



Combined Financial Services Guide and Product Disclosure Statement

Lutheran Laypeople's League of Australia Limited

ABN 25 044 678 441
AFSL 329339

Product Disclosure Statement

Non-Cash Payment Facilities

Effective Date 16 December 2025

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1. Introduction and Issuer Contact Details

This Product Disclosure Statement (**PDS**) is issued by Lutheran Laypeople's League of Australia Limited ABN 25 044 678 441 AFSL 329 339, referred to in this document as **LLL, LLL Australia, we, us** and **our**. Other words in this document that appear with a capital letter are defined in the Definitions section.

This PDS describes the Non-Cash Payment Facility (**NCPF**) products that we offer. Those products are only available in connection with, and support the use of, our Instant Access and Notice of Withdrawal Facilities (where held by Associates) which are governed by the LLL Facility Terms and Conditions. This PDS sets out your rights and obligations in relation to the Non-Cash Payment Facilities and will help you decide whether they will meet your needs. You should read this PDS and the FSG provided in combination with this PDS before making a decision to acquire this product. Our NCPF products are only available to Associates.

To apply for a Non-Cash Payment Facility, please select this option when completing your application form for an LLL Facility (available at www.lll.org.au).

Keep a copy of this document so that you can refer to it when needed. You may also obtain a copy from our website. The LLL Facility Terms and Conditions are incorporated by reference in various parts of this PDS and are available at www.lll.org.au or on request from LLL.

Should you wish to obtain any more information about this PDS, please contact us using the details below:

Website: www.lll.org.au

Telephone: 1800 556 457 (Toll Free) or 08 8360 7200

Email: lll@lll.org.au

Mail: PO Box 45, North Adelaide SA 5006

Office: 175 Archer St, North Adelaide SA 5006

Business Hours: Mon to Fri 9:00am to 4:30pm (South Australia time)

2. Key Features

A non-cash payment is a payment made by means other than the physical delivery of cash (i.e., coins or notes). A Non-Cash Payment Facility is a facility that makes non-cash payments. Our Non-Cash Payment Facility is provided in connection with the Instant Access and Notice of Withdrawal Facilities and in part through our LLL app and LLL Online functionality for Instant Access Facilities. The key features of our NCPF (when combined with LLL app or LLL Online for Instant Access Facilities) include the ability to:

- View your Instant Access or Notice of Withdrawal Facility balance and interest at a glance (in addition to other Facilities).
- Transfer funds from an Instant Access or Notice of Withdrawal Facility to other LLL Facilities and to other Financial Institutions including through Internal Transfers and External Transfers including Standard Transfers and Faster Payments.
- Arrange direct debit transfers into your Instant Access or Notice of Withdrawal Facility.

- Make BPAY®¹ Payments from your Instant Access Facility.
- Manage Payment Agreements.
- Schedule single or recurring future Payment requests from your Instant Access Facility.
- Request a cheque.

Our LLL app and LLL Online services have One Time Password security protection. Our Non-Cash Payment Facility is only available to Associates where acquired and operated in conjunction with an Instant Access or Notice of Withdrawal Facility.

3. Significant Benefits

The benefits of LLL's Non-Cash Payment Facilities include:

- **Ability to transfer:** The ability to transfer and transact on your Instant Access or Notice of Withdrawal Facility through means other than cash withdrawals or redemptions to a single ADI account in your own name.
- **Flexibility and convenience:** For Instant Access Facilities, you are able to send Payment instructions electronically (if you have access to LLL Online or LLL app) outside business hours using the Payment facilities applicable to your Instant Access Facility.
- **Security:** Although not without risk, use of available Payment facilities may reduce the risks associated with loss or theft of cash.
- **Efficiency:** Non-Cash Payment Facilities may provide a more efficient way for you to make Payments when compared to cash.

4. Significant Risks

The risks associated with LLL's Non-Cash Payment Facilities include:

- **Continuity of service:** Disruption to technology and/or telecommunications systems may affect your ability to access LLL Online and/or LLL app and therefore, access the NCPF options for Instant Access Facilities.
- **Security of information:** We cannot warrant that data you transmit using your device via LLL Online and/or LLL app will be totally secure.
- **Risk of Unauthorised Access:** There is a risk that people may gain unauthorised access to your Facility and perform unauthorised transactions on your Facility using NCPF functionality. This is particularly so if your means to access LLL Online and/or LLL app is lost or stolen e.g., your Login ID, or Password. You may be able to reduce this risk by taking appropriate steps to protect the security of your means to access the LLL Online and/or LLL app and by regularly checking your transaction history and notifying us of any errors or unauthorised transactions. You should ensure you have appropriate security protection for any electronic device you use to access LLL Online or LLL app. This includes using up-to-date operating systems and appropriate anti-virus software.
- **System risk:** There is a risk that LLL Online and/or LLL app will not process Payments in accordance with your directions or expected standards due to technical failure.
- **Future Payments:** Cancelling future Payments, including direct debits, is your responsibility. If you fail to cancel your future dated Payments or ongoing direct debit arrangement where you do not want the Payments to be made, it may result in ongoing Payments.
- **Payment failure:** If you have insufficient funds in your Facility, or your Facility does not allow the particular payment type, the Payment may not be made. Where you provide instructions to

¹ © Registered to BPAY Pty Ltd ABN 69 079 137 518

make a Payment to an external party, including a Financial Institution, there is a risk that Payment may not be made due to issues related to third-party systems or processes that are outside of our control and yours.

5. Definitions

The following terms have the meaning defined below in this PDS:

Associate has the same meaning as defined in the LLL Facility Terms and Conditions.

Authorised Signatory means you and any person authorised as a signatory in relation to a Facility.

Authorised User means any person that has been authorised by an Authorised Signatory to access a Facility using LLL Online.

Biller means businesses that have an association to BPAY so that they can receive BPAY Payments through the use of a Biller code and customer reference number.

BPAY means the BPAY Payments service operated by BPAY Pty Ltd ABN 69 079 137 518, which enables you to effect bill payments to Billers who participate in BPAY.

BPAY Payment means a Payment effected through BPAY.

Business Day means a day that is not a Saturday, Sunday or public holiday in South Australia.

Charitable Facility means a charitable Facility with us to which LLL Facility Terms and Conditions apply. This Facility is a non-interest-bearing Notice of Withdrawal Facility.

Child means a person under the age of 18 years.

Confirmation of Payee means the service by which a payer may confirm the account or Facility name of a BSB and account or Facility number for the purpose of making a payment. It is designed to help payers avoid scams or mistaken payments.

Direct Debit has the meaning given to the term “Direct Debit Request” in the bulk electronic clearance system (BECS) procedures published by Australian Payments Network Limited and available through auspaynet.com.au.

External Transfer means a transfer of funds initiated by an Authorised User using LLL Online, LLL app or by request to an account at another Financial Institution.

Facility means an Instant Access Facility, Term Investment Facility or a Notice of Withdrawal Facility or a loan facility whether individually or in combination, with us.

Faster Payment means a basic single credit transfer cleared and settled via the NPP. A Faster Payment is an NPP Payment.

Financial Institution means a bank, credit union, building society or other institution through which parties may make or receive Payments into an account or facility within Australia.

FSG means the Financial Services Guide provided in combination with this PDS.

Instant Access Facility means an instant access Facility with us to which LLL Facility Terms and Conditions apply.

Internal Transfer means a transfer of funds to another LLL Facility.

Joint Facility means a Facility with more than one holder.

LLL, LLL Australia, we, us, our means Lutheran Laypeople's League of Australia Limited ABN 25 044 678 441 AFSL 329 339 trading as LLL Australia.

LLL app means the app (called 'LLL Australia') we make available to be downloaded by LLL Online customers from the App Store or Google Play store².

LLL Facility Terms and Conditions means the terms and conditions titled Terms and Conditions for LLL Investments that apply to the Facilities issued by us as updated from time to time.

LLL Online means the access facility we make available to our investors to access their Facility or Facilities online.

Login Authentication means a PIN, Pattern or Touch ID/Facial Recognition ID used to securely log into LLL app.

Login ID means the login identification issued by us and/or selected by you to access LLL Online.

Mandate Management Service means the central, secure database of Payments Agreements operated by NPP Australia Limited

Maturity Date means the last date of the nominated or agreed term that applies to a Term Investment Facility.

Merchant means a merchant with which you have established, or would like to establish, a Payment Agreement.

Migrated DDR Mandates means a Payment Agreement that a Merchant or Payment Initiator who has an existing Direct Debit arrangement with you has established in order to process payments under that arrangement via NPP rather than BECS.

Misdirected Payment means a payment processed through the NPP that is initiated by a payer using a PayID which is directed to an incorrect Facility because the information relating to the PayID in the PayID Service has not been correctly registered or maintained.

Mistaken Internet Payment means a payment initiated by a payer, who is a 'user' for the purposes of the ePayments Code, through a 'pay anyone' LLL Online facility or which is processed through the NPP and which, as a result of the payer's error, is directed to the wrong Facility, but does not include BPAY Payments.

Non-Cash Payment Facility or **NCPF** means a non-cash payment facility made available pursuant to the terms contained in this PDS.

Notice of Withdrawal Facility means a notice of withdrawal Facility, including a Charitable Facility, with us to which LLL Facility Terms and Conditions apply.

NPP means the New Payments Platform operated by or for NPP Australia Limited.

NPP Payments means electronic payments cleared and settled by participating financial institutions via the NPP.

² App Store is a service mark of Apple Inc. Google Play™ store and Android are trademarks of Google LLC

One Time Password means a single use password we send to you by SMS to your registered mobile phone number or that you generate using a security token that has been linked to your Login ID.

Organisation ID means an identifier for an investor that is a business investor or organisation, constructed by us for use as a PayID.

Password means the code and/or series of characters issued by us and/or selected by you to access LLL Online.

PayID³ means the identifier used to receive or send Payments through the NPP to or from a Facility.

PayID Name means the name registered with a PayID in the PayID Service to identify who the PayID belongs to.

PayID Service means the central payment addressing service component of the NPP which is available for addressing Payments through the NPP.

PayID Type means the type of identifier used as a PayID (for example, a mobile phone number, email address, Australian business number (ABN) or Organisation ID).

Payment means electronic payment cleared and settled by participating financial institutions.

Payment Agreement means an agreement established by you and an approved Merchant or Payment Initiator, by which you authorise us to make payments from your Facility.

Payment Initiator means an approved payment service provider who, whether acting on behalf of you or a Merchant, is authorised by you to initiate payments from your Facility.

PayTo[®] means the service which enables us to process NPP Payments from your Facility in accordance with and on the terms set out in a Payment Agreement you have established with a Merchant or Payment Initiator that subscribes to the service.

PayTo Intellectual Property means all intellectual property related to PayTo including but not limited to the PayTo trademarks and all documentation.

PDS means this Product Disclosure Statement.

Standard Transfer means a transfer cleared and settled by direct entry through the Bulk Electronic Clearing System (BECS) administered by Australian Payments Network Limited.

Term Investment Facility means a term investment facility to which LLL Facility Terms and Conditions apply.

Transfer In means a direct debit into a Facility initiated by you using LLL Online from a Financial Institution.

you and **your** means the facility holder of a Facility, whether that be an individual or business, who has access to the NCPF provided under this PDS and in the case of a Joint Facility means each facility holder jointly and severally.

³ PayID and PayTo are registered trademarks of NPP Australia Limited.

6. Fees and Charges (including changes to Fees and Charges)

We do not apply any fees, charges or costs in relation to the use of our NCPF. However, we may pass on to you, and debit to your Facility, any applicable government taxes.

We may vary or introduce new fees and charges that apply to a Facility or the Non-Cash Payment Facility by giving you notice at least 30 days before the change takes effect by publishing it on our website. If any other method of notification is required by law, we will provide that notice in addition to publishing it on our website.

7. Changes to other terms in this PDS

In addition to our rights to change fees and charges, we may change other terms in this PDS and any transaction limits applicable to your Facilities by giving you notice of the change (at least 30 days prior notice if the change is unfavourable to you, provided that we may give shorter prior notice if it is reasonable for us to do so to manage a material and immediate risk).

8. Cooling Off Period and Closure

There is no cooling-off period that applies to acquiring a Non-Cash Payment Facility.

You or we may cancel or terminate your Non-Cash Payment Facility by closing your Instant Access Facility or Notice of Withdrawal Facility in accordance with the closure process contained in the section titled "Closing Facilities" in the LLL Facility Terms and Conditions. Where you cease to hold an Instant Access Facility or Notice of Withdrawal Facility or cease to be an Associate, your Non-Cash Payment Facility will also cease to be available.

9. Privacy

We manage personal information in accordance with the Privacy Act and our Privacy Policy available at www.lll.org.au. For further information on how we manage personal information, please refer to the section titled "Privacy" in the LLL Facility Terms and Conditions.

10. Remuneration, Commissions and other Benefits

For further information on the Remuneration, Commissions and other Benefits we may receive, please refer to the section with the same title contained on page 3 of the FSG provided in combination with this PDS.

11. Identification and verification

We are required to verify your identity before accepting instructions in regard to a Non-Cash Payment Facility and your use of it in relation to your Facility. The terms outlined in the section titled "Identification and Verification" in the LLL Facility Terms and Conditions apply to your use of the Non-Cash Payment Facility which is also for the purpose of those terms a use of your Instant Access Facility. Those terms form part of this PDS.

12. Signing authority and Authorised Signatories

Only those who have signing authority as a Facility holder or Authorised Signatory for a Facility can provide instructions in relation to the Non-Cash Payment Facility. The terms outlined in the section titled "Signing Authority" and "Authorised Signatory" in the LLL Facility Terms and Conditions under

"Signing Authority" and "Authorised Signatory" apply to your use of the Non-Cash Payment Facility and form part of this PDS.

13. Anti-Money Laundering (AML) and Counter Terrorism Financing (CTF) requirements

The terms outlined in the section titled "Anti-Money Laundering (AML) and Counter Terrorism Financing (CTF) requirements" in the LLL Facility Terms and Conditions apply to your use of the Non-Cash Payment Facility and form part of this PDS.

14. LLL Online

LLL Online provides online access to your Facility. Except as noted below, payment services can be performed for Instant Access Facilities only.

A Facility is required to enable LLL Online access. If you already have a Facility, you can register for LLL Online by contacting us. Approval as an Authorised User of LLL Online is at our discretion.

Each of the terms outlined in the section titled "LLL Online" in the LLL Facility Terms and Conditions apply to your use of LLL Online in relation to your Non-Cash Payment Facility for your Facilities and form part of this PDS. In addition to the features outlined in the LLL Facility Terms and Conditions, where you hold a NCPF under this PDS, you can use LLL Online in relation to your Instant Access Facility (depending on the type of access provided to the Authorised User) to manage NPP PayTo Agreements and to undertake the following Payment types:

- Internal Transfers
- External Transfers
- Transfer In
- BPAY Payments
- Future Payment requests
- Cheque requests
- NPP Payments

Also, you can use LLL Online in relation to your Notice of Withdrawal Facility to undertake the Transfer In and to view Future Payment requests.

Otherwise, these payment features are not available in relation to Term Investments or the Notice of Withdrawal Facilities.

15. LLL app (Instant Access Facilities Only)

LLL app is designed specifically for mobile devices and offers a fast, simple and convenient mobile online experience.

LLL app is not a stand-alone product. It is an additional feature of LLL Online and is only available to LLL customers who have registered for LLL Online. You must log into LLL Online and change the initial Password provided by us before you can access LLL app. Each of the terms outlined in the section titled "LLL app" in the LLL Facility Terms and Conditions apply to your use of LLL app in relation to your Non-Cash Payment Facility for your Instant Access Facility and form part of this PDS. In addition to the features outlined in the LLL Facility Terms and Conditions, where you hold a NCPF under this

PDS, you can also use LLL app in relation to your Instant Access Facility (depending on the type of access provided to an Authorised User) to:

- transfer money between your facilities,
- pay your bills using BPAY,
- make internal transfers to other LLL customers, and
- make transfers to another Financial Institution.

These features are not available in relation to Term Investments or the Notice of Withdrawal Facilities and are only available for Instant Access Facilities.

Not all LLL Online services and features are available on LLL app. The features available to you in LLL app, the way in which you can access and use LLL app and the transactions and actions you can conduct using LLL app may differ depending on the access you are granted and may change from time to time without notice to you.

LLL Online daily Payment limits will apply.

Any conditions of use relating to a device or the use of any telecommunications network to access LLL app are your responsibility.

Changes to these LLL app Terms

We may change the functionality or terms that apply to LLL app at any time by giving you notice of the change (at least 30 days prior notice if the change is unfavourable to you). We will notify you of any changes via publication on the LLL website. We may also notify you of any changes by notice to you via your mobile device or the App Store or Google Play store.

16. LLL Online Payments (Instant Access Facilities Only)

The types of Payments outlined above at clause 14 may be conducted using a Non-Cash Payment Facility on Instant Access Facilities using LLL Online.

17. Payments General Provisions

Payments cannot be performed on certain Facility types or may only be allowed at our discretion.

When providing access to a NCPF through LLL Online, we utilise other Financial Institutions to effect External Transfers through different payment systems and channels.

If you instruct us to make a Payment and it is possible to effect it using more than one payment system or channel (for example to send it as a Standard Transfer or as a Faster Payment) we may choose which payment channel we use to send the Payment or we may give you an option.

You must ensure there are sufficient cleared funds in a Facility to be able to facilitate a Payment.

The amount of the Payment will need to be within the daily Payment limit set for the Facility.

If you instruct us to make more than one Payment from your Facility on a given day, we will determine the order in which the Payments are made unless we have agreed otherwise with you.

When we effect a Payment on your behalf we are not acting as a service provider only, and not as your agent or the agent of the payee to whom the Payment is directed.

In order to make a Payment, you will need to provide us with all the information we reasonably request including the payee account details that you are transferring to, being either:

- the BSB and account number; or
- a PayID that has been created for the account (for LLL Online Payments).

You acknowledge that we are not required to make or process a Payment if you do not give us all the required information or the information that you give us is inaccurate or incomplete.

Payments using a BSB and account number

You must ensure that any BSB and account number you provide to us in relation to a Payment is correct. The Confirmation of Payee service may provide you with a view on the likelihood that the account name you enter matches the account. If the Confirmation of Payee service response indicates that the details do not look right, you should check the account details with the intended recipient before proceeding with the payment. You may suffer a loss if a Payment is sent to the wrong account as a result of you giving us incorrect details (see Mistaken Internet Payments below for more information). We will not be responsible or liable to you for any loss you suffer as a result of you telling us the wrong BSB or account number for a Payment.

You must not misuse the Confirmation of Payee service in breach of the terms and conditions contained in this PDS. We may limit or suspend your use if we believe it is reasonably necessary to protect you or us from possible fraudulent activity, scams or other activities that might cause you or us to lose money.

Payments using a PayID

If you instruct us to make a Payment using a PayID and we display the PayID Name registered to that PayID to you, you must ensure that the name reasonably represents the intended recipient before you confirm your instruction. You must cancel the instruction if the PayID Name that we display to you is not the intended recipient. We will not be responsible or liable to you for any loss you suffer as a result of you providing to us the wrong PayID or confirming the Payment where the PayID Name we display to you does not represent the intended recipient.

Faster Payments and Payments using PayID may not always be available. When this is the case, LLL Online will revert to Standard Transfers using a BSB and account number only.

Payment descriptions

Where we allow you to provide one, you must ensure that any Payment reference or description you provide does not contain, reference or link to:

- any swearing, profanity, offensive, discriminatory, threatening or abusive content;
- any information that is confidential or must be kept secret;
- sensitive personal information of any person (including information or an opinion about a person's racial or ethnic origin, political opinions or membership of a political association, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information);
- anything which infringes the intellectual property rights of any person; or
- anything which is illegal or seeks to promote illegal activity.

Where we consider it appropriate to do so, we may disclose the information you include in a Payment reference or description to appropriate law enforcement authorities or, in the case of personal information about another person, to the person the personal information relates to.

For Payments that are regularly made, an Authorised User can save the details of the Payment as a 'personal payee', to save having to re-enter the details each time the Payment is made. You must still check the details each time a Payment is made.

Payments processing

Once you have requested a Payment the timing of the availability of these funds may vary depending upon when the Payment was made, to whom it was made and the payment system or channel it was processed through.

Payments made after our cut off time, on a weekend or a national public holiday may not be made until the next Business Day.

Contact us for the current cut off times for Payments.

For Payments sent as Standard Transfers, you should allow up to two Business Days for these funds to reach their destination. Faster Payments should occur in near real time.

Please contact us if you are unsure about when an External Transfer may be available as cleared funds.

Delays

Although we will endeavour to process your request in a timely manner, we shall not incur any liability by reason of delays or late Payments to the extent caused by matters beyond our reasonable control and not caused by the negligence, fraud or misconduct of us, our employees or agents or any receiver appointed by us. Advise us if you become aware of any delays.

Delays may occur in processing Payments for various reasons such as where:

- we experience a service disruption which prevents us from processing transactions;
- we are required to delay processing a transaction in compliance with any applicable laws (including any laws related to anti-money laundering and sanctions);
- you fail to comply with your obligations under the Terms contained in this PDS and that failure poses a not insignificant risk to us or you;
- the Financial Institution at which the payee account is held or the relevant account holder fails to comply with their obligations or is experiencing a services disruption which prevents them from processing transactions; or
- we delay processing of the Payment to investigate and review it to ensure it is not fraudulent, illegal or improper or to confirm that it has been properly authorised by you.

Also, we may hold, stop or reverse a Payment where we have a reasonable basis for doing so. In such circumstances we will contact you and inform you if the Payment request has been cancelled. In assessing your Payment, we may also be required to collect and verify certain personal and transactional information under anti-money laundering and counter-terrorism laws and regulations.

Payment errors and issues

You are responsible for checking your Facility transaction details and statements to ensure that Payments have been made correctly. If you believe a transaction is wrong or unauthorised you must tell us immediately.

You should contact us as soon as possible during business hours if you become aware that you may have made a mistake when making a Payment, if you did not authorise a Payment that has been made from your Facility, or there are any other problems.

If you instruct us to make a Payment and you later discover that:

- the amount you told us to pay was greater than the amount you needed to pay, you must contact the recipient to obtain a refund of the excess. If we processed the Payment as a Faster Payment, we may be able to request that the funds, or just the overpaid amount, be returned on your behalf if you ask us to do so. However, the amount will not be returned to you unless the recipient consents to their Financial Institution returning the funds; or
- the amount you told us to pay was less than the amount you needed to pay, you can make another Payment for the difference between the amount actually paid to the recipient and the amount you needed to pay.

You should notify us immediately if you think that:

- you have made another type of mistake when making a Payment;
- you did not authorise a Payment that has been debited to your Facility or you think a Payment has not been processed in accordance with your instructions;
- you become aware that a Payment made using a PayID from your Facility was directed to an incorrect recipient; or
- you were fraudulently induced to make a Payment.

Where we consider it appropriate, and we are reasonably able to do so, we may request that the Financial Institution to whom the funds were transferred return the funds to us, on your behalf. However, this is not always possible.

Where a Payment is returned to us by another Financial Institution, we will credit the funds to your Facility and make them available to you as soon as practicable.

You indemnify us against, and will be liable to us for, any direct or indirect loss, damage, charge, expense, fee or claim we may suffer or incur as a result of the return of funds to us where we have requested that a Payment be returned on your behalf. We may debit any such loss, damage or cost to any of your Facilities.

18. Internal Transfers, Standard Transfers and Faster Payments

Internal Transfers to Facilities held by other investors, External Transfers and Standard Transfers are all subject to the terms of this PDS and may be made in person at our office or by sending a withdrawal form to us. These types of transfers may also be made via LLL Online for Instant Access Facilities. You will need to provide the BSB and account/Facility numbers of the receiving account/Facility.

Faster Payments may be made by LLL Online. Refer to the section "LLL Online Payments" and "Payments General Provisions" above for further details.

We will be under no obligation to make a transfer if your Instant Access Facility has insufficient available funds and/or the transaction contravenes the conditions that apply to the operation of your Instant Access Facility.

19. Transfer In

To facilitate a Transfer In from your nominated account with an external Financial Institution you need to execute a direct debit request by contacting us. By providing us with your instructions and

authority you authorise and enable us to debit funds from your nominated account at another Financial Institution and credit your Facility using the Transfer In function.

When you request a Transfer In to occur, there may be a clearance period of up to three days before you can access these funds.

You should ensure you have sufficient cleared funds in your other Financial Institution's account when you instigate the Transfer In otherwise the Transfer In may be rejected by the other Financial Institution.

20. Cheque requests

If you request an LLL cheque via LLL Online, it will be drawn as soon as practicable directly from your Facility when requested. Where you request a cheque, the terms in the sub-sections "Cheque Withdrawals" under the sections "Withdrawals from Instant Access Facilities" and "Withdrawals from Notice of Withdrawal Facilities" in the LLL Facility Terms and Conditions will apply to the request and form part of this PDS.

21. BPAY Payments (Instant Access Facilities Only)

We are a scheme member of the BPAY Scheme and subscribe to the BPAY Payments service which enables us to offer BPAY Payments. We will tell you if we are no longer a member of BPAY. BPAY Payments are only available in connection with Instant Access Facilities.

BPAY Payments is an electronic payments service through which you can ask us to make bill payments on your behalf to organisations (Billers) who tell you that you can make payments to them through the BPAY Payments service.

You will need to provide the following accurate information so that we can process a BPAY Payment:

- Biller code;
- customer reference number;
- details of the Facility from which you would like us to make the BPAY® Payment;
- amount of the BPAY Payment to be made; and
- date on which the BPAY Payment is to be made.

If we are advised that a BPAY Payment cannot be processed by a Biller, we will advise you of this, credit your Facility the amount of the BPAY Payment and take all reasonable steps to assist you in making the BPAY Payment as quickly as possible.

You should notify us immediately if you become aware that you may have made a mistake (except when you make an underpayment) when instructing us to make a BPAY Payment, or if you did not authorise a BPAY Payment that has been made from your Facility. We will not accept an order to stop a BPAY Payment once you have instructed us to make it.

Subject to transaction cut off times Billers who participate in BPAY Payments have agreed that a BPAY Payment you make will be treated as received by the Biller to whom it is directed:

- on the date you make that BPAY Payment, if you tell us to make the BPAY payment before our transaction cut off time on a Business Day; or
- on the next Business Day, if you tell us to make a BPAY Payment after our transaction cut off time on a Business Day, or on a day that is not a Business Day.

A delay may occur in processing a BPAY Payment where:

- there is a public holiday on the day after you tell us to make a BPAY Payment;
- you tell us to make a BPAY Payment either on a day which is not a Business Day or after the transaction cut off time on a Business Day;
- another Financial Institution participating in BPAY Payments does not comply with any applicable obligations relating to BPAY Payments; or
- a Biller fails to comply with any applicable obligations relating to BPAY Payments.

While it is expected that any delay in processing a BPAY Payment for any reason set out above will not continue for more than one Business Day, any such delay may continue for a longer period.

BPAY mistaken payment

A BPAY Payment is generally irrevocable except if it is a mistaken BPAY Payment caused by us.

If you are responsible for a mistaken BPAY Payment, and we cannot recover the amount from the Biller who received it within 20 Business Days of us attempting to do so, you will be liable for that BPAY Payment.

You acknowledge that the receipt by a Biller of a mistaken or erroneous payment does not or will not constitute under any circumstances part or whole satisfaction of any underlying debt owed between you and the Biller.

Biller consent

If a BPAY Payment is made in accordance with a BPAY Payment direction, which appeared to us to be from you or on your behalf but for which you did not give authority, we will credit your Facility with the amount of that unauthorised BPAY Payment. However, you must pay us the amount of that unauthorised BPAY Payment if:

- we cannot recover within 20 Business Days of us attempting to do so that amount from the person who received it, and;
- the BPAY Payment was made as a result of a payment direction, which did not comply with our prescribed security procedures for such payment directions.

If we are able to recover part of the amount of that payment from the person who received it, you must only pay us the amount of that BPAY Payment that we are not able to recover.

Except where a BPAY Payment is a BPAY mistaken payment, BPAY unauthorised payment or BPAY fraudulent payment, BPAY Payments are irrevocable. No refunds will be provided through BPAY Payments where you have a dispute with the Biller about any goods or services you may have agreed to acquire from the Biller. Any dispute must be resolved with the Biller.

BPAY unauthorised payment

If you tell us that a BPAY Payment made from your Facility is unauthorised you must provide us with written consent addressed to the Biller who received that BPAY Payment. If you do not give us that consent, the Biller may not be permitted under law to disclose to us the information we need to investigate or rectify that BPAY Payment.

22. PayID

Please refer to the terms contained in the section titled "PayID" of the LLL Facility Terms and Conditions. Those terms govern the creation and use of PayID in relation to your Facilities and to the extent that they may apply to the Non-Cash Payment Facility form part of this PDS.

23. NPP PayTo (Instant Access Facilities Only)

Creating a Payment Agreement

PayTo allows payers to establish and authorise Payment Agreements with Merchants or Payment Initiators who offer PayTo as a payment option. PayTo is only available in connection with Instant Access Facilities.

If you elect to establish a Payment Agreement with a Merchant or Payment Initiator that offers PayTo payment services, you will be required to provide the Merchant or Payment Initiator with your personal information including BSB/Facility number or PayID. You are responsible for ensuring the correctness of the Facility number or PayID you provide for the purpose of establishing a Payment Agreement. Any personal information or data you provide to the Merchant or Payment Initiator will be subject to their own privacy policy and terms and conditions.

Payment Agreements must be recorded in the Mandate Management Service in order for NPP Payments to be processed in accordance with them. The Merchant or Payment Initiator is responsible for creating and submitting a record of each Payment Agreement to their financial institution or payments processor for inclusion in the Mandate Management Service. The Mandate Management Service will notify us of the creation of any Payment Agreement established using your Facility or PayID details.

We will notify you of the creation of the Payment Agreement via LLL Online and provide details of the Merchant or Payment Initiator named in the Payment Agreement, the payment amount and payment frequency (if these are provided) to seek your confirmation of the Payment Agreement. You may confirm or decline any Payment Agreement presented for your approval. If you confirm, we will record your confirmation against the record of the Payment Agreement in the Mandate Management Service and the Payment Agreement will then be effective. If you decline, we will note that against the record of the Payment Agreement in the Mandate Management Service.

We will only process payment instructions in connection with a Payment Agreement once you have confirmed the associated Payment Agreement and it is effective. Payment instructions may be submitted to us for processing immediately after you have confirmed the Payment Agreement so you must take care to ensure the details of the Payment Agreement are correct before you confirm them. We will not be liable to you or any other person for loss suffered as a result of processing a payment instruction submitted under a Payment Agreement that you have confirmed.

If a Payment Agreement requires your confirmation within a timeframe stipulated by the Merchant or Payment Initiator, and you do not provide confirmation within that timeframe, the Payment Agreement may be withdrawn by the Merchant or Payment Initiator.

If you believe the payment amount or frequency or other detail presented is incorrect, you may decline the Payment Agreement and contact the Merchant or Payment Initiator and have them amend and resubmit the Payment Agreement creation request.

Amending a Payment Agreement

Your Payment Agreement may be amended by the Merchant or Payment Initiator from time to time, or by us on your instruction.

We will notify you of proposed amendments to a Payment Agreement requested by the Merchant or Payment Initiator. Such amendments may include variation of the payment amount, where that is specified in the Payment Agreement as a fixed amount, or payment frequency. You may confirm or decline any amendment request presented for your approval. If you confirm, we will record the confirmation against the record of the Payment Agreement in the Mandate Management Service and the amendment will then be effective. If you decline, the amendment will not be made and the Payment Agreement will continue on existing terms.

Amendment requests which are not confirmed or declined within 5 calendar days of being sent to you, will expire. If you do not authorise or decline the amendment request within this period of time, the amendment request will be deemed to be declined.

If you decline the amendment request because it does not reflect the updated terms of the agreement that you have with the Merchant or Payment Initiator, you may contact them and have them resubmit the amendment request with the correct details. We are not authorised to vary the details in an amendment request submitted by the Merchant or Payment Initiator.

Once an amendment request has been confirmed by you, we will promptly update the Mandate Management Service with this information.

Once a Payment Agreement has been established, you may instruct us to amend your name or Facility details in the Payment Agreement only. Facility details may only be replaced with the BSB and facility number of a Facility you hold with us. You may not request us to amend the details of the Merchant or Payment Initiator, or another party.

Pausing your Payment Agreement

You may instruct us to pause and resume your Payment Agreement via LLL Online. We will act on your instruction to pause or resume your Payment Agreement promptly by updating the record of the Payment Agreement in the Mandate Management Service. The Mandate Management Service will notify the Merchant's or Payment Initiator's financial institution or payment processor of the pause or resumption. While the Payment Agreement is paused, we will not process payment instructions in connection with it. We will not be liable for any loss that you or any other person may suffer as a result of the pausing of a Payment Agreement that is in breach of the terms of an agreement between you and the relevant Merchant or Payment Initiator.

Merchants and Payment Initiators may pause and resume their Payment Agreements. If the Merchant or Payment Initiator pauses a Payment Agreement to which you are a party, we will promptly notify you of that, and of any subsequent resumption, via LLL Online. We will not be liable for any loss that you or any other person may suffer as a result of the pausing of a Payment Agreement by the Merchant or Payment Initiator.

Transferring your Payment Agreement- Not Currently Available

Our system does not currently support transfer of a Payment Agreement where payments are being made from a Facility held with us to an account with another financial institution. If you want to change a Payment Agreement so that the payments are made from an account with another

financial institution, you must contact the Merchant or Payment Initiator to cancel the current Payment Agreement and create a new one.

Cancelling your Payment Agreement

You may instruct us to cancel a Payment Agreement on your behalf via LLL Online. We will act on your instruction promptly by updating the record of the Payment Agreement in the Mandate Management Service. The Mandate Management Service will notify the Merchant's or Payment Initiator's financial institution or payment processor of the cancellation. You are responsible for and will be liable for any loss that you suffer as a result of the cancellation of a Payment Agreement that is in breach of the terms of any agreement between you and the relevant Merchant or Payment Initiator (for example, any termination notice periods that have not been adhered to or any failure to pay any fees due under your agreement with that party).

Merchants and Payment Initiators may cancel Payment Agreements. If the Merchant or Payment Initiator cancels a Payment Agreement to which you are a party, we will promptly notify you of that cancellation via LLL Online. We will not be liable to you or any other person for loss incurred as a result of cancellation of your Payment Agreement by the Merchant or Payment Initiator.

Migration of Direct Debit arrangements

Merchants and Payment Initiators who have existing Direct Debit arrangements with their customers, may establish Payment Agreements for these, as Migrated DDR Mandates, in order to process payments under those arrangements via the NPP rather than BECS. If you have an existing Direct Debit arrangement with a Merchant or Payment Initiator, you may be notified by them that future payments will be processed from your Facility under PayTo. You are entitled to prior written notice of variation of your Direct Debit arrangement and changed processing arrangements, as specified in your Direct Debit Service Agreement, from the Merchant or Payment Initiator. If you do not consent to the variation of the Direct Debit arrangement, you must advise the Merchant or Payment Initiator. We are not obliged to provide notice of a Migrated DDR Mandate to you for you to confirm or decline. We will process instructions received from a Merchant or Payment Initiator on the basis of a Migrated DDR Mandate.

You may amend, pause (and resume) or cancel your Migrated DDR Mandates, or receive notice of amendment, pause or resumption, or cancellation initiated by the Merchant or Payment Initiator, in the manner described in the sections above titled "Amending Your Payment Agreement", "Pausing Your Payment Agreement" and "Cancelling Your Payment Agreement".

General

Your responsibilities

You must carefully consider any Payment Agreement creation request, or amendment request made in respect of your Payment Agreement or Migrated DDR Mandates, and promptly respond to such requests. We will not be liable for any loss that you suffer as a result of any payment processed by us in accordance with the terms of a Payment Agreement or Migrated DDR Mandate.

You must notify us immediately if you no longer hold or have authority to operate the Facility from which payments under a Payment Agreement or Migrated DDR Mandate have been/will be made.

You must promptly respond to any notification that you receive from us regarding the pausing or cancellation of a Payment Agreement or Migrated DDR Mandate for misuse, fraud or for any other

reason. We will not be responsible for any loss that you suffer as a result of you not promptly responding to such a notification.

You are responsible for ensuring that you comply with the terms of any agreement that you have with a Merchant or Payment Initiator, including any termination notice periods. You acknowledge that you are responsible for any loss that you suffer in connection with the cancellation or pausing of a Payment Agreement or Migrated DDR Mandate by you which is in breach of any agreement that you have with that Merchant or Payment Initiator.

You are responsible for ensuring that you have sufficient funds in your Facility to meet the requirements of all your Payment Agreements and Migrated DDR Mandates. Subject to any applicable laws and binding industry codes, we will not be responsible for any loss that you suffer as a result of your Facility having insufficient funds. The terms in this PDS in addition to any provisions in the LLL Facility Terms and Conditions, will apply in relation to circumstances where there are insufficient funds in your Facility. You must keep sufficient cleared funds in your Instant Access Facility to cover all debit transactions such as those under Payment Agreement or Migrated DDR Mandate. If you do not, we will generally dishonour these transactions.

If you receive a Payment Agreement creation request or become aware of payments being processed from your Facility that you are not expecting, or experience any other activity that appears suspicious or erroneous, please report such activity to us immediately.

From time to time we may request that you confirm that all of your Payment Agreements and Migrated DDR Mandates are accurate and up to date. You must promptly respond to any such request. Failure to respond may result in us pausing the Payment Agreement/s or Migrated DDR Mandate/s.

You are responsible for ensuring that:

- (a) all data you provide to us or to any Merchant or Payment Initiator that subscribes to PayTo is accurate and up to date;
- (b) you do not use PayTo to send threatening, harassing or offensive messages to the Merchant, Payment Initiator or any other person; and
- (c) any passwords/PINs needed to access the Facilities or NCPF functionality we provide are kept confidential and are not disclosed to any other person.

All PayTo Intellectual Property remains our property or that of our licensors. We grant to you a royalty free, non-exclusive license (or where applicable, sub-license) for the Term to use the PayTo Intellectual Property for the sole purpose of using PayTo in a way that is consistent with the terms of this agreement within Australia.

Where an intellectual property infringement claim is made against you, we will have no liability to you under this agreement to the extent that any intellectual property infringement claim is based upon:

- (a) modifications to the PayTo Intellectual Property by or on behalf of you in a manner that causes the infringement;
- (b) use of any item in combination with any hardware, software or other products or services in a manner that causes the infringement and where such combination was not within the reasonable contemplation of the parties given the intended use of the item;

(c) your failure to use corrections or enhancements to the PayTo Intellectual Property that are made available to you (except where the use of corrections or enhancements would have caused a defect in PayTo or would have had the effect of removing functionality or adversely affecting the performance of PayTo); and

(d) your failure to use the PayTo Intellectual Property in accordance with this agreement.

Either we or you may terminate your use of PayTo (while retaining the remainder of this PDS in effect) at any time, in accordance with clause 8.

Without limiting clauses 6 and 7, we can amend the terms and conditions relating to PayTo in accordance with clause 6 or clause 7. If you do not accept our amendments, you may cease using PayTo.

You must comply with all applicable laws in connection with your use of PayTo.

Our responsibilities

We will accurately reflect all information you provide to us in connection with a Payment Agreement or a Migrated DDR Mandate in the Mandate Management Service.

We may monitor your Payment Agreements or Migrated DDR Mandates for misuse, fraud and security reasons. You acknowledge and consent to us pausing or cancelling all or some of your Payment Agreement or Migrated DDR Mandates if we reasonably suspect misuse, fraud or security issues. We will promptly notify you of any such action to pause or cancel your Payment Agreement if we are legally permitted to do so.

If you become aware of a payment being made from your Facility, that is not permitted under the terms of your Payment Agreement or Migrated DDR Mandate or that was not authorised by you, please contact us as soon as possible via email to Ill@Ill.org .au or calling us on 1800 556 457 and submit a claim. We will respond to all claims within 30 days of receiving it and if the claim is founded, we will refund your Facility. We will not be liable to you for any payment made that was in fact authorised by the terms of your Payment Agreement or Migrated DDR Mandate.

Privacy

By confirming a Payment Agreement and/or permitting the creation of a Migrated DDR Mandate against your Facility with us, you acknowledge that you authorise us to collect, use and store your name and Facility details (amongst other information) and the details of your Payment Agreement/s and Migrated DDR Mandates in the Mandate Management Service, and that these details may be disclosed to the financial institution or payment processor for the Merchant or Payment Initiator, for the purposes of creating payment instructions and constructing NPP Payment messages and enabling us to make payments from your Facility.

24. Future Payments

You can give us authority to make a future Payment on pre-set dates from your Facility. Future Payments can be single or recurring and a future Payment that is an External Transfer may be made as a Standard Transfer or a Faster Payment.

You must ensure you have sufficient cleared funds in your Facility prior to the pre-set dates that the future Payment is due, as future Payments are processed routinely early on the set date.

If you have insufficient cleared funds in your Facility at the time we process the future Payment on the set date, we may decline to process the Payment or choose to process it at our absolute discretion. If we decline to process the Payment, we will re-attempt to make the Payment each following Business Day for three consecutive Business Days unless you cancel the instruction. If after the third attempt there remain insufficient cleared funds to make the Payment, the Payment will be rejected. This means that if it is a rejected single future Payment no further attempts will be made, and if it is a recurring future Payment, we will not attempt to make a further Payment until the next due date.

If we are unable to make a future recurring Payment on three successive occasions (after three attempts on each occasion) we will cancel the recurring future Payment instruction.

Future Payments that do not fall due on a Business Day may not be made or processed until the next Business Day.

If you wish to alter or cancel a future Payment, you should do this via LLL Online, mail, phone or email prior to the due date. Payments cannot be stopped once we have processed the Payment on or after the pre-set date.

We will debit transactions effected on any one day in the order we determine at our absolute discretion unless we have agreed otherwise with you.

25. LLL Online Payment limits (Instant Access Facilities Only)

We may set default LLL Online daily Payment limits on individual facilities. We will advise you of the default daily Payment limits that apply.

Increases and decreases to this limit may be requested by an Authorised User, either temporarily or permanently, by contacting us during normal business hours. We may accept or reject such a request at our discretion.

We may increase or decrease daily Payment limits at any time at our absolute discretion, even if we have previously accepted a requested increase or decrease.

We may reject any Payment instruction that would cause any applicable Payment limit to be exceeded.

26. Mistaken Internet Payments

Mistaken Internet Payments from Your Facility

If you believe you have made a Mistaken Internet Payment from your Facility you should immediately contact us on 1800 556 457 during business hours to report it to us. Any delays in reporting a Mistaken Internet Payment to us may impact our ability to recover the funds on your behalf. If you are calling after business hours, you should leave a phone message and we will return your call on the following Business Day.

We will investigate every Mistaken Internet Payment reported to us. If after our investigation into the Payment we are satisfied that you have made a Mistaken Internet Payment, we will send the receiving Financial Institution a request for the return of the Payment.

When you report a Mistaken Internet Payment you are providing consent for us to disclose your personal information to the other Financial Institution in order to recover the funds on your behalf.

We will notify you within 30 Business Days of the Mistaken Internet Payment being reported to us to advise you of the outcome of our attempt to recover your funds. If a receiving Financial Institution returns the Mistaken Internet Payment, we will credit the funds to your Facility as soon as practicable.

Mistaken Internet Payments received into your Facility

Where we have been notified by another Financial Institution that you were the unintended recipient of a Mistaken Internet Payment, you agree that we may debit the funds from your Facility, to the value of the Mistaken Internet Payment, and return it to the sender in accordance with the recovery procedures outlined below.

We will only initiate the recovery procedures outlined below if, after our investigation into the Payment we are satisfied that a Mistaken Internet Payment has been made to your Facility.

Recovery procedures for return of Mistaken Internet Payments received into your Facility

Mistaken Internet Payments reported to a sending Financial Institution within ten Business Days of the Payment being made will be returned from your Facility to the sending Financial Institution by us within ten Business Days of receiving the request from that Financial Institution.

We are not required to notify you or receive your prior consent to return the Mistaken Internet Payment.

For Mistaken Internet Payments reported to a sending Financial Institution between ten Business Days and seven months of the Payment being made, we will restrict access to your Facility to the value of the Mistaken Internet Payment only. We will then notify you that the Mistaken Internet Payment will be withdrawn from your Facility and returned to the sending Financial Institution within ten Business Days commencing from the date the funds were restricted, unless you are able to establish entitlement to the Mistaken Internet Payment within this timeframe. We are not required to receive your prior consent to return the Mistaken Internet Payment.

For Mistaken Internet Payments reported to a sending Financial Institution after seven months of the Payment being made we are required to seek your consent to return the Mistaken Internet Payment to the sending Financial Institution.

In the event you have insufficient funds in your Facility to cover the value of the Mistaken Internet Payment into your Facility being returned as set out above, we may make reasonable efforts to recover the funds from you including discussing repayment options.

Complaints about Mistaken Internet Payments

If you are not satisfied with our handling of a Mistaken Internet Payment, you may escalate your complaint in accordance with the section titled “Complaints” in this document.

27. Other Types of Mistaken Payments

We cannot retrieve a Standard Transfer that you have made in error. However, we can initiate:

- a trace request, to confirm that transfer was credited to a particular account; or
- a recall request, to request the return of funds transferred in error. If the receiving party does not agree to return the funds, we cannot retrieve them on your behalf and you must pursue the mistaken payment directly with the recipient.

28. Your technology, Password security and One Time Password Security.

Ensuring you protect your own security is critical. Please refer to and carefully read the sections titled "Your technology", "Password security" and "One Time Password Security" in the LLL Facility Terms and Conditions. Each of those sections form part of this PDS as if they were incorporated in full.

29. LLL Online liability

You are liable for any losses arising from the acts and omissions of you and any person authorised by you to operate on your LLL Online service.

Specifically, you will be liable for:

- transactions carried out by you or with your knowledge and consent;
- transactions carried out by an Authorised User unless you have told us during our business hours to cancel that user's access to LLL Online; or
- unauthorised transactions if you have not made a reasonable attempt to disguise an LLL Online Password or prevent unauthorised access to an LLL Online Password.
- unauthorised transactions if you have not taken all reasonable steps to protect the security of the equipment used by you for electronic access, and the privacy of your information.

Unauthorised transactions

An unauthorised transaction is a Payment that is not authorised by an Authorised User i.e., a Payment that is carried out without an Authorised User's knowledge or consent. You must inform us immediately once you become aware of any unauthorised transaction on your Facility.

Where no liability arises

You are not liable for any losses resulting from unauthorised transactions if any of the following apply:

- it is clear that you have not contributed to the loss in some way;
- the loss is caused by the fraudulent or negligent conduct of an LLL employee or agent; or
- the loss arises after you notify us of your Password being compromised.

To the extent permitted by law, we are not liable for:

- any breakdown or interruption to LLL Online due to circumstances beyond our control;
- any consequential or indirect loss from any breakdown or interruption to LLL Online due to circumstances beyond our control;
- any corruption of data and any breakdown, interruption or errors caused to your computer, mobile device or equipment as a result of using LLL Online;
- the failure of LLL Online to perform in whole or in part any function that it has been specified that it will perform; or
- any loss resulting from, caused by, or attributable to, third parties.

Where liability arises

You are liable for all losses that occur before you notify us that a Password has been misused, lost, stolen or otherwise compromised if any of the following apply and have contributed to the loss:

- you voluntarily disclose an LLL Online Password to another person;
- you keep a record of a Password without making a reasonable attempt to protect it;

- you change a Password to one which represents your date of birth or a recognisable part of your name;
- you act with extreme carelessness in failing to protect the security of a Password;
- you unreasonably delay informing us of any unauthorised use or the compromise of a Password.

We are liable to correct any errors or discrepancies attributable to us, our employees or agents.

30. LLL's responsibilities and obligations

Accuracy of information

We will endeavour to take all reasonable steps to ensure the information provided by us is free from error but we do not warrant that the information will be error free.

31. Complaints

We accept that sometimes things can go wrong, and when this happens we're determined to make them right again.

Most problems can be resolved quickly and simply by contacting us (refer section 1. Introduction and Issuer Contact Details).

Our staff will, wherever possible, take immediate steps to resolve your complaint.

Our Complaints Policy is available on our website and provides information about how you can make a complaint about us or any of our facilities and how we will handle and respond to a complaint. A copy of our Complaints Policy is also available on request.

We will provide you with a written response to your complaint within 30 days of receiving your complaint where you request a response or if your complaint relates to hardship, and in all other circumstances except where:

- Within 5 business days of receiving your response we have resolved it to your satisfaction (unless you request a written response) or, if we can take no further action to reasonably address it, we've given you an explanation and/ or apology; or
- There's no reasonable opportunity for us to provide the response within 30 days because resolution of your complaint is particularly complex and/or circumstances beyond our control are causing complaint management delays, in which case we will notify you with 30 days about the reasons for the delay and of your right to complain to the Australian Financial Complaints Authority (AFCA).

If you are not satisfied with the outcome of your complaint or the way we have handled your complaint you can lodge a complaint with the Australian Financial Complaints Authority (AFCA):

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: AFCA, GPO Box 3, Melbourne VIC 3001

32. Governing Law

The law applicable in the State of South Australia governs the terms contained in this PDS.

33. Inconsistencies

A term in this PDS does not apply to the extent that it is inconsistent with or contrary to any applicable law. If those laws would make a term illegal, void or unenforceable or impose an obligation or liability which is prohibited by those laws, the term is to be read as if it were varied to the extent necessary to comply with those laws or, if necessary, omitted.

Financial Services Guide

LLL Australia

ABN 25 044 678 441

AFSL 329339

Effective Date 16 December 2025

Purpose of this Financial Services Guide

This Financial Services Guide (**FSG**) has been prepared and issued by Lutheran Laypeople's League of Australia Ltd (referred to in this FSG as **LLL, LLL Australia, we, us** or **our**).

The purpose of this FSG is to assist you in deciding whether to use the financial services described in this FSG.

This FSG contains information about:

- Us;
- The financial services and products we provide;
- The remuneration that may be paid to us or our associates (such as our people, our service providers and our related entities) in relation to the financial services we provide; and
- how you may access our internal and external dispute resolution services.

Other disclosure documents we may provide

This FSG contains general information only and where you acquire a specific product, we will provide specific information about that product in the form of a Product Disclosure Statement (PDS) or Terms and Conditions.

LLL issues investment debentures relying on exemptions available to charitable organisations under *ASIC Corporations (Charitable Investment Fundraising) Instrument 2016/813*. LLL also relies upon on Banking exemption No.1 of 2021 as a religious charitable development fund (RCDF).

The debentures are governed by their own set of terms and conditions and are not subject to the usual protections for investors under the *Corporations Act 2001* or regulation by the Australian Securities and Investments Commission (ASIC), due to the ASIC exemptions.

Two of our debentures are our Instant Access Facility and our Notice of Withdrawal or Notice of Withdrawal Facility. Where we issue an Instant Access or Notice of Withdrawal Facility to an Associate, we also issue non-cash payment facilities which allow those Associates to make transactions in relation to that Facility through a range of non-cash payment methods.

Those non-cash payment facilities are governed by terms contained in the PDS that is provided to customers with this FSG. The non-cash payment facilities are only able to be acquired in conjunction with our Instant Access or Notice of Withdrawal Facilities where held by an Associate as that term is defined in the relevant terms and conditions that govern those Facilities.

Our contact details

We can be contacted through the following channels:

Telephone - 1800 556 457 (Toll Free) or 08 8360 7200

Email - lll@lll.org.au

In person - 175 Archer Street, North Adelaide, SA

By Post - PO Box 45, North Adelaide, SA 5006

Any email or postal contact should be addressed to LLL Australia.

If you require any further information, please don't hesitate to contact us.

Our relationships

The LLL provides business and financial support to Christian churches and Christian church bodies whilst providing excellent service to customers and safeguarding the interests of investors and customers. We are associated with the Lutheran Church of Australia (LCA) and its associated bodies. Where we issue debentures and financial products, we generally do this to raise funds that we will lend for profit to assist and grow the mission of the LCA.

Types of Financial Products and Services we may provide

The types of financial services that we will be or are likely to provide to you include providing financial product advice, and dealing, in relation to non-cash payment facilities. We are authorised to do so for both wholesale and retail clients.

Remuneration, commission, and other benefits

LLL staff are salaried employees and do not receive commission or non-monetary benefits relating to the provision of the financial services covered by this FSG.

LLL does not charge any fees in relation to the provision of advice. LLL either pays amounts to or receives amounts from other payment system participants when it processes payments through the Australian payment system.

LLL's purpose is to meet the capital needs of organisations that proclaim Christ as Lord and Saviour and that seek to show His love to all people in word and deed. In doing so, LLL will seek to generate a reasonable surplus to remain sustainable and support the LCA in its business and financial matters. As a registered charity, LLL is able to offer LCA associated bodies and other Christian Churches or Christian Church bodies that are borrowers, lower lending costs than they might be charged by a for-profit provider. LLL's main sources of revenue relate to its lending and investment activities, and its payment products are ancillary to those activities.

Compensation Arrangements in place

LLL maintains adequate professional indemnity insurance in connection with the financial products and services that we provide. Our insurance complies with the compensation requirements under section 912B of the Corporations Act and covers LLL, LLL's employees and representatives and former employees and representatives.

Complaints

We accept that sometimes things can go wrong, and when this happens, we're determined to make them right again. Most problems can be resolved quickly and simply by contacting us.

Our staff will, wherever possible, take immediate steps to resolve your complaint. We have an internal dispute resolution process in place and are also a member of an external dispute resolution scheme through the Australian Financial Complaints Authority (AFCA). Our Complaints Policy is available on our website (www.lll.org.au) and provides information about how you can make a complaint about us or any of our products or facilities and how we will handle and respond to a complaint. A copy of our Complaints Policy is also available on request.

We will provide you with a written response to your complaint within 30 days of receiving your complaint where you request a response or if your complaint relates to hardship, and in all other circumstances except where:

- Within 5 business days of receiving your response we have resolved it to your satisfaction (unless you request a written response) or, if we can take no further action to reasonably address it, we've given you an explanation and/ or apology; or
- There's no reasonable opportunity for us to provide the response within 30 days because resolution of your complaint is particularly complex and/or circumstances beyond our control are causing complaint management delays, in which case we will notify you with 30 days about the reasons for the delay and of your right to complain to the Australian Financial Complaints Authority (AFCA).

If you are not satisfied with the outcome or your complaint or the way we have handled your complaint, you can lodge a complaint with AFCA:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: AFCA, GPO Box 3, Melbourne VIC 3001