



Australian<sup>®</sup>  
FRIENDLY SOCIETY



# Bendigo Funeral Bond

Disclosure Document

Dated 1 April 2015



The issuer of the Bendigo Funeral Bond is Australian Friendly Society Limited  
ABN 29 087 648 851 AFSL No. 247028. Registered Office: The Bendigo Centre, Bendigo, Victoria.  
[www.australianfriendlyandsociety.com.au](http://www.australianfriendlyandsociety.com.au)

Issued by **Australian Friendly Society**

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## Important information

The Bendigo Funeral Bond (the "Bond") is an investment product issued by Australian Friendly Society Limited ABN 29 087 648 851 AFSL No. 247028 with benefits provided by the Society's Funeral Benefit Fund (the "Fund") established under Schedule 1 Rule E of its Constitution (the "Fund Rules").

References to "Australian Friendly Society", "Society" or "AFS" throughout this Disclosure Document are references to Australian Friendly Society Limited, the issuer of this Disclosure Document.

References to "you" or "your" throughout this Disclosure Document means an investor or potential investor in the Fund.

An application for membership can only be made by completing the application form contained in this document. You should read this Disclosure Document in full before deciding whether to invest in the Bendigo Funeral Bond. We recommend that you consult your financial adviser prior to investing in the Bond. The information contained in this Disclosure Document is current at the date of issue.

This Disclosure Document is dated 1 April 2015.

The offer to invest in the Bendigo Funeral Bond is only available to persons receiving a copy (electronic or otherwise) of this Disclosure Document within Australia. Applications from outside Australia will not be accepted.

If this Disclosure Document is received electronically, you should ensure that the complete application form and Disclosure Document have been received.

If you are unsure whether the electronic document you have received is complete, please contact AFS Client Services on 1800 803 173 (Monday – Friday 8.30am – 5.00pm Victorian time). A printed copy is available free of charge. You can obtain up to date information about the Bendigo Funeral Bond by contacting AFS Client Services or by visiting our website, [www.australianfriendlydociety.com.au](http://www.australianfriendlydociety.com.au)

# Overview

## Bendigo Funeral Bond – a thoughtful and practical legacy

The Bendigo Funeral Bond is a capital guaranteed investment plan designed solely to accumulate funds to finance the cost of your funeral. Peace of mind and consideration for family and friends are two good reasons why many Australians plan ahead to meet the cost of funeral expenses. They see it as a sensible and responsible way of leaving everything in order so the financial burden does not fall on those they care about. It removes the financial concerns for family and friends and gives them the time to concentrate on supporting each other, rather than worrying about funeral expenses.

Importantly, as your investment in the Bendigo Funeral Bond is made solely for the purpose of meeting your future funeral expenses, your account balance cannot be withdrawn prior to death and must be applied towards the payment of your funeral. This means there's no chance your plans and good intentions can be compromised by the demands of everyday living expenses. There may also be financial planning advantages associated with investing in the Bendigo Funeral Bond, including taxation and pension considerations.

All Bonds issued on the basis of this Disclosure Document are eligible for special taxation arrangements which have been in place since 1 January 2003. See page 12 for details.

**We recommend that you consult your financial adviser prior to investing in the Bendigo Funeral Bond.**

**We also recommend that you tell your family or the executor appointed under your Will about your investment in the Bendigo Funeral Bond so they are aware of your arrangements.**

### Key Features of the Bendigo Funeral Bond

<b>Capital guaranteed</b>	Yes, see page 13
<b>Centrelink &amp; Department of Veterans' Affairs advantaged</b>	Yes, see page 12
<b>Taxation advantaged</b>	Yes, see page 12
<b>Securely invested</b>	Yes, investment details on page 9
<b>Able to be assigned to a funeral director as part of a pre-paid funeral</b>	Yes, see pages 3 & 9

## Australian Friendly Society – service, security and performance

Australian Friendly Society has been caring for the financial needs of Australians since it was first registered on 28 April 1969. It is a friendly society for the purposes of the *Life Insurance Act 1995* and retains the historical friendly society philosophy of service and community concern, while encouraging the traditional values of thrift, self-help and fellowship.

Today Australian Friendly Society is associated with Bendigo and Adelaide Bank Limited ("Bendigo and Adelaide Bank") ABN 11 068 049 178 AFSL No. 237879 and its related entities (collectively the "Bendigo and Adelaide Bank Group"). Bendigo and Adelaide Bank is a regionally based bank and well recognised for its innovative involvement in the development of **Community Bank**<sup>®</sup> branches throughout Australia.

The Bendigo and Adelaide Bank Group includes the wholly owned subsidiary Sandhurst Trustees Limited ("Sandhurst Trustees") ABN 16 004 030 737 AFSL No. 237906. Through contractual arrangements, the Society outsources administration services to Sandhurst Trustees and also uses the treasury services of Bendigo and Adelaide Bank for some of its asset management.

As with any investment there are inherent risks in investing into the Bond and these risks, including market and security specific risk, are discussed in this Disclosure Document. For this reason, neither the repayment of capital invested, nor the investment performance of the Bond, is guaranteed by Sandhurst Trustees, Bendigo and Adelaide Bank or any other entity in the Bendigo and Adelaide Bank Group or any of their officers, employees or agents. Importantly, a contribution into the Bond is not a deposit or other liability of Bendigo and Adelaide Bank, Sandhurst Trustees or any other entity in the Bendigo and Adelaide Bank Group. However, the Bond is supported by a capital guarantee from the Society. See page 13 for details.

## Consents

The Society's actuarial advisers Mercer Consulting (Australia) Pty Ltd, its legal advisers TurksLegal, its auditors Richmond Sinnott & Delahunty, AIA Australia Limited ("AIA Australia") ABN 79 004 837 861 AFSL 230043, Sandhurst Trustees and Bendigo and Adelaide Bank have given, and have not, before the date of the Disclosure Document, withdrawn their consent to be named in the document. Each of these parties has reviewed this Disclosure Document in relation to statements contained herein concerning their opinions, advice and involvement with the Fund and has consented to the context and form in which those opinions, advice and statements appear. None of the consenting parties have authorised or caused the issue of this Disclosure Document.

## How your Bond works

The Bendigo Funeral Bond is simple and flexible. It allows you to save for the cost of future funeral expenses, either progressively or with a single lump sum contribution. You have the option of individual or joint ownership, and you can also assign ownership of the Bond to a funeral director as part of a pre-paid funeral.

Under the Fund Rules, once your application is accepted, you become a member of the Fund and of the Australian Friendly Society.

### Making a contribution

You can contribute to the Bendigo Funeral Bond in two ways:

#### **A - \$500 minimum initial contribution**

You can start with an initial contribution of at least \$500 plus a 2.00% contribution fee and make further contributions of at least \$500 plus a 2.00% contribution fee, whenever you wish, until you reach your chosen maximum amount.

#### **B - Regular savings plan**

You can make regular contributions under the regular savings plan. This plan allows you to contribute over a time frame that suits you by contributing at least \$42 plus a 2.00% contribution fee per month. Your payments can be via direct debit from your financial institution, until you have reached the nominated maximum amount which should also be stated on the direct debit request (refer step 7 of the application form).

Note that contribution fees are not payable for Bonds assigned to Victorian funeral directors. Refer to "Fees and other costs" on page 11.

### Contribution limits

Recipients of an age pension, a service pension or any other means-tested Government benefit need to consider the contribution limit which applies to a Bond that enjoys an income and asset test exemption and which has not been assigned to a funeral director in conjunction with a pre-paid funeral. See page 12 for details.

### Additional contributions

Each additional contribution must be accompanied by a completed additional contribution form or a letter signed and dated by you (or a funeral director, if assigned). The letter must state your name, Member Number, current address and amount to be contributed. Additional contribution forms can be obtained from the Society website [www.australianfriendlysociety.com.au](http://www.australianfriendlysociety.com.au) or at any Bendigo Bank branch or by calling the Society on 1800 803 173.

### Flexible ownership option

You can choose between individual or joint ownership of your Bond.

#### **Individual ownership**

Couples can each own an individual Bond. The advantage of individual ownership is that each person can invest up to the nominated maximum amount with both parties separately covered for their own funeral expenses.

#### **Joint ownership**

Bonds may be jointly owned by any two people. However only one funeral may be funded under joint ownership. Immediately upon the death of a joint member, the surviving member must elect in writing, whether or not the Bond is to be redeemed to cover the funeral expenses of the deceased or continue for the benefit of the surviving member. If no election is made, the Bond will be redeemed to cover the funeral expenses of the deceased member (with any balance paid to their estate).

A Bond opened under joint ownership is still subject to the contribution limit for income and asset test exemption purposes, unless assigned to a funeral director (refer page 12). Joint applicants wishing to invest above the contribution limit may wish to consider opening individual Bonds, however applicants should seek independent advice.

### Assigning your Bond to a funeral director

Ownership of your Bond may be assigned to a funeral director of your choice as part of a pre-paid funeral. It is important to note that assignment of your Bond transfers complete ownership of the Bond to the funeral director. The entire accumulated benefits will be paid to the funeral director following your death upon receipt of evidence from the funeral director that the funeral has been carried out. Members under 16 years of age are unable to assign their Bond. See page 9 for details on investing in a pre-paid funeral.

### Changing funeral directors

You can re-assign your Bond at any time, subject to the agreement of the original funeral director. A transfer of assignment form must be completed by you, the original funeral director and the new funeral director. The change of assignment will become effective once all documents have been received by the Society.

## Claiming a benefit payment

Once funds have been deposited into your Bendigo Funeral Bond they cannot be withdrawn prior to death (with the exception of the 30 day cooling-off period, see below). If your Bond is not assigned to a funeral director, the Bond benefits will be paid to your estate following your death. Alternatively, your estate can direct us to pay the Bond benefits to your funeral director following your death. Any residual Bond benefits after paying the funeral director will be paid to your estate.

Benefits will be paid upon production of satisfactory documentation that your funeral has been carried out. Benefits will usually be paid within seven days of receipt of all necessary documentation.

Your executor or legal personal representative of your estate should contact AFS Client Services to confirm the current documentation requirements.

## How a benefit payment is calculated

Benefit payments are calculated using the member's account balance as at the date of death, which comprises contributions made by the member and all declared and accumulated bonuses, together with any final bonus. The final bonus is calculated by applying the interim bonus rate pro-rata, between the last declared bonus and the date on which the benefit is paid. A special termination bonus may also be paid at this time.

## Minimum age

Applications will not be accepted from or on behalf of children under 10 years of age. Applicants aged 10 to 16 years must obtain the written consent of a parent or legal guardian before being admitted as a member of the Fund.

## Cooling-off period

A 30 day cooling-off period applies to initial contributions made into the Bendigo Funeral Bond. During this period, you have the right to cancel your Bond and have it repaid in full. This period starts from the earlier of:

- the time you receive confirmation that your initial contribution has been accepted; or
- five business days after your initial application monies are received by the Society.

The cooling-off period will end if you have exercised a right in relation to the Bond, for example, an assignment or a claim. If you wish to cancel your Bond within the 30 day cooling-off period, you will need to write to the Society stating this intention. You will then be sent a refund for the value of your Bond.

# Bonuses

## Your annual bonus

In determining whether or not to declare a bonus and the bonus rate to be declared, Australian Friendly Society considers the investment returns achieved during the year, as well as the advice of the Society's Actuary. The actual bonus declared is calculated after the deduction of Fund fees, charges (including tax) and any solvency reserves required by law. If a bonus is declared, it is allocated to each member's account as at 30 June and becomes part of the total investment for the calculation of future bonuses. The bonus is guaranteed once declared.

A statement showing your annual bonus and current account balance will be sent to you after 30 June each year, generally within three months. If you have assigned your Bond, the statement will be sent to your funeral director.

You can obtain updated information about the performance history of the Bendigo Funeral Bond by contacting AFS Client Services or visiting our website [www.australianfriendlysociety.com.au](http://www.australianfriendlysociety.com.au)

## Interim bonus rate

An interim bonus rate is also declared. If a claim is made during the following financial year, the interim bonus rate is applied from 1 July to the date on which the benefit is paid.

## Termination bonus

The termination bonus is payable in addition to normal benefits at the date of death. It is set each year based on the level of the retained surplus in the Fund following the declaration of bonus. Due to changes to the income tax treatment of funeral policies issued from 1 January 2003, the Society pays tax on income on those policies, and expects to recover this tax when benefits are paid. Tax so recovered will be included in the termination bonus.

## Difference bonus

If a claim is made after 30 June but before the annual bonus rate is declared, the difference between the interim bonus rate paid and the declared annual bonus rate will be paid to your estate or assigned funeral director, once calculated.

Generally the difference bonus is paid in the month of October. Please note that past performance cannot be taken as a guide to future returns. The future bonus rates for the Fund are not guaranteed and may be subject to fluctuations.

# Bendigo Funeral Bond Travel Protection Plan

## What is the Travel Protection Plan?

The Travel Protection Plan ("the Plan") is an optional benefit that covers the transportation cost in the event of your death in Australia, 70kms or further from your residential address. The Plan covers the cost of transportation of your remains from the place of death to the chosen funeral home, up to a maximum of \$3,000. The funeral director must operate within 70kms of your residential address.

## The distributor of the Plan

The Plan is distributed by Australian Friendly Society of The Bendigo Centre, Bendigo VIC 3550, Freecall 1800 803 173, [www.australianfriendlysociety.com.au](http://www.australianfriendlysociety.com.au)

## The issuer of the Plan

The Plan is issued by AIA Australia Limited ("AIA Australia") ABN 79 004 837 861 AFSL 230043 of 553 St Kilda Road, Melbourne VIC 3004, 1800 333 613, [www.aia.com.au](http://www.aia.com.au)

The Plan will be written in the AIA Australia Statutory Fund No. 1. This is a non-participating policy and the Plan does not participate in the distribution of any surplus of the AIA Australia Statutory Fund No. 1.

## What transportation costs are covered?

In the event of your death, the transportation costs covered under the Plan include the following:

- funeral director's transfer fee;
- container for transporting (excluding casket or coffin);
- necessary documentation associated with transporting your remains;
- air freight if necessary; and
- mortuary service.

## Benefit payment

If your Bendigo Funeral Bond is assigned to a funeral director, the benefit of up to \$3,000 under the Travel Protection Plan will be paid directly to your funeral director. However, if your Bendigo Funeral Bond is not assigned to a funeral director, the benefit will be paid to your estate.

## What are the application conditions?

The Plan is only available with the Bendigo Funeral Bond.

A new purchaser of the Bendigo Funeral Bond has 3 months following the commencement date of their Bendigo Funeral Bond to apply for the Plan. The Plan is available to a single life insured (under an individually owned Bond) or joint lives insured (under a jointly owned Bond).

The benefit under the Plan, in the instance of joint lives insured, will be paid on the death of either one of the lives insured. Although joint lives insured are covered under this Plan, only one benefit is payable under this Plan.

Should the surviving life insured decide to apply the Bendigo Funeral Bond proceeds to the funeral of the deceased life insured, then a claim under the Plan can be made, provided that the death occurred 70kms or further from the deceased's residential address.

The surviving life insured must elect in writing, within 14 days from the date of death, whether or not the Bendigo Funeral Bond is to be redeemed to cover the funeral expenses of the deceased or continue for the benefit of the surviving life insured. The Plan terminates when the Funeral Bond proceeds are paid out, even if no claim has been paid under the Plan.

## Eligibility

You must be a permanent Australian resident aged 18 to 84 years to be eligible to apply for the Plan.

## How to make a claim

To make a claim or to discuss any queries you have about a claim, you can contact AIA Australia by:

Phone 1800 333 613

Email [au.retail.claims@aia.com](mailto:au.retail.claims@aia.com)

Writing Claims Administration Team

AIA Australia Limited

PO Box 6111

St Kilda Road Central VIC 8008

To make a claim, AIA Australia requires notice and supporting medical evidence within 30 days of the life insured's death or as soon after that as is reasonably possible.

AIA Australia may request further information to assess the claim, including but not limited to medical information or information about whether eligible transportation costs were incurred. You, and people involved in executing or administering your estate, should keep copies of any documents that may be required to support a claim. Any costs associated with the completion of the initial claim form must be borne by your estate.



## What is the cost of the Travel Protection Plan?

The cost of the Plan is \$150 per Plan for both individual and joint cover. Premiums are not generally tax deductible. AFS receives remuneration from AIA Australia of \$30 per Plan. You should seek independent taxation advice about this product.

If you are contributing to the Bendigo Funeral Bond under the regular savings plan and wish to apply for the Plan, you will need to send to the Society a separate cheque to cover the cost of the Plan.

## Cooling-off period

There is a 30-day cooling-off period applying to the Plan. Within this period, you may cancel your Plan and receive a full refund of the premium paid. This 30-day period starts from the earlier of:

- the time you receive confirmation that your application has been accepted; or
- five business days after your premium has been received by the Australian Friendly Society.

You will lose the right to return your Plan within the cooling-off period when you first exercise any right or power you have under the terms of your Plan, for example, making a claim.

The Plan terminates if you cancel your Bendigo Funeral Bond within the 30-day cooling-off period applicable to it (see page 4).

If you wish to cancel the plan within the 30-day cooling off period, you will need to write to the Society stating this intention. You will then be sent a refund of the Plan premium.

## Exclusion(s)

The Plan does not cover death of a life insured from suicide in the first 13 months from the commencement of the Plan.

## Privacy

This section summarises key information in the AIA Australia Privacy Policy, which may be updated from time to time. For further information, please review the most up to date full version of the AIA Australia Privacy Policy on AIA Australia's website at [www.aia.com.au](http://www.aia.com.au) AIA Australia is part of the AIA Group. AIA Australia is bound by privacy principles which apply to private sector organisations under the Privacy Act 1988 (Cth), and other laws which protect your privacy.

## Why we collect personal information

AIA Australia collects, uses and discloses personal and sensitive information for purposes set out in its Privacy Policy, including to process your applications, enquiries and requests in relation to insurance and other products, for underwriting and reinsurance purposes, to administer, assess and manage your insurance and other products, including claims, and to provide, manage and improve our products and services. AIA Australia may not be able to do these things without your personal information. AIA Australia may also collect, use and disclose personal information to understand your needs, interests and behaviour, personalise its dealings with you, to verify your identity, authority to act on behalf of a customer and personal information, maintain and update its records, manage its relationship with you, comply with local and foreign laws and regulatory requests, detect, manage and deal with improper conduct and commercial risks and for reporting and research purposes.

Where you agree or AIA Australia is otherwise permitted by law, AIA Australia may contact you on an ongoing basis by email, phone and otherwise, with offers and other promotional information about products or services AIA Australia thinks may interest you, including insurance, financial, health and wellness products and services.

If you do not wish to receive these direct marketing communications, you may indicate this where prompted or by contacting AIA Australia as set out in its Privacy Policy.

## How AIA Australia collects, uses and discloses personal information

AIA Australia may collect your personal information from various sources including forms you submit and our records about your use of our products and services and dealings with AIA Australia, including any telephone, email and online interactions. AIA Australia may also collect your information from public sources, social media and from the parties described in its Privacy Policy. AIA Australia is required or authorised to collect personal information under various laws including the Life Insurance Act, Insurance Contracts Act, Corporations Act and other laws set out in its Privacy Policy. Where you provide AIA Australia with personal information about someone else, you must have their consent to provide their personal information in the manner described in AIA Australia's Privacy Policy.



AIA Australia may collect your personal information from, and exchange your personal information with its affiliates and third parties, including the Society, the life insured, policy owner or beneficiaries of your insurance policy, our service providers, your representatives (including your financial adviser), the trustee and administrator of a superannuation fund, your employer or bank, health providers, partners used in our activities or business initiatives, reinsurers, insurance brokers and intermediaries, regulatory and law enforcement agencies, and other parties as described in AIA Australia's Privacy Policy. Parties to whom AIA Australia discloses personal information may be located in Australia, South Africa, the US, Europe, Asia and other countries including those set out in AIA Australia's Privacy Policy and you acknowledge that Australian Privacy Principle 8.1 (which relates to cross-border disclosure) will not apply to the disclosure, AIA Australia will not be accountable for those overseas parties under the Privacy Act and you may not be able to seek redress under the Privacy Act.

Where AIA Australia provides your personal information to a third party (including the Society), the third party may collect, use and disclose your personal information in accordance with their own privacy policy and procedures. These may be different to those of AIA Australia.

### AIA Australia may collect some of your personal information through the Society

AIA Australia may collect some of your personal information through the Society, who is the issuer of the Bendigo Funeral Bond product, from the information you provided at or subsequent to the time you applied for your Plan. For further information, refer to the "Your personal information" section on page A1. The Society's Privacy Policy is available at [www.australianfriendlyociety.com.au](http://www.australianfriendlyociety.com.au) or call Australian Friendly Society on (03) 5485 7891 or 1800 803 173.

### Other important information

By becoming covered under the Bendigo Funeral Bond product, or otherwise interacting or continuing your relationship with AIA Australia directly or via a representative or intermediary, you confirm that you agree and consent to the collection, use (including holding and storage), disclosure and handling of personal information (including sensitive information) in the manner described in AIA Australia's Privacy Policy on [www.aia.com.au](http://www.aia.com.au) as updated from time to time, and that you have been notified of the matters set out in the AIA Australia Privacy Policy before your personal information is provided to us. You agree that AIA Australia may not issue a separate notice each time personal information is collected.

You must obtain and read the most up to date version of the AIA Australia Privacy Policy from [www.aia.com.au](http://www.aia.com.au) or by contacting AIA Australia on 1800 333 613. You have the right to access the personal information AIA Australia holds about you, and can request the correction of your personal information if it is inaccurate, incomplete or out of date. Requests for access or correction can be directed using the details in the 'Contact AIA Australia' section below. AIA Australia's Privacy Policy provides more detail about its collection, use (including handling and storage), disclosure of personal information and how you can access and correct your personal information, make a privacy related complaint and how AIA Australia will deal with that complaint, and your opt-out rights.

For the avoidance of doubt, the Privacy Policy applicable to the management and handling of personal information by AIA Australia will be the most current version published at [www.aia.com.au](http://www.aia.com.au) and shall supersede and replace all previous AIA Australia Privacy Policies and/or Privacy Statements and privacy summaries that you may receive or access, including but not limited to those contained in or referred to in any telephone recordings and calls, applications, underwriting and claim forms, Product Disclosure Statements and other insurance and disclosure statements and documentation.

### Contact AIA Australia

If you have any questions or concerns about your personal information, please contact AIA Australia's Compliance Manager as set out below:

The Compliance Manager  
AIA Australia Limited  
PO Box 6111  
St Kilda Road Central, VIC 8008  
Phone 1800 333 613

AIA Australia has established an internal dispute resolution process for handling customer complaints (including matters involving compliance with privacy laws). This dispute resolution mechanism is designed to be fair and timely to all parties and is free of charge. If you have a complaint about AIA Australia's handling of your personal information, you should submit it in writing to the Compliance Manager at the address specified above. You will typically receive a letter from AIA Australia within five days which sets out an overview of the processes for responding to your complaint. AIA Australia's Disputes Resolution Committee will handle any escalated complaints that cannot be addressed at an operational level. AIA Australia aims to resolve your complaint within 45 days of receipt.

## Further information

Should your complaint not be resolved to your satisfaction by AIA Australia's internal dispute resolution process, you may take your complaint to the Australian Information Commissioner whose contact details are:

Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001  
Phone: 1300 363 992  
Web: [www.oaic.gov.au](http://www.oaic.gov.au)

## Your Duty of Disclosure

Before you enter into a contract of insurance with an insurer, you have a duty under the Insurance Contracts Act 1984, to disclose to the insurer every matter that you know, or could reasonably be expected to know, which is relevant to the insurer's decision whether to accept the risk of the insurance and, if so, on what terms.

You have the same duty to disclose those matters to the insurer before you renew, extend, vary or reinstate a contract of life insurance.

Your duty however does not require disclosure of a matter:

- that diminishes the risk to be undertaken by AIA Australia;
- that is of common knowledge;
- that AIA Australia knows or, in the ordinary course of its business, ought to know;
- as to which compliance with your duty is waived by the insurer.

## Non-Disclosure

If you fail to comply with your duty of disclosure and the insurer would not have entered into the contract on any terms if the failure had not occurred, the insurer may avoid the contract within three years of entering into it. If your non-disclosure is fraudulent, the insurer may avoid the contract at any time from its inception. An insurer who is entitled to avoid a contract of insurance may, within three years of entering into it, elect not to avoid it, but to reduce the sum insured in accordance with a formula that takes into account the premium that would have been payable if you had disclosed all relevant matters to the insurer.

## Investment strategy and performance

### Allowable portfolio investment ranges

The investments of the Fund will be managed within the broad asset classes and maximum and minimum investment ranges shown in the table.

Authorised investments	Allocation range
<b>Cash and cash equivalents, Bank Accepted Bills, Term Deposits, Negotiable Certificates of Deposit and Government Securities</b>	70% - 100%
<b>Equities</b>	0% - 10%
<b>Other Authorised Investments</b>	0% - 20%

### Investment strategy and asset allocation

The Fund may invest in a range of assets as detailed in the Fund Rules.

The Fund invests the majority of its assets in low risk income producing investments with the balance invested in selected growth investments. This aims to limit the Fund's exposure to risk, whilst retaining the opportunity to have a small exposure to growth assets to combat the effects of inflation.

You should be aware that growth and income investments can be subject to market or security specific risk. Market risk is where unexpected market conditions can have a negative impact on the return of all investments in a particular market, such as a sudden decline in share values or a sudden decline or general rise in interest rates.

Security specific risk is a risk that can affect the value of a specific security, such as the fall in profit performance which can impact on share prices or a rise in interest rates which can affect the value of debt securities.

## Investing in a pre-paid funeral

Investing in a pre-paid funeral may assist in some of the decisions your family and loved ones will have to make concerning your funeral arrangements.

### What is a pre-paid funeral?

A pre-paid funeral is a formal contractual arrangement between you and a funeral director of your choice. You specify and pay in advance, by assigning the Bond to the funeral director, the type of funeral you want and the funeral director guarantees to provide the agreed services in the future. This ensures that your wishes will be carried out exactly as arranged.

### You're in control of the costs

Planning and pre-paying a funeral makes good financial sense. Funeral costs are significant and like most things, they continue to rise over time. A key advantage of a pre-paid funeral is that it puts you in control. You pay for the services at today's price and no matter how much funeral costs rise in the future, this will not impact you or your estate.

If accumulated benefits exceed the amount needed to carry out the agreed services, some contracts with funeral directors may allow for the excess benefit to be paid to your estate. However, others may allow the funeral director to retain the excess benefit. We recommend that you check the conditions concerning this issue in any pre-paid funeral contract before you sign it.

The Bendigo Funeral Bond does not restrict the types of funeral, burial or cremation services that are eligible for a benefit payment.

### Safeguarding your investment

To fully safeguard the money you set aside as a pre-payment for your funeral, it is recommended that it be held independently of the funeral director. The Bendigo Funeral Bond is an ideal way to do this, as the investment is not available to the funeral director until the contracted services are completed.

All you need to do is establish the Bond in your name initially and assign ownership to your chosen funeral director. You must however discuss the details of your required funeral services with the funeral director first, to ensure sufficient funds are set aside in the Bond.

Assigning the Bond is a simple procedure that only requires you and the funeral director to complete the assignment instructions on the application form in this Disclosure Document. Under current taxation legislation, assigning a Bendigo Funeral Bond will not cause you to incur any capital gains tax or other tax liabilities.

Assignment of your Bond to your chosen funeral director is only possible when you have entered into a contract for the provision of your funeral service.

### A final word about pre-paid funeral arrangements

When you choose a funeral director, it is important to select a reputable professional, so you can feel confident that the services on the day will be as you want them to be.

**Neither Australian Friendly Society, AIA Australia, Sandhurst Trustees, Bendigo and Adelaide Bank or any other entity in the Bendigo and Adelaide Bank Group or any of their officers, employees or agents endorse any funeral director or their services, nor accept any liability for the conduct of the funeral director. Arrangements between you and a funeral director are private.**

## Fees and other costs

This table shows the current fees and other costs that you may be charged. You should read all of the information about fees and costs as it is important to understand their impact on your Bond. All fees and other costs set out in the below table are expressed inclusive of Goods and Services Tax ("GST").

Type of fee or cost	Amount	How and when paid
<b>Fees when your money moves in or out of the Bond</b>		
<b>Establishment fee</b>	Nil	Not applicable
<b>Contribution fee</b> The fee on each amount contributed to your investment.	2.00%^	On initial and additional contributions For example: Amount to be invested = \$5,000 Contribution fee of 2% = \$100 Total amount payable = \$5,100
<b>Withdrawal fee</b>	Nil	Not applicable
<b>Termination fee</b>	Nil	Not applicable
<b>Management costs</b>		
<b>Management fee</b> Are the fees and costs for operating the Fund. They include administration and other fees charged by the Society, distribution costs and other expenses such as legal, accounting and audit fees, computer, printing, stationery, advertising and other operational expenses, including investment costs.	1.75%p.a.*	Calculated on the average daily balance of the Fund and paid monthly from the Fund For example: Balance of Funeral Bond = \$5,000 Fee Total for the full year = \$87.50
* Under the Fund Rules, the Society is able to charge a maximum annual management fee of up to 3.00% p.a. plus GST on the average daily balance of the Fund to meet the costs of managing the Fund. 60 Days notice will be given to investors prior to any changes.		
^ There is no contribution fee payable on Bonds assigned to Victorian funeral directors. Funeral directors operating in Victoria are regulated under the Funerals Act 2006 (VIC) and are not paid an ongoing or upfront commission. Marketing support may, however, be made available to them by the Society.		

## Commissions

The Society may pay to its distributors or to licensed/authorised financial advisers (which may include financial advisers within the Bendigo and Adelaide Bank Group) an upfront or ongoing commission.

Any upfront or ongoing commission paid by the Society is not an extra amount paid by the member or from the Fund. The payment and terms of payment of any commissions are entirely within the discretion and at the expense of the Society.

Typically, the Society pays up to:

- 2.00% plus GST up front commission on initial and additional contributions (contribution fee); and
- 0.25% p.a. plus GST ongoing commission on all funds under management (deducted from the Society's management fee).

Your financial adviser may decide to rebate to you his or her upfront commission. However, your financial adviser is not obliged to do so. Where an upfront commission is rebated, your contribution fee will effectively be waived. Commission is not payable to a member of the Fund.

The Commonwealth legislation known as the Future of Financial Advice (FOFA) legislation, operative from 1 July 2013, does not apply to restrict the Society from making payments to its distributors or licensed / authorised financial advisers, due to the Bond not being categorised as a financial product subject to the legislation.

# Taxation and Pension information

The taxation and pension information that follows is current at the date of issue of this document and is intended to be of a general nature only. The information may change from time to time. You should seek professional advice concerning your personal circumstances.

## Taxation

The following summarises the tax position of an investment in a Bendigo Funeral Bond on or after 1 January 2003.

It is important to note that annual bonuses allocated are not subject to personal taxation while the Bond continues to be held and before the year of death and payout. Instead, the investment earnings of the Fund are subject to corporate taxation at a rate of 30%. This is paid by the Society as a Fund expense prior to the allocation of annual bonuses to your Bond.

While annual bonuses declared will be net of the tax paid by the Society, the tax deducted from your bonuses is expected to be recovered and paid to your estate or funeral director as applicable in the termination bonus. Total bonuses paid will therefore be effectively untaxed.

Benefits received by your estate (excluding the amount you have contributed) will be subject to tax in the hands of your estate - but only in the year those benefits are paid and then only if entitlement to Bond proceeds have not been assigned to a funeral director. Whether any actual tax is payable by your estate will depend upon your estate's taxable income in that year and its relevant marginal tax rate.

If a funeral director is entitled to Bond proceeds as a result of an assignment, the funeral director will be taxed (instead of your estate) on the full amount of the proceeds in the year of payment.

## Qualifying funeral policies

For tax purposes, a funeral bond must be issued for the purpose of meeting a person's future funeral expenses and the amount contributed must be reasonably in line with the expected cost of those expenses. Subject to those requirements, the social security threshold limit (refer "Valuable pension exemptions") is not relevant, and should only concern a person who receives a means-tested pension or benefit from Centrelink or the Department of Veterans' Affairs.

Where the entitlement to Bond proceeds has been assigned to a funeral director in consideration for purchasing a pre-paid funeral (from a funeral director), the tax purpose test is automatically met.

## Goods and services tax ("GST")

GST does not apply to investments made into the Bendigo Funeral Bond or to benefits paid upon death. However, if you enter into a pre-paid funeral contract, it is suggested you seek professional advice regarding the impact of GST.

## Valuable pension exemptions

The Bond is designed to help you qualify for both income and asset test exemptions, if you receive a means-tested pension or benefit from Centrelink or the Department of Veterans' Affairs.

If you assign ownership of the Bond to a funeral director, in consideration for purchasing a pre-paid funeral, there is no limit to the amount that you, as a Bond owner may invest. Notwithstanding the assignment of your Bond, you remain a Fund and Society member.

Where the Bond does not involve a pre-paid funeral, the qualifying pension exemption rules include the following:

- the Bond must be acquired for the purpose of meeting your future funeral expenses and Bond proceeds cannot be withdrawn prior to the time of your death;
- total contributions must not exceed the exemption threshold of \$12,000 for the 2014/15 financial year (indexed effective 1 July each year); and
- no exemption threshold will apply if a person has separately planned to fund their funeral by entering into a pre-paid funeral arrangement - because the exemption will then only apply to the amount paid towards the pre-paid funeral.

For up to date information about the exemption threshold, please refer to our website [www.australianfriendlyociety.com.au](http://www.australianfriendlyociety.com.au)

**For further information regarding your own personal circumstances, we recommend that you contact the Financial Information Service of Centrelink or the Department of Veterans' Affairs.**



# Additional information

## Supervision and corporate governance

Under existing legislation, all matters relating to disclosure and consumer protection, incorporation and corporate governance of Friendly Societies are regulated by the Australian Securities and Investments Commission. Prudential supervision is conducted by the Australian Prudential Regulation Authority.

Under the *Corporations Act 2001* (Cth), Australian Friendly Society has elected to be registered as a public company limited by guarantee.

Members of the Society (including members who hold a Bendigo Funeral Bond) are taken to have given a guarantee. Broadly, the guarantee provides for the maximum amount that a member can be required to contribute in the event the Society is wound up and the assets of the Society are insufficient to pay its creditors and the costs of winding up. The amount of the guarantee is set out in the Society's Constitution and does not exceed \$2.

Other than in relation to the guarantee, no member is under any personal liability to creditors as a member of the Society.

## Members' rights and interests under the Bond

Your contribution legally becomes part of the Fund offered by Australian Friendly Society, the sole purpose of which is to make provision for bona fide funeral expenses for members.

The assets and liabilities of the Fund are kept separate and distinct from those of other funds of the Society and Sandhurst Trustees, Bendigo and Adelaide Bank or any other entity in the Bendigo and Adelaide Bank Group. No member has any entitlement to the assets or benefits of any benefit fund other than those to which contributions have been paid. Members have an entitlement to share in the Fund, being the proportion that the Bond owner's accumulation account balance on the relevant date bears to the aggregate of the accumulation account balances of all Bond owners who have entitlements in relation to the Fund, but do not have any specific interest in any part of the Fund or any authorised investment thereof.

Upon acceptance by the Society of your application, you become a member of the Society and as such, are subject to the rights and obligations set out in the Constitution as registered from time to time, including the right to attend and vote at General Meetings. This Constitution operates as a contract between members, between each member and the Society and between the Society and each Director and the Secretary.

This Disclosure Document does not relate to, nor are there, different classes of interest in the Fund. Bond owners will have differing entitlements to Bond benefits depending on the level of their contributions, bonus entitlements, length of membership in the Fund and whether the Bonds were issued before or after 1 January 2003.

The Society's Constitution, including the Fund Rules, the administration agreement with Sandhurst Trustees and experts' advice and consents referred to in this Disclosure Document, may be inspected during normal hours of business at the Society's office at The Bendigo Centre, Bendigo Vic 3550.

## Capital guarantee

The Bond's capital guarantee is supported by any solvency and capital requirements reserves that Australian Friendly Society must maintain in accordance with regulation. These reserves are designed to protect investors' investment assets from adverse fluctuations in underlying values.

The nature of the underlying investments reinforces the integrity of the capital guarantee. The Fund Rules provide for the guaranteed payment of the original and additional contributions, less specified management charges, plus bonuses declared. That is, your initial and subsequent net contributions, plus declared bonuses, are guaranteed upon your death.

## Communication with members

When your application is accepted, you will receive a welcome letter confirming your initial contribution. Included with your welcome letter will be your Certificate of Membership.

You will also receive:

- confirmation of your investment transactions each time you make additional contributions (unless under the regular savings plan);
- an annual statement detailing the bonus rate allocated to your Bond and the value of your Bond as at 30 June (generally sent during the month of September); and
- if you so elect, an annual report detailing Fund performance, including financial statements.

If you have assigned your Bond to a funeral director, these documents will be sent to them, apart from the annual report which you are still entitled to receive as a member of the Society.

If your personal details change (for example, change of address), you should inform us in writing signed by you as the member or your legal personal representative, quoting your Member Number.

## Updating information in this disclosure document.

The information concerning the Bendigo Funeral Bond is current as at the date of issue of this Disclosure Document. As information can change over time, you are able to obtain the latest information by

- visiting our website  
[www.australianfriendlyociety.com.au](http://www.australianfriendlyociety.com.au)
- contacting AFS client services on 1800 803 1703 (Monday - Friday 8:30am to 5:00pm EST)

A copy of the most current information is available free of charge. Should information about the Bendigo Funeral Bond or as contained in the Disclosure Document change in a materially adverse way, we will either issue a new Disclosure Document or a supplementary Disclosure Document detailing the updated information.

## Administration services

Australian Friendly Society has appointed Sandhurst Trustees to provide administration services for the Society under the terms of an administration agreement. Under the agreement, Sandhurst Trustees receives a fee and is required to attend to day-to-day administration. Sandhurst Trustees is not responsible for the management or operation of the Society.

## Disclosure of interest

The Society is party to an agreement with Sandhurst Trustees for which it pays fees for services, including access to the Bendigo and Adelaide Bank Group retail branch network, treasury services and other general administrative services on normal commercial terms and conditions.

Investments are also made by the Society with Bendigo and Adelaide Bank Group on normal commercial terms and conditions.

For example total administration fees paid by the Society to Sandhurst Trustees for the year ended 30 June 2014 totalled \$1,256,755. Commission on the sales of Bonds paid to the Bendigo and Adelaide Bank Limited for the year ended 30 June 2014, totalled \$55,335.

From time to time, the Directors or other officers of the Society may purchase or subscribe to the various products offered by the Society. These transactions are on the same terms and conditions as those entered into by other members. Otherwise, no Director or officer has any interest in the assets of the Fund or to benefits of the kind to which this Disclosure Document relates.

The Directors of the Society are Mr R.S. Taylor (Chairman), Mr I.G. Mansbridge, Mrs M.A. Baker, Mr D.G. Loadman and Mr A.P. Hodges.

All Directors, except for Mr R.S. Taylor, Mr D.G. Loadman and Mr A.P. Hodges are shareholders of Bendigo and Adelaide Bank. Mr I.G. Mansbridge and Mrs M.A. Baker are Directors of Sandhurst Trustees. Mrs M.A. Baker is an executive of Bendigo and Adelaide Bank.

Mercer Consulting (Australia) Pty Ltd, Richmond Sinnott & Delahunty and TurksLegal Solicitors, receive professional fees in respect of actuarial, audit and legal services and advice provided in relation to the Fund and/or this Disclosure Document.

## Dispute resolution for the assistance of members

Australian Friendly Society is committed to handling disputes and complaints quickly, fairly and in confidence. Any disputes or complaints regarding the Bendigo Funeral Bond should be directed to the Chief Executive Officer by calling 1800 803 173 (Monday – Friday 8.30am – 5.00pm Victorian time) or writing to:

Australian Friendly Society Limited  
Chief Executive Officer  
PO Box 480  
Bendigo Vic 3552

We will endeavour to resolve your dispute or complaint by:

- acknowledging the matter as soon as practicable;
- ensuring the matter receives proper consideration by the appropriate person or body;
- acting in good faith by attempting to correct any error capable of being corrected;
- taking appropriate action (if action is required) to remedy the matter; and
- communicating to you the outcomes of our investigations, the remedies (if any) available to you and information regarding any further avenues available for further complaint, remedy or action to you as soon as practicable (but no more than 45 days after receiving your complaint).

If you are not satisfied with the outcome of your dispute or complaint, you have the right to refer the matter to an independent external complaint resolution scheme.

Australian Friendly Society is a member of the Financial Ombudsman Service ("FOS") and you are able to refer your complaint to them by telephoning 1300 780 808 or writing to them at:

**Financial Ombudsman Service Limited**  
**GPO Box 3**  
**Melbourne VIC 3001**  
**[www.fos.org.au](http://www.fos.org.au)**

## Notice of election to receive financial statements and notices of meeting

In accordance with regulatory requirements, the Society issues notices of meeting and provides financial reports (incorporated in the annual report) to members if requested.

If you wish to receive the notices of meeting and/or the annual report, please tick the appropriate box at Step 4 on the application form. You can receive the annual report and/or notices in electronic form or by mail. Please indicate your preference on the application form and provide your email address if applicable.

If you do not wish to receive notices of meeting or the financial report (incorporated in the annual report), you do not need to do anything further.

The Society is obliged by law to:

- (a) advertise the notices of meeting, both in a daily newspaper and by displaying a notice in our registered office and other places of business. You are able to elect to receive notices of meeting at any time by notifying the Society in writing; and
- (b) make available copies of the financial reports for collection at our registered office and other places of business until one month after the date of our Annual General Meeting.

The following statutory information is provided for members and you should note that:

- (a) the financial reports, the directors' report and auditor's report (incorporated in the annual report) set out information about:
  - i. the financial position and performance of the Society;
  - ii. the efficiency with which the Society is being managed; and
  - iii. the financial risks to which the Society is exposed;
- (b) if the member(s) do/does not elect to receive the reports, the Society is not required to send copies of the reports to the member(s);
- (c) despite a member of the Society electing not to receive those reports or not making an election, the member may at any time elect to receive the relevant reports;

- (d) attendance at the Annual General Meeting and other meetings of the Society enables members to:
  - i. participate in the governance of the Society;
  - ii. to ask questions about and comment on the management of the Society, its financial standing and performance;
  - iii. to ask the auditor of the Society questions about the conduct of the audit of the Society and the preparation and content of the auditor's report; and
  - iv. to vote on any proposal to amend the Constitution of the Society or on any other matter in relation to the management of the Society;
- (e) notice of meetings informs members about matters in relation to which they may wish to attend a meeting;
- (f) a member of the Society who is entitled to attend, and cast a vote at a meeting, may appoint a proxy to attend and vote for the member at the meeting;
- (g) if the member does not elect to receive notice, the Society is not required to give notice of its meetings to the member; and
- (h) despite a member of the Society electing not to receive a notice of its meetings or not making an election, the member may at any time request the Society to give the member personal notice of the meetings.

## Directors' Statement

We, the Directors of Australian Friendly Society, state that after due enquiry, we believe that this Disclosure Document contains all the information that intending investors and their professional advisers would reasonably expect to find in order to make an informed decision to invest in the Bendigo Funeral Bond, an investment product of the Society's Funeral Benefit Fund and that we are not aware of any relevant information that is not disclosed in this Disclosure Document.

This statement was made and signed by or on behalf of the Directors on 31 March 2015.

The Directors of the Society are:

Mr R.S. Taylor (Chairman)  
Mr I.G. Mansbridge  
Mrs M.A. Baker  
Mr D.G. Loadman  
Mr A.P. Hodges

# Direct debit service agreement (regular savings plan only)

## Direct debit service agreement

This is your Direct Debit Service Agreement ("Agreement") with the Australian Friendly Society Limited ("AFS"). It explains what your obligations are when undertaking a direct debit arrangement with us. It also details what our obligations are to you as your direct debit provider.

Please keep this Agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request and should be read in conjunction with your Direct Debit Request authorisation.

## Definitions

**Account** means the account held at your Financial Institution from which we are authorised to arrange for funds to be debited.

**Agreement** means this Direct Debit Request Service Agreement between you and us.

**Banking Day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**Debit Day** means the day that payment by you to us is due.

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

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

**Us** or **We** mean AFS ("the Debit User") you have authorised by requesting a Direct Debit Request.

**You** means the customer who has signed or authorised by other means the Direct Debit Request.

**Your Financial Institution** means the financial institution nominated by you on the Direct Debit Request at which the account is maintained.

## 1. Debiting your account

- 1.1 By signing a Direct Debit Request or by providing us with a valid instruction, 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.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited, you should ask your financial institution.

## 2. Amendments by us

We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least 14 days written notice.

## 3. Amendments by you

You may change, stop or defer a Debit Payment or terminate this agreement by providing us with at least 14 days notification by writing to:

**Australian Friendly Society Limited**  
**PO Box 480**  
**Bendigo Victoria 3552**

Alternatively, you can arrange it through your financial institution, which is required to act promptly on your instructions.

## 4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
  - (a) you may be charged a fee and/or interest by your financial institution;
  - (b) you may also incur fees or charges imposed or incurred by us; and
  - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.

## 5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1800 803 173 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up directly with your financial institution.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging for 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.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding in writing.

## 6. Accounts

You should check:

- (a) with your financial institution whether direct debiting is available from your account, as direct debiting is not available on all accounts offered by financial institutions;
- (b) your account details which you have provided to us are correct, by checking them against a recent account statement; and
- (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

## 7. Confidentiality

- 7.1 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.
- 7.2 We will only disclose information that we have about you:
  - (a) to the extent specifically required by law; or
  - (b) for the purposes of this Agreement (including disclosing information in connection with any query or claim).

## 8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this Agreement, you should write to the Australian Friendly Society Limited, PO Box 480, Bendigo, VIC 3552.
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.
- 8.3 Any notice will be deemed to have been received on the third banking day after posting.



# Bendigo Funeral Bond

## Application Form

## Privacy Disclosure Statement

Your personal information

### 1. Collection of your personal information

The Society collects your personal information to assess your application, to provide you with the product or service that you have requested and to assess any future applications for products or services you may make to us. Collection of some of this information is required by the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*. If you provide incomplete or incorrect information, we may be unable to provide you with the product or service you are applying for.

### 2. Collection of personal information about third parties

The Society may need to collect personal information about a third party from you as part of this application. If we do this, you agree you will advise that person that we have collected their information, and that in most cases they can access and seek correction of the information we hold about them.

### 3. Use and disclosure of your personal information

The Society may use your personal information to perform its business functions (for example internal audit, operational risk, product development and planning). We may also use your personal information to confirm your details.

The Society will treat your personal information as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as mailing and printing houses, IT providers, funeral directors, solicitors, accountants, auditors, AIA Australia, Sandhurst Trustees or other members of the Bendigo and Adelaide Bank Group that provide services on its behalf, including administration, investment, customer service, secretarial, accounting and information technology support.

The Society maybe allowed or obliged to disclose information by law, for example, under Court Orders or Statutory Notices pursuant to Taxation or Social Security law.

### 4. Disclosure of personal information to overseas organisations

Some of the organisations the Society discloses your personal information to may be located overseas. Where an organisation is located overseas, we will either take reasonable steps to ensure that it complies with Australian privacy laws or we will seek your consent to the disclosure.

### 5. Access to and correction of your personal information

In most cases, you can gain access to and seek correction of your personal information. Should you wish to do so, or if you have any queries about your information, please contact us on 1800 803 173.

### 6. Direct marketing

The Society may use your personal information to inform you about financial products and services that are related to those you have with us or other products and services we think you may be interested in. These may be products and services provided by us, or other entities we are associated with. If you do not wish to receive any marketing material from us, please call us on 1800 803 173.

### 7. Privacy Policy

You should also read our Privacy Policy.

Our Privacy Policy contains information about:

- a. how you can access and seek correction of your personal information;
- b. how you can complain about a breach of the privacy laws by us and how we will deal with a complaint; and
- c. if we disclose personal information to overseas entities, and where practicable, which countries those recipients are located in.

For a copy of our Privacy Policy, please contact the Society on 1800 803 173.



# Completing the application form

The following steps will assist you in completing the application form.

## Step 1

### Investor details

Please complete your investor or joint investor details including your preferred title e.g. 'Ms' or 'Dr'. Please ensure date of birth details are provided due to minimum age requirements.

## Step 2

### Investment details

Please indicate the amount you wish to invest. The minimum is \$500 plus a 2.00% contribution fee. For regular savings plans, the minimum monthly payment is \$42 plus a 2.00% contribution fee.

Note that contribution fees are not payable for Bonds assigned to Victorian funeral directors. Refer to "Fees and other costs" on page 11.

## Step 3

### Travel Protection Plan

If you wish to apply for the Travel Protection Plan as an optional benefit to your Bendigo Funeral Bond, please tick the box for your chosen cover (single or joint). If you select to take up this optional benefit, an additional amount of \$150.00 will be payable in addition to the amount shown under Step 2 on the application form.

Note that applicants under 18 or over 84 years of age are not eligible to apply for the Travel Protection Plan.

## Step 4

### Declaration and signatures

Please carefully read the statements in the declaration before signing the application form. An application form without the signatures of all applicants will not be accepted.

If you are signing an application form under a power of attorney, a certified copy of the power of attorney must be enclosed with your application form.

Applications for children (aged between 10 and 16 years) must be accompanied by the written consent of a parent or legal guardian.

## Step 5

### Assigning your Bond to a funeral director

If you wish to assign your Bond to a chosen funeral director, you must provide their name and contact details. Both you and the funeral director must sign to acknowledge the assignment, and both signatures must be witnessed.

## Step 6

### Send your cheque and application form

Send your completed application form in the reply paid envelope or in a stamped, addressed envelope to PO Box 480, Bendigo, VIC 3552 with a cheque crossed 'not negotiable' made payable to "Australian Friendly Society Ltd". Please note that we do not accept cash deposits.

Alternatively, applications may be lodged at the office of Australian Friendly Society, any Bendigo Bank branch or any office of Sandhurst Trustees.

**Queensland residents only** - Queensland state legislation (*Funeral Benefit Business Act 1982*) requires all "selling agents" of funeral bonds to provide clients with a Client Care Statement. We are not permitted to accept Bendigo Funeral Bond applications from Queensland residents without receiving a completed Client Care Statement. A Client Care Statement can be obtained by contacting the Society.

## Step 7

### Regular savings plan

If you wish to make regular contributions to your investment via deductions from your financial institution account, please read the Direct Debit Service Agreement (refer page 16-17) and complete the regular savings plan at step 7.

**Direct debit facilities are not available for lump sum payments.**

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# Bendigo Funeral Bond

## Application Form

Application Form No. 1

The Disclosure Document issued 1st April 2015 contains information about investing in this product and it is recommended that investors read the entire Disclosure Document before deciding to invest in this product.

**Please use BLOCK letters and complete all applicable pages of this form.**

### Step 1 Investor details (please ensure name and date of birth are those of the Bond applicants)

**Investor 1 – Unless the Bond is assigned to a funeral director, all correspondence will be forwarded to the mailing address of Investor 1. If the application form is signed under a Power of Attorney (POA), please provide Attorney's address in mailing address section.**

Title	<input type="text"/>	Surname	<input type="text"/>
Given Names	<input type="text"/>		
	<input type="text"/>	Date of Birth	<input type="text"/> / <input type="text"/> / <input type="text"/>
Address	<input type="text"/>		
Town/Suburb	<input type="text"/>	State	<input type="text"/> Postcode <input type="text"/>
Mailing Address	<input type="text"/>		
Town/Suburb	<input type="text"/>	State	<input type="text"/> Postcode <input type="text"/>
Phone (BH)	<input type="text"/>	Mobile	<input type="text"/>

**Investor 2 – for joint investors only.**

Title	<input type="text"/>	Surname	<input type="text"/>
Given Names	<input type="text"/>		
	<input type="text"/>	Date of Birth	<input type="text"/> / <input type="text"/> / <input type="text"/>
Address	<input type="text"/>		
Town/Suburb	<input type="text"/>	State	<input type="text"/> Postcode <input type="text"/>
Phone (BH)	<input type="text"/>	Mobile	<input type="text"/>

#### Note for joint applications

In applying for joint ownership of a Bond, the applicants should note that the Bond will mature upon the death of either of the applicants as selected by the surviving member in writing within 14 days of the date of death. The proceeds of the Bond will be applied towards the selected deceased's funeral expenses. The balance, if any, will be paid to the estate of that person (except where the Bond has been assigned to a funeral director).

### Step 2 Investment details

#### Investment Amount

I/We wish to invest into the Bond \$

plus the 2% contribution fee of \$

I enclose a cheque crossed 'not negotiable' and made payable to **'Australian Friendly Society Ltd'** being the total of the bond amount plus contribution fee (if applicable) and excluding the Travel Protection Plan.

in the amount of \$

**If your financial adviser wishes to waive the 2% contribution fee he/she must complete the Fee Waiver section. If the Fee Waiver section is not completed, a 2% contribution fee will be charged.**

#### Fee Waiver (Financial Advisers Only)

I, being the financial adviser as detailed on page 2 of this application form, request that the contribution fee of 2% be waived.

Financial Adviser's name

Financial Adviser's signature

### Step 3 Travel Protection Plan

If you wish to apply for the Travel Protection Plan as an optional benefit to your Bendigo Funeral Bond, please tick the box for your chosen cover.

**Single**  **Joint** **Total \$150.00** you must provide a separate cheque to the amount shown at Step 2 to obtain this product.

Note that **'Single'** Plans apply to individual Bonds and **'Joint'** Plans apply to joint Bonds. **If you select to take up this optional benefit, an additional cheque amount of \$150.00 will be payable in addition to the total amount shown under Step 2 above.** Please cross the cheque 'not negotiable' and make payment to the **'Australian Friendly Society Ltd'**. The Travel Protection Plan will not form part of your Bendigo Funeral Bond, but is instead a separate insurance.

**FINANCIAL ADVISER USE ONLY**

Name of Financial Adviser

Financial Advisor's Stamp

Name of Company

Phone

Fax

Email

**Step 4 Declaration and signatures**

Before signing this application form, applicants should read the entire Disclosure Document to which this application relates. By signing this application form, the applicant(s) acknowledge, declare and agree that:

- they have read the attached Disclosure Document and agree to be bound by the terms and conditions of the Disclosure Document and the Constitution of Australian Friendly Society. They understand that the maturity date of the Bond is the date of death of the applicant or in the case of joint applicants, the Bond will mature upon the death of either one of the applicants as selected by the surviving applicant and in both cases, subject to completion of the society's claim procedures;
- in the event that they effect more than one funeral bond or enter into additional bonds, the aggregate contributions do not and will not exceed the amount required to meet the cost of their funeral;
- **as an investor in the Bendigo Funeral Bond, that prior to their Bond maturing, they have no right to access the Bond benefits or surrender the proceeds of the Bond;**
- an investment into the Fund does not represent a deposit or other liability with Bendigo and Adelaide Bank, Sandhurst Trustees or any other entity in the Bendigo and Adelaide Bank Group;
- as with any investment contract, there are inherent risks in investing into the Fund and these risks are set out in the Disclosure Document;
- neither the repayment of capital, nor the investment performance of the Fund, including the declaration of bonuses is guaranteed by Bendigo and Adelaide Bank, Sandhurst Trustees or any other entity of the Bendigo and Adelaide Bank Group; and
- I/we consent to provide AFS with personal information and for AFS to collect, use, disclose and store personal information in accordance with the Privacy Disclosure Statement located on page A1 of this application form.

Investor 1 Signature

Date

 /  / 

Investor 2 Signature

Date

 /  / 

If joint investors are applying then both applicants are required to sign.

If you are signing the application form under a power of attorney, a certified copy of the power of attorney must be enclosed with the application form. **Please note the Society is unable to accept a photocopy of a certified document or a verified document.**

Please tick (✓) appropriate box.

I/We request a copy of the annual report (incorporating financial reports) of the Society be sent to us.  Email  Mail

I/We request copies of any notices of meeting of the Society be sent to us.  Email  Mail

Email

Step 5 Assigning your Bond to a funeral director

I/We in accordance with the Life Insurance Act 1995, and the Constitution of Australian Friendly Society, wish to assign this Bond to:

Assigned to

Name of Funeral Director [grid]

Phone (BH) [grid]

NOTE - An assignment transfers complete ownership to the funeral director. Should your circumstances necessitate a change in relation to the Assignee of your Bond (e.g. you move interstate), you will be required to obtain the funeral director's consent in writing before this Bond can be reassigned to another funeral director. All future notices will be forwarded to the specified funeral director. This assignment is not valid until registered by Australian Friendly Society. This assignment is subject to the Bond being issued. Assignors must be at least 16 years of age.

Acknowledgement of assignment - Investor 1, Investor 2 (if applicable) and Funeral Director signatures must be witnessed.

Investor 1 Signature [grid] Date [grid]

Investor 1 Witness Signature [grid] Date [grid]

Investor 2 Signature [grid] Date [grid]

Investor 2 Witness Signature [grid] Date [grid]

Funeral Director Signature [grid] Date [grid]

Funeral Director Witness Signature [grid] Date [grid]

If joint investors are applying then both applicants are required to sign. If you are signing the application form under a power of attorney, a certified copy of the power of attorney must be enclosed with the application form. Please note the Society is unable to accept a photocopy of a certified document, or a verified document.

AFS Use Only

Authorised Society Signature [grid] Date [grid]

AFS OFFICE USE ONLY
Policy Number [grid] Cheque Number [grid] Assignment Number [grid] Assignment Date [grid]

Step 6 Send your cheque and application form

Send your completed application form in the reply paid envelope or in a stamped, addressed envelope to PO Box 480, Bendigo, Vic 3552 with a cheque made payable to 'Australian Friendly Society Ltd' and crossed not negotiable. Alternatively, applications may be lodged at the office of Australian Friendly Society, any Bendigo Bank branch or any office of Sandhurst Trustees. Please note that we do not accept cash deposits.

Queensland residents only - Queensland state legislation (Funeral Benefit Business Act 1982) requires all "selling agents" of funeral bonds to provide clients with a Client Care Statement. We are not permitted to accept Bendigo Funeral Bond applications from Queensland residents without receiving a completed Client Care Statement. A Client Care Statement can be obtained by contacting the Society.

Dear Sir/Madam,

I authorise my monthly direct debit from my/our account detailed below to commence on the 15th day of the next month or to commence in the month of

**The Schedule – details of the account to be debited**

Name of Financial Institution

Address of Branch

Town/Suburb  State  Postcode

Account Name

Branch No. (BSB)  Account No.  (The account to be debited cannot be a credit or debit card number or account)  
(must complete all 6 digits) (must be no more than 9 digits)

I/We (Surname)

(Given Names)

I/We (Surname)

(Given Names)

Request and authorise the Australian Friendly Society Limited with user ID number 203654 to arrange, by its own financial institution, a debit to your nominated account any amount the Australian Friendly Society Limited, has deemed payable to you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated above and will be subject to the terms and conditions of the Direct Debit Service Agreement.

**Investment details**

I wish the total amount of my Bond to be \$

**Please note** that this amount includes any initial contribution (as per Step 2) or additional contributions and the contribution fee of 2% (if applicable) but excludes bonuses paid and the cost of the Travel Protection Plan if this option is chosen.

**Please debit \$  per month, including 2% contribution fee (if applicable) from the account detailed above.**

Please indicate if this amount includes a contribution fee Yes  No

**(Please note a minimum of \$42 per month. If a 2.00% contribution fee applies, the minimum is \$42.84.** Also you may not wish total contributions to exceed the social security threshold limit – if entitled to receive a means-tested pension or other Government benefit. Refer to page 12)

**The regular savings plan (Direct debit request) cannot be used for one-off transactions.**

By signing and/or providing us with a valid instruction in respect of your Direct Debit Request you have understood and agreed to the terms and conditions governing the debit arrangements between you and the Australian Friendly Society Limited as set out in this Request and in your Direct Debit Service Agreement.

Investor 1 Signature

Date  /  /

Investor 2 Signature

Date  /  /

To be signed by account holder(s) if different to investor

Date  /  /

If joint investors are applying then both applicants are required to sign.

If you are signing the application form under a power of attorney, a certified copy of the power of attorney must be enclosed with the application form. **Please note that the Society is unable to accept a photocopy of a certified document, or a verified document.**

**ALL SECTIONS MUST BE COMPLETED**



# Bendigo Funeral Bond

## Application Form

Application Form No. 2

The Disclosure Document issued 1st April 2015 contains information about investing in this product and it is recommended that investors read the entire Disclosure Document before deciding to invest in this product.

**Please use BLOCK letters and complete all applicable pages of this form.**

### Step 1 Investor details (please ensure name and date of birth are those of the Bond applicants)

**Investor 1 – Unless the Bond is assigned to a funeral director, all correspondence will be forwarded to the mailing address of Investor 1. If the application form is signed under a Power of Attorney (POA), please provide Attorney's address in mailing address section.**

Title	<input type="text"/>	Surname	<input type="text"/>
Given Names	<input type="text"/>		
	<input type="text"/>	Date of Birth	<input type="text"/> / <input type="text"/> / <input type="text"/>
Address	<input type="text"/>		
Town/Suburb	<input type="text"/>	State	<input type="text"/>
	<input type="text"/>	Postcode	<input type="text"/>
Mailing Address	<input type="text"/>		
Town/Suburb	<input type="text"/>	State	<input type="text"/>
	<input type="text"/>	Postcode	<input type="text"/>
Phone (BH)	<input type="text"/>	Mobile	<input type="text"/>

**Investor 2 – for joint investors only.**

Title	<input type="text"/>	Surname	<input type="text"/>
Given Names	<input type="text"/>		
	<input type="text"/>	Date of Birth	<input type="text"/> / <input type="text"/> / <input type="text"/>
Address	<input type="text"/>		
Town/Suburb	<input type="text"/>	State	<input type="text"/>
	<input type="text"/>	Postcode	<input type="text"/>
Phone (BH)	<input type="text"/>	Mobile	<input type="text"/>

#### Note for joint applications

In applying for joint ownership of a Bond, the applicants should note that the Bond will mature upon the death of either of the applicants as selected by the surviving member in writing within 14 days of the date of death. The proceeds of the Bond will be applied towards the selected deceased's funeral expenses. The balance, if any, will be paid to the estate of that person (except where the Bond has been assigned to a funeral director).

### Step 2 Investment details

#### Investment Amount

I/We wish to invest into the Bond \$

plus the 2% contribution fee of \$

I enclose a cheque crossed 'not negotiable' and made payable to **'Australian Friendly Society Ltd'** being the total of the bond amount plus contribution fee (if applicable) and excluding the Travel Protection Plan.

in the amount of \$

**If your financial adviser wishes to waive the 2% contribution fee he/she must complete the Fee Waiver section. If the Fee Waiver section is not completed, a 2% contribution fee will be charged.**

#### Fee Waiver (Financial Advisers Only)

I, being the financial adviser as detailed on page 2 of this application form, request that the contribution fee of 2% be waived.

Financial Adviser's name

Financial Adviser's signature

### Step 3 Travel Protection Plan

If you wish to apply for the Travel Protection Plan as an optional benefit to your Bendigo Funeral Bond, please tick the box for your chosen cover.

**Single**  **Joint** **Total \$150.00** you must provide a separate cheque to the amount shown at Step 2 to obtain this product.

Note that **'Single'** Plans apply to individual Bonds and **'Joint'** Plans apply to joint Bonds. **If you select to take up this optional benefit, an additional cheque amount of \$150.00 will be payable in addition to the total amount shown under Step 2 above.** Please cross the cheque 'not negotiable' and make payment to the **'Australian Friendly Society Ltd'**. The Travel Protection Plan will not form part of your Bendigo Funeral Bond, but is instead a separate insurance.

**FINANCIAL ADVISER USE ONLY**

Name of Financial Adviser

Financial Advisor's Stamp

Name of Company

Phone

Fax

Email

**Step 4 Declaration and signatures**

Before signing this application form, applicants should read the entire Disclosure Document to which this application relates. By signing this application form, the applicant(s) acknowledge, declare and agree that:

- they have read the attached Disclosure Document and agree to be bound by the terms and conditions of the Disclosure Document and the Constitution of Australian Friendly Society. They understand that the maturity date of the Bond is the date of death of the applicant or in the case of joint applicants, the Bond will mature upon the death of either one of the applicants as selected by the surviving applicant and in both cases, subject to completion of the society's claim procedures.;
- in the event that they effect more than one funeral bond or enter into additional bonds, the aggregate contributions do not and will not exceed the amount required to meet the cost of their funeral;
- **as an investor in the Bendigo Funeral Bond, that prior to their Bond maturing, they have no right to access the Bond benefits or surrender the proceeds of the Bond;**
- an investment into the Fund does not represent a deposit or other liability with Bendigo and Adelaide Bank, Sandhurst Trustees or any other entity in the Bendigo and Adelaide Bank Group;
- as with any investment contract, there are inherent risks in investing into the Fund and these risks are set out in the Disclosure Document;
- neither the repayment of capital, nor the investment performance of the Fund, including the declaration of bonuses is guaranteed by Bendigo and Adelaide Bank, Sandhurst Trustees or any other entity of the Bendigo and Adelaide Bank Group; and
- I/we consent to provide AFS with personal information and for AFS to collect, use, disclose and store personal information in accordance with the Privacy Disclosure Statement located on page A1 of this application form.

Investor 1 Signature

Date

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Investor 2 Signature

Date

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Please tick ( ✓ ) appropriate box.

I/We request a copy of the annual report (incorporating financial reports) of the Society be sent to us.  Email  Mail

I/We request copies of any notices of meeting of the Society be sent to us.  Email  Mail

Email

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Assigned to

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Phone (BH) [grid]

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Acknowledgement of assignment - Investor 1, Investor 2 (if applicable) and Funeral Director signatures must be witnessed.

Investor 1 Signature [grid] Date [grid]

Investor 1 Witness Signature [grid] Date [grid]

Investor 2 Signature [grid] Date [grid]

Investor 2 Witness Signature [grid] Date [grid]

Funeral Director Signature [grid] Date [grid]

Funeral Director Witness Signature [grid] Date [grid]

If joint investors are applying then both applicants are required to sign. If you are signing the application form under a power of attorney, a certified copy of the power of attorney must be enclosed with the application form. Please note the Society is unable to accept a photocopy of a certified document, or a verified document.

AFS Use Only

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AFS OFFICE USE ONLY
Policy Number [grid] Cheque Number [grid] Assignment Number [grid] Assignment Date [grid]

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(must complete all 6 digits) (must be no more than 9 digits)

I/We (Surname)

(Given Names)

I/We (Surname)

(Given Names)

Request and authorise the Australian Friendly Society Limited with user ID number 203654 to arrange, by its own financial institution, a debit to your nominated account any amount the Australian Friendly Society Limited, has deemed payable to you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated above and will be subject to the terms and conditions of the Direct Debit Service Agreement.

**Investment details**

I wish the total amount of my Bond to be \$

**Please note** that this amount includes any initial contribution (as per Step 2) or additional contributions and the contribution fee of 2% (if applicable) but excludes bonuses paid and the cost of the Travel Protection Plan if this option is chosen.

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Investor 1 Signature

Date  /  /

Investor 2 Signature

Date  /  /

To be signed by account holder(s) if different to investor

Date  /  /

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