund Investment will be an 'Exempt Funeral Investment' for the purposes of the Social Security Act 1991 (Cth) and therefore interest earned on the investment will not be assessable under the income or the assets test for the purpose of that Act, provided there are no other 'funeral investments' attributable to the investment holder.
- d. Additional funds may be added to a Funeral Fund Investment to a maximum capital balance limit as defined by the Social Security Act 1991 (Cth). The balance of a Funeral Fund may only exceed this limit where the excess is caused by the accumulation of interest.
- e. Additional funds lodged by the investment holder that exceed the maximum allowable capital balance will be returned to the investor.
- f. On the death of the investor, the investment balance forms part of the investor's Estate. Funds in the investment will be applied to pay costs relating to the funeral of the investor before any remaining balance can be withdrawn payable to the Estate.
- g. The following documents must be presented to UC Invest before any withdrawal of funds can be made:
 - i. Either the original or certified copy of the Medical Certificate of Cause of Death of the investment holder or the original or certified copy of the Death Certificate of the investment holder; **AND**
 - ii. Original or certified copies of invoices relating to the funeral of the investment holder and/or proof of payment of such invoices.
- h. Payment of funds from the investment holder's Funeral Fund will be made by cheque and either posted or made available for collection.
- i. Statements will be issued quarterly on the last day of each calendar quarter. You may elect to receive your quarterly statement as a paper statement mailed to your last recorded address or as an e-statement delivered via UC Invest Online.

