

# ADDITIONAL INFORMATION BOOKLET



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Issued by HTFS Nominees Pty Limited (ABN 78 000 880 553, AFSL 232500, RSE Licence No. L0003216) as trustee of the HUB24 Super Fund (ABN 60 910 190 523, RSE R1074659, USI 60 910 190 523 001)

This document is the Additional Information Booklet for ARA Super. The information contained in this Additional Information Booklet (AIB) is incorporated by reference into the ARA Super Product Disclosure Statement Part I and Part II (PDS) and should be read in conjunction with the ARA Super Investment Booklets, the Insurance Guide, the list of individual insurance policies (as applicable) and the relevant disclosure documents (if any) for each underlying investment option.

**22 March 2024**

## ABOUT THIS ADDITIONAL INFORMATION BOOKLET

This Additional Information Booklet (AIB) has been prepared and issued by HTFS Nominees Pty Limited (ABN 78 000 880 553, AFSL 232500, RSE Licence No. L0003216) ('Trustee', 'we', 'us') as Trustee of the HUB24 Super Fund (ABN 60 910 190 523, RSE R1074659) ('the Fund'). ARA Super ('the product', 'this product', 'ARA Super') is offered through the Fund.

The information contained in this AIB is incorporated by reference into the ARA Super HUB24 Super Product Disclosure Statement Part I and Part II ('PDS') and should be read in conjunction with the Investment Booklet, the list of individual insurance policies (as applicable) and the relevant underlying disclosure documents (if any) for each underlying investment option.

The information in this AIB is general information only and does not consider your personal objectives, financial situation, needs or circumstances. Before acting on this information, you should consider its appropriateness, having regard to your personal objectives, financial situation, needs and circumstances.

Before making a decision about whether to acquire or continue to hold the product or an investment or insurance cover available in the product, you should consider the PDS (including incorporated information). These documents are available free of charge by contacting your financial adviser or the Administrator or through the product website.

You should also consider the product disclosure document (or other disclosure document) for any investment options or individual insurance policies before making any investment or insurance decision. Upon request, your financial adviser or we must give you (free of charge) a copy of this documentation.

A target market determination ('TMD') has been issued by us which considers the design of this product, including its key attributes, and describes the class of consumers that comprises the target market for this product. A copy of the TMD for this product can be obtained from your financial adviser or is available on the product website at [www.hub24.com.au/ara](http://www.hub24.com.au/ara).

ARA Super is only available to clients of ARA Limited (ABN 78 102 304 692, AFSL 224150) and its authorised advisers (each an 'adviser') unless otherwise approved by the Trustee. You can only invest in this product if you are advised by a financial adviser (adviser), unless otherwise approved by the Trustee (please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information), so you can receive financial advice for each investment you are considering. Your adviser will be authorised by you to provide your instructions to the Trustee and to access the cash in your account (as described in this AIB).

All dollar amounts are in Australian dollars unless otherwise indicated. Unless otherwise stated all fees are expressed as inclusive of GST (if applicable) and net of any reduced input tax credits (RITCs). All references to time are to Sydney time.

The information in this AIB is up to date at the date of publication. However, we may make changes from time to time in response to regulatory requirements or changes, to reflect changes to the Fund or its products (including changes in the way accounts are administered), to ensure that the information included in this AIB remains accurate and up to date.

If a change occurs that is not materially adverse, we may update this AIB by publishing the updated information on the product website shown on the front cover of the PDS. Otherwise, we will issue a revised AIB.

We will provide members with notice of any material change to a matter or of any significant event that affects a matter that is required by law to be notified to members. We will provide members with at least 30 days' advance notice of any increase in fees as required by law. For any other materially adverse changes, advance notice will also be provided to members at least 30 days in advance, where practicable, otherwise advance notice of materially adverse changes will be provided as permitted by law.

You can obtain a paper or electronic copy of any updated information or any revised AIB, free of charge on request, by asking your adviser, by contacting the Administrator or by visiting the product website. You should regularly check the product website to ensure that you have the most up to date information.

All references to the Administrator in this AIB are references to HUB24 Custodial Services Limited (ABN 94 073 633 664, AFSL 239122) ('HUB24', 'Administrator').

If you would like to request a free printed copy of this AIB or have any questions or would like any more information about the product, please contact your adviser or the Administrator.

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### InvestorHUB

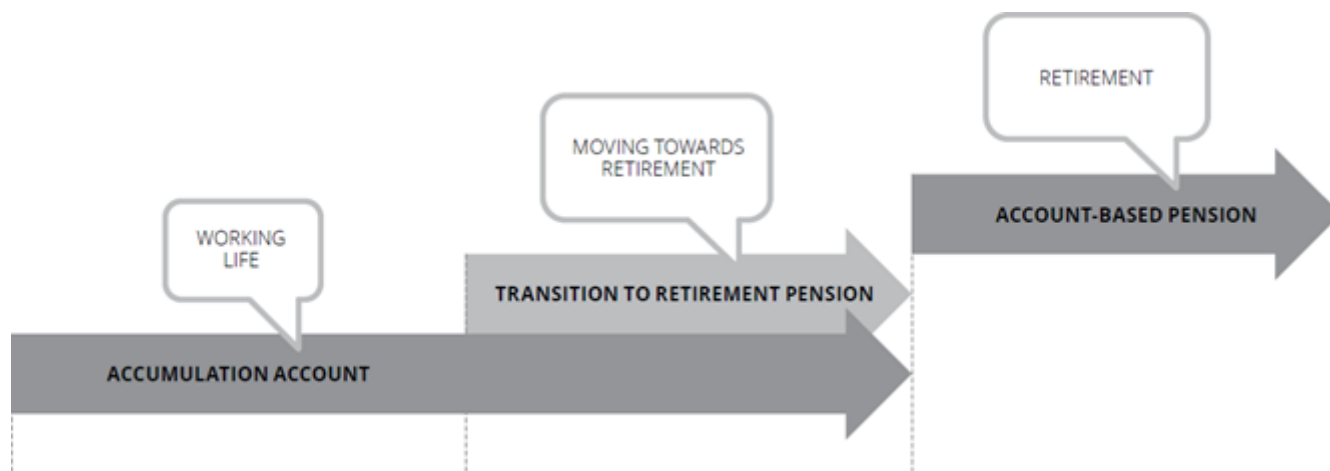
InvestorHUB, your online access to your super and pension account, is available via the product website noted above.

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# 1. HOW SUPER WORKS

To get the most out of your super so you can meet your lifestyle expectations when you retire, it's important to understand some of the basic principles such as how to contribute to super, when you can withdraw your super and how it can be withdrawn.



This section includes information relating to contributing to super, accessing your super (including transitioning to retirement) and estate planning.

## CONTRIBUTING TO SUPER

### WHO CAN CONTRIBUTE?

Contributions to your accumulation (personal) super account can generally be made by you, your spouse (including de facto or same sex), your employer, and, in some circumstances, the Government. The following table can help you determine who can contribute to your personal super account.

Your age	Who can contribute?
Under 55	Anyone may contribute, but you will not be eligible to make downsizer contributions.
At least 55 but under 75	<p>Anyone may contribute including downsizer contributions.<sup>1</sup></p> <p>If you are aged between 67 and 74 (inclusive) and want to claim a tax deduction on your personal contributions, you must either have been gainfully employed for at least 40 hours during any 30 consecutive-day period in the financial year in which the contribution is made or meet the work test exemption.<sup>2,3</sup></p> <p>To be eligible for government co-contributions, you must be under age 71 at the end of the financial year in which you made one or more eligible personal super contributions (and have satisfied the other relevant eligibility criteria).</p>
75 and over	Your employer may make compulsory employer contributions, and you may make downsizer contributions only. <sup>1,3</sup>

<sup>1</sup> If you have reached age 75, employer contributions which are not compulsory employer contributions and member contributions which are not downsizer contributions, may still be accepted into your personal super account if they are received within 28 days of the end of the month in which you turn age 75.

<sup>2</sup> For the requirements to satisfy the work test exemption, refer to 'Work test exemption' further below in this Section 1.

<sup>3</sup> If you have reached age 75, you may still be able to claim a tax deduction on a personal contribution if the contribution is received within 28 days of the end of the month in which you turn age 75 and you either have been gainfully employed for at least 40 hours during any 30 consecutive-day period in the financial year in which the contribution is made or meet the work test exemption.

## TYPES OF CONTRIBUTIONS

There are several types of contributions. The two main categories, concessional and non-concessional contributions, differ in the way they are taxed.

Contribution category	Description
<b>Concessional contributions</b>	<p>Generally, these are contributions included in the assessable income of the Fund. These are typically made from pre-tax money (e.g. your salary). The super fund generally pays up to 15% tax on these contributions to the Australian Taxation Office (ATO).</p> <p>These include:</p> <ul style="list-style-type: none"> <li>• Superannuation Guarantee (SG) contributions by an employer – mandatory contributions paid by your employer to fulfil their Superannuation Guarantee requirements.</li> <li>• Salary sacrifice contributions – additional employer contributions paid by your employer from your pre-tax salary upon your request.</li> <li>• Personal contributions for which you claim a tax deduction. For more information, go to <a href="http://www.ato.gov.au">www.ato.gov.au</a>.</li> </ul> <p>There are limits (caps) to the amounts you can contribute to super. These limits may change from time to time. To access up to date information in relation to contribution caps please refer to <a href="http://www.ato.gov.au">www.ato.gov.au</a> .</p> <p>Individuals with a total superannuation balance under \$500,000 are allowed to carry forward any unused concessional contribution cap amounts on a rolling five-year basis (starting from the 2018-19 financial year). For more information, please visit <a href="http://www.ato.gov.au">www.ato.gov.au</a> .</p> <p>If individuals exceed their concessional contributions cap, in addition to the contributions tax of up to 15% paid by the Fund to the ATO, the excess contributions will be taxed at the individual's marginal tax rate (less a 15% tax offset being for tax already paid by the Fund to the ATO on the contributions). Individuals can make an irrevocable election to have up to 85% of their excess concessional contributions for a financial year released from their superannuation account. This amount is paid by the Fund to the ATO.</p> <p>If an individual's income (disregarding any reportable superannuation contributions) and certain concessional contributions (excluding excess concessional contributions) exceeds \$250,000 in a year, an additional Division 293 tax is applied to the lesser of the excess over \$250,000 and the contributions. The rate of Division 293 tax is 15%.</p>
<b>Non-concessional contributions</b>	<p>These are contributions made from after-tax money, including personal after-tax contributions, and spouse contributions. The super fund generally does not pay tax on your behalf on these contributions, and they're not tax-deductible to the contributor.</p> <p>There are some restrictions and limits (caps) to the amounts you can contribute to super. These restrictions and limits may change from time to time. To access up to date information in relation to these restrictions and contribution caps please refer to <a href="http://www.ato.gov.au">www.ato.gov.au</a> .</p> <p>If you exceed the concessional contributions cap (and don't request a withdrawal of those excess contributions from the Fund), any excess concessional contributions will also be counted against the non-concessional contributions cap.</p> <p>Non-concessional contributions in excess of an individual's non-concessional contributions cap will be taxed at the top marginal rate. For more information, please visit <a href="http://www.ato.gov.au">www.ato.gov.au</a>.</p>
<b>Spouse contributions</b>	<p>These contributions are made by one spouse into a super account held by the other for which a tax rebate may be claimed. The contributing spouse may be able to get a tax rebate of up to \$540 if the spouse's assessable income (disregarding their spouse's First Home Super Saver scheme released amount for the income year) plus reportable fringe benefits and reportable employer superannuation contributions are under \$40,000 a year and the contributions were not deductible to the contributing spouse. The tax offset is progressively reduced as the spouse's income increases above \$37,000 until the tax offset reaches zero for spouses with an income of \$40,000 or more in a year. An eligible spouse may include a defacto or same sex spouse.</p> <p>When a spouse contribution is made, you and your spouse must not be living separately and apart on a permanent basis. Age limits and other eligibility requirements also apply. For more information, go to <a href="https://www.ato.gov.au">https://www.ato.gov.au</a></p>
<b>Capital Gains Tax (CGT) exempt contributions</b>	<p>These contributions are from the proceeds of selling certain small business assets which qualify for CGT concessions. These will generally only count as non-concessional contributions if they exceed your CGT contribution limit, or you do not send us a CGT cap election notice on or before the time of the contribution.</p> <p>There is a lifetime cap on the amounts of CGT exempt contributions you can contribute to super. This limit may change from time to time. To access up to date information in relation to contribution caps please refer to <a href="http://www.ato.gov.au">www.ato.gov.au</a> .</p>

Contribution category	Description
<b>Contributions from personal injury payments</b>	<p>Eligible contributions will only be counted against the CGT contribution limit if you send the Fund a CGT election notice before or with the contribution, and you have not already used up the limit (your CGT contribution limit is reduced by the amounts you elect to exclude from the non-concessional contributions cap).</p> <p>There are certain amounts you can receive from a structured settlement payment, a court order for a personal injury payment or a workers' compensation payment (taken as a lump sum). These will be excluded from the non-concessional contributions cap if you provide a valid election notice to the Fund before or with the contribution. You must also have made the contribution within 90 days of:</p> <ul style="list-style-type: none"> <li>• the day you received the personal injury payment, or</li> <li>• the day an agreement for settlement or a court order for the personal injury payment was made whichever is later.</li> </ul> <p>You must also receive certification from two medical practitioners.</p> <p>This exclusion only applies to that part of the payment that is compensation or damages for a personal injury.</p>
<b>Government co-contributions</b>	<p>These are payments which are made by the government into super accounts of individuals with low income, who make personal contributions into their super accounts. 10% or more of the individual's total income must come from employment-related activities, carrying on a business or a combination of both.</p> <p>In order to be eligible for a Government co-contribution, an individual must also have a total superannuation balance of less than the general transfer balance cap at the end of 30 June of the previous financial year and must not have contributed more than their non-concessional contributions cap.</p> <p>Other eligibility requirements may apply. For more information, go to <a href="http://www.ato.gov.au">www.ato.gov.au</a>.</p> <p><b>Note:</b> The general transfer balance cap for the 2023/24 financial year is \$1.9 million. For more information, go to <a href="http://www.ato.gov.au">www.ato.gov.au</a></p>
<b>Low-income superannuation tax offset</b>	<p>To qualify for the low-income superannuation tax offset:</p> <ul style="list-style-type: none"> <li>• you or your employer must make concessional contributions to the Fund;</li> <li>• your adjusted taxable income for the financial year must be \$37,000 or less;</li> <li>• you must earn 10% or more of your total income from eligible activities, including being an employee, running a business or both; and</li> <li>• you must not hold a temporary resident visa at any stage during the year (unless you are a New Zealand resident or the holder of a prescribed visa).</li> </ul> <p>If you qualify, the low-income superannuation tax offset is 15% of the total of your concessional contributions for the financial year up to a maximum of \$500. However, if you are eligible for a low-income superannuation tax offset that is less than \$10 for the financial year, the low-income superannuation tax offset will be rounded up to \$10 for that financial year.</p> <p>The low-income superannuation tax offset effectively refunds the tax paid on concessional contributions by eligible individuals. For more information, go to <a href="http://www.ato.gov.au">www.ato.gov.au</a>.</p>
<b>Downsizer contributions</b>	<p>If you are 55 years old or older and meet the eligibility requirements, you may be able to choose to make a downsizer contribution into your superannuation of up to \$300,000 from the proceeds of selling your home. Generally, to qualify to make a downsizer contribution, you (or your spouse or former spouse) must have owned the property for ten years or more immediately before the sale, the sale of the property must be exempt or partially exempt from capital gains tax and you must not have made a downsizer contribution in the past.</p> <p>The maximum limit on downsizer contributions may change from time to time. To access up to date information (including the eligibility requirements) please refer to <a href="http://www.ato.gov.au">www.ato.gov.au</a>.</p> <p>To make a downsizer contribution you will need to complete the downsizer contribution form available from the ATO's website <a href="http://www.ato.gov.au">www.ato.gov.au</a> and provide this to the Administrator when making - or prior to making - your contribution.</p>
<b>Rollovers</b>	<p>You generally can transfer other super money from most other funds to your account in the Fund at any time. Rollovers are not classified as contributions (restrictions and caps applicable to super contributions don't apply).</p>
<b>Re-contribution of Covid-19 early release amounts</b>	<p>If you withdrew money from your super fund through the COVID-19 early release of super program, you could return this money to your super by making personal super contributions. If these contributions mean you might exceed your non-concessional contributions cap, you can be eligible to have them treated as 'COVID-19 re-contributions', which are excluded from the non-concessional contributions cap.</p> <p>Re-contributions of COVID-19 early release of superannuation can be made between 1 July 2021 and 30 June 2030 by completing the Notice of re-contribution of COVID-19 early release amounts (NAT 75394) form available from the ATO and providing it to the Administrator.</p>

Contribution category	Description
<b>First Home Super Saver Scheme</b>	<p>Other eligibility requirements also apply. For more information, go to <a href="http://www.ato.gov.au">www.ato.gov.au</a>.</p> <p>You can make voluntary concessional (before-tax) and voluntary non-concessional (after-tax) contributions into your super fund to save for your first home. You can then apply to release your voluntary contributions, along with associated earnings, to help you purchase your first home. You must meet the eligibility requirements to apply for the release of these amounts.</p> <p>You can use this scheme if you are a first home buyer and both of the following apply:</p> <ul style="list-style-type: none"> <li>• you will occupy the premises you buy, or intend to as soon as practicable; and</li> <li>• you intend to occupy the property for at least six months within the first 12 months you own it, after it is practical to move in.</li> </ul> <p>You can currently apply to have a maximum of \$15,000 of your voluntary contributions from any one financial year included in your eligible contributions to be released under the First Home Super Saver Scheme, up to a total of \$50,000 contributions across all years. You will also receive an amount of earnings that relate to those contributions.</p> <p>Other eligibility requirements also apply. For more information, go to <a href="http://www.ato.gov.au">www.ato.gov.au</a>.</p>

Further information relating to contributions including how they are taxed and how they can be made to the Fund is shown in sections 2 and 3 of this AIB.

## SPLITTING CONTRIBUTIONS

You can split contributions with your eligible spouse (which may include a defacto or same sex spouse) and transfer them to an account in your spouse's name if your spouse is either below their preservation age (or between their preservation age and age 65, and not retired).

The maximum amount that can be split is the lesser of:

- 85% of your total concessional contributions made to your account in the last financial year before the split application is made, or in the current financial year if the entire benefit is to be transferred or rolled out of the Fund, and
- the concessional contributions cap for that financial year.

The concessional contributions cap used to determine the maximum amount of splittable contributions may be increased above the general concessional cap if you are eligible. This will occur if:

- your concessional contributions for the year exceed the general concessional contributions cap;
- your total superannuation balance just before the start of the financial year is less than \$500,000; and
- you have unused concessional contributions cap amounts from the previous five years (with the 2018–19 financial year being the first year you can accrue unused concessional contributions).

Your concessional contributions cap for contributions splitting purposes will equal the general concessional cap plus the previously unused concessional contributions cap amount, up to the amount of the excess.

## WORK TEST

The superannuation work test is required to be satisfied by members between the ages of 67 and 74 who would like to claim a tax deduction for a personal contributions. To satisfy the work test, you must have worked at least 40 hours during a 30-day consecutive period each financial year.

### Work Test Exemption

To meet the work test exemption criteria, you must meet the following conditions:

- You satisfied the work test in the financial year before the financial year in which you made the contribution (i.e. you were gainfully employed for at least 40 hours during a 30 consecutive-day period during that financial year).
- You did not meet the work test in the financial year in which you made the contribution.
- Your total super balance (i.e. the value of your superannuation interests in all superannuation funds) is less than \$300,000 at the end of the financial year before the financial year in which you made the contribution.
- You did not use the work test exemption in a financial year prior to the financial year in which you made the contribution.

## ACCESSING YOUR SUPER

Because super is a long-term investment, there are strict rules around when and how you can access your money. If your super is accessible, it can usually be taken as a lump sum or a pension. Further information about the available pension products (including receiving a pension income) later in this section. If you

are an Australian citizen, a New Zealand citizen or an Australian permanent resident, your super is generally preserved (i.e. cannot be withdrawn) until you have satisfied one of the conditions of release prescribed in superannuation legislation including if you have:

- died
- reached age 65
- ceased a gainful employment arrangement on or after age 60
- retired on or after your preservation age (see the following table)
- become permanently incapacitated
- been diagnosed with a terminal medical condition
- been given a release authority to pay excess contributions tax
- obtained approval from the ATO on the basis of compassionate grounds as defined in super law
- obtained early release due to severe financial hardship
- reached your preservation age (see the following table) and your super is withdrawn in the form of a non-commutable income stream (such as a transition to retirement pension).

In some cases, withdrawal restrictions may apply. For example, in the case of early release due to severe financial hardship, the amount that can be withdrawn is restricted. For more information about the conditions of release go to [www.ato.gov.au](http://www.ato.gov.au)

Your super benefit may also include unrestricted non-preserved benefits or restricted non-preserved benefits. In certain cases, members may be able to access their unrestricted non-preserved or restricted non-preserved balances. Conditions may apply. For more information about restrictions on accessing your super (usually referred to as the preservation rules) speak with your adviser.

Different conditions of release or rules apply to temporary residents. See 'Other information about how super works' later in this section. If this is relevant to you, speak to your adviser.

Your preservation age depends on your date of birth:

Date of Birth	Preservation age
Before 1 July 1960	55
1 July 1960-30 June 1961	56
1 July 1961-30 June 1962	57
1 July 1962-30 June 1963	58
1 July 1963-30 June 1964	59
After 30 June 1964	60

Before withdrawing your super, it is important you understand any implications this may have on your social security entitlements. See 'How will receiving a pension affect your social security benefits?' later in this section for more information.

## RECEIVING A PENSION INCOME

### WHEN CAN YOU START A PENSION?

A pension is an income stream that makes regular income payments. The Fund offers two types of pensions, depending on your eligibility:

- **A transition to retirement pension** – a pension that can be purchased with super money once you have reached your



preservation age. A transition to retirement pension allows you to receive a regular income while you are still working but is subject to statutory minimum and maximum withdrawal limits until you meet certain conditions.

- **An account-based pension** – a pension (also referred to as a 'retirement phase pension') that can be purchased with super money once:
  - you reach age 65; or
  - after attaining age 60, you have ceased an arrangement under which you were gainfully employed; or
  - you have reached your preservation age, have ceased an arrangement under which you were gainfully employed and never again intend to be gainfully employed full-time or part-time (ie. more than 9 hours per week); or
  - have suffered permanent incapacity

You can choose the amount of pension you receive each year subject to a minimum set by law.

Pension payments are tax-free for most people aged 60 and above. To start a transition to retirement or an account-based pension account, you can transfer into your pension account your account balances from your:

- personal super account in the Fund,
- other super funds, or
- a combination of these.

If you intend to start your pension with money from different sources, we will generally start your pension after receiving the final amount. If we have not received all expected amounts within 30 days of having received the first amount, we will generally start the pension with the amounts received up to that point. Any amounts received subsequently cannot be added to that pension, but can be used to start a new pension.

Once your pension starts, you can't add any more money to it, so it's worth considering consolidating all available amounts into a single personal super account in the Fund before starting your pension. If you intend to claim a tax deduction for personal contributions made to your personal super account, you need to tell us before using these amounts to start a pension.

You must complete a pension application form and send it to the Administrator to open a pension account (even if you are an existing member of the Fund).

It is important you understand any implications starting a pension may have on your social security entitlements. See 'How will receiving a pension affect your social security benefits?' later in this section for more information.

There is a limit (which is indexed in line with the Consumer Price Index) on the total amount of accumulated superannuation an individual can transfer into the retirement phase pension (across all accounts from all providers). This is known as the 'transfer balance cap'.

The precise amount of the personal transfer balance cap applicable to an individual will depend on their individual circumstances. All individuals who have not commenced a retirement phase pension before 1 July 2023 will have a personal transfer balance cap of \$1.9 million. If an individual has

commenced a retirement phase pension before 1 July 2023, their personal transfer balance cap will vary between \$1.6 million and \$1.9 million.

Any existing amounts in excess of the transfer balance cap will need to be withdrawn or transferred back into the accumulation phase. The transfer balance cap does not apply to a transition to retirement pension although if your transition to retirement pension is converted into an account-based pension (see 'Conversion of a transition to retirement pension' later in this section), the account balance of your pension at the time of conversion will be included in your transfer balance cap.

For more information about the transfer balance cap and how it applies to your circumstances, speak to your adviser, or go to [www.ato.gov.au](http://www.ato.gov.au) or you may be able to view your personal transfer balance cap in ATO online services through myGov.

#### HOW MUCH WILL YOU RECEIVE?

Once you start your account-based or transition to retirement pension, you must receive at least a minimum pension payment amount each financial year as set by legislation.

The minimum payment depends on your age and your account balance when you start your pension, and then on 1 July of each subsequent year according to the following table:

Age at start of the pension (and 1 July each year)	% of account balance (p.a.)
Under 54	4%
65-74	5%
75-79	6%
80-84	7%
85-89	9%
90-94	11%
95+	14%

If you need more than your regular pension payments, you can request an additional amount as a lump sum payment or additional pension payment (except in the case of transition to retirement pensions where lump sum payments are not usually allowed). Lump sum payments you receive (where permitted) are usually counted towards meeting your legislative minimum payment requirement.

If you have elected to receive the minimum income amount, these lump sum payments, however, won't automatically adjust your regular pension payment. When considering whether to request an additional amount as a lump sum or pension payment, you should consider the different taxation treatment that may apply.

There is no limit to the amount of lump sums (where permissible) or additional pension payments you can receive each year from your account-based pension. However, if you have a transition to retirement pension, in addition to the minimum payment limit, a maximum payment limit of 10% p.a. (of your initial account balance and at each subsequent 1 July) will generally apply to your pension payments until you:

- reach age 65, or
- notify the Administrator in writing that you are permanently retired on or after your preservation age, you have ceased an employment arrangement on or after age 60, you have a terminal medical condition or you have suffered permanent incapacity,

whereupon your transition to retirement pension will convert into an account-based pension.

Transition to retirement pensions are subject to strict lump sum withdrawal restrictions that mean that, usually, a lump sum cannot be withdrawn. There are some limited exceptions (for example, family law payments). However, you can choose to transfer your transition to retirement pension back to a personal super account at any time.

Other important notes:

- The annualised minimum amount is pro-rated in the financial year you start your pension.
- The maximum for a transition to retirement pension is not pro-rated in the financial year that it is started.
- The minimum payment amount calculated according to the table above is rounded to the nearest \$10.
- If you commence after 1 June (but before 1 July), you may choose not to take a minimum payment in that financial year (however, you will still be considered to have commenced a pension from that date). Please note, however, that this does not apply if money is received into your pension account prior to 1 June, even though your pension may commence on or after 1 June (but before 1 July).
- Limits may change from time to time (for example, in certain years the minimum pension payment limit has been reduced). For up-to-date information about the limits applicable in a particular year, speak to your adviser.
- The payment of pensions is subject to pension standards in superannuation legislation. The information about pensions shown here is a summary only and does not set all aspects of the pension standards. The Fund must adhere to the pension standards as applicable from time to time.

#### **HOW WILL YOU RECEIVE PENSION PAYMENTS?**

You can choose any pension payment amount within the required minimum or maximum (if applicable) limits. Payments will be made from your pension account to your nominated bank account. You can choose whether you'd like to receive the payments bi-monthly, monthly, quarterly, half-yearly or yearly.

You can also choose to have your pension payments indexed by a specific percentage or in line with increases in the Consumer Price Index (CPI), which is a measure of inflation. The required minimum or maximum (if applicable) income limits still apply where you choose indexed pension payments.

Pension payments are normally made on the 10th of each month. You can change the amount, frequency and indexation of pension payments at any time, subject to the required minimum or maximum (if applicable) limits. You also can change your bank account details for pension income payments and lump sum withdrawals.

Generally, you can change your pension payment details at any time during the year by letting the Administrator know in writing. Changes to your pension payment details will generally be effective for the next pension payment if you provide your instructions to the Administrator more than 10 business days before the next pension payment date.

You will be provided with a 'Details of Income Stream Product' statement for your account-based or transition to retirement pension account. This can then be provided to Centrelink to help determine your social security entitlement.

In the event of your death while you are a holder of a pension account in the product, pension payments can continue to be paid to a reversionary beneficiary (refer to the information about estate planning later in this section).

#### **WILL RECEIVING A PENSION AFFECT YOUR SOCIAL SECURITY BENEFITS?**

Commencing a new pension account may impact you and/or your partners' social security entitlements.

Social security benefits are determined by the Department of Human Services and the Department of Veterans' Affairs with consideration to your assets and any income you earn.

Pension account balances may be captured under both the assets test and deeming through an income test.

Pension accounts which commenced before 1 January 2015 and where you continuously received certain social security income payments are generally subject to different deeming rules.

For more information on how a pension may affect your social security benefits, you should speak to your adviser, refer to Financial Information Service (FIS) Officers accessible through Services Australia or refer to [www.ato.gov.au](http://www.ato.gov.au).

#### **CONVERSION OF A TRANSITION TO RETIREMENT PENSION**

Your transition to retirement pension will be converted into an account-based pension when:

- you turn age 65; or
- you notify the Administrator in writing that:
- you are permanently retired on or after your preservation age;
- you have ceased a gainful employment arrangement on or after age 60;
- you have a terminal medical condition; or
- you have suffered permanent incapacity.

When your transition to retirement pension is converted into an account-based pension:

- the tax treatment of the pension will change –see the 'Tax and your pension account' in section 2 of this AIB for further information; and
- the legislative maximum payment limit of 10% p.a. will no longer apply; and
- the restriction on withdrawing lump sums from your account will no longer apply.

## ESTATE PLANNING

### NOMINATING A BENEFICIARY

Your account balance is paid to your beneficiaries or your estate if you die. Generally, it will be paid as a lump sum (unless you nominate a reversionary beneficiary in relation to a pension account or your beneficiary requests that payment be made in the form of a pension).

Generally, the law restricts who can be a beneficiary to either your dependants or your estate.

### WHO CAN YOU NOMINATE?

You can nominate one or more of your dependants or your legal personal representative (either the executor under your will or administrator for your estate) to be the recipient of your death benefit.

A dependant under super law includes:

- your spouse (including a de facto spouse whether of the opposite or same sex)
- your children (including an adopted child, a stepchild, or ex-nuptial child)
- any person who is financially dependent on you
- any person with whom you have an interdependency relationship.

If a child beneficiary receives pension payments when you die, the pension can only continue to be paid while the child is:

- under 18,
- between 18 and 25 and financially dependent upon you, or
- disabled (as defined by law).

If you have nominated a beneficiary on your account, details of your nomination (including the date your nomination expires, where applicable) is shown on your annual member statement.

You may revoke or update your beneficiary nomination at any time by writing to the Trustee.

### WHAT TYPES OF NOMINATIONS CAN YOU MAKE?

#### BINDING BENEFICIARY NOMINATIONS

A binding death benefit nomination is a written direction to the Trustee that sets out the dependants and/or legal personal representative, as nominated by a member, to receive his/her benefit in the event of the member's death.

When you make a valid binding nomination that remains valid and effective at the time of your death, the Trustee will follow your nomination as to who receives your benefit when you die, and how much of the benefit they receive. The Trustee cannot pay your benefit to a person you have nominated if they are not a dependant or legal personal representative at the time of your death.

#### LAPSING BINDING BENEFICIARY NOMINATION

These nominations, when valid and effective at the time of your death, are generally binding on the Trustee and help ensure your account balance is paid according to your directions. Lapsing binding nominations for the Fund lapse after three years. In some circumstances (eg. court order) these nominations may not be effective.

If you wish to make a lapsing binding beneficiary nomination or change an existing one in relation to an account in the Fund, you need to complete and return a Beneficiary Nomination form, which is available on InvestorHUB, or by contacting the Administrator. The form contains more detail on these nominations, including what's a valid and effective nomination. An invalid, expired or ineffective lapsing binding nomination will be treated as a non-binding nomination (see 'Non-binding' below).

#### NON-LAPSING BINDING BENEFICIARY NOMINATION

A valid non-lapsing nomination that has been accepted by the Trustee helps ensure your account balance is paid according to your nomination. Valid non-lapsing binding nominations do not have an expiry date and will generally remain effective until you either revoke your nomination or update your nomination.

If you wish to make a non-lapsing beneficiary nomination or change an existing one in relation to an account in the Fund, you need to complete and return a Beneficiary Nomination form which is available on InvestorHUB, or by contacting the Administrator. The form contains more detail on these nominations, including what's a valid and effective nomination. An invalid or ineffective nomination will be treated as a non-binding nomination (see 'Non-binding' below).

**We recommend that you periodically review your nomination as it is your responsibility to ensure that your non-lapsing binding nomination continues to be appropriate in accordance with your personal circumstances. Without a change directed by you, a non-lapsing binding nomination may continue even if your personal circumstances change and the Trustee is bound to act upon it if it is valid and in effect at the time of a member's death.**

#### NON-BINDING

A non-binding death benefit nomination is a written instruction to the Trustee which sets out the dependants and/or legal personal representative you nominate to receive your super benefit in the event of your death.

The Trustee will consider the nominated beneficiaries provided by you, however, is not legally bound to follow the nomination in the event of your death. The Trustee will consider your nominated beneficiaries along with any other dependants as permitted by law, and whether your personal circumstances had changed since providing your nomination.

#### NO NOMINATION

The Trustee will, in its absolute discretion, pay the death benefit to one or more of either your legal personal representative, or your dependant(s). If you have no legal personal representative or dependant, the Trustee may pay the benefit to any other person that the Trustee reasonably determines to be appropriate, subject to government legislation.

#### REVERSIONARY BENEFICIARY NOMINATION (FOR PENSION ACCOUNTS ONLY)

Your pension payments will be paid to your nominated reversionary beneficiary. You can nominate your spouse (including a de facto or same sex partner), or your child as a reversionary beneficiary. You can elect to add, change or remove your reversionary nomination at any time. If you have a reversionary nomination in place for your pension account and subsequently

make a non-lapsing binding nomination, the non-lapsing binding nomination will replace the existing reversionary nomination. However, if you make a lapsing binding nomination, the lapsing binding nomination will not replace the existing reversionary

nomination. We strongly recommend you seek specialist advice before making a decision to add, change or remove a reversionary beneficiary nomination.

## OTHER INFORMATION ABOUT HOW SUPER WORKS

Situation	Description
<b>You and your spouse are separating or divorcing?</b>	Under Family Law legislation, married couples separating or divorcing, can divide their super benefits by agreement or by court order. This extends to de facto couples (including same sex couples). You should seek legal advice about the splitting of super benefits in the event of the breakdown of a relevant relationship. For more information, please contact your adviser.
<b>You wish to transfer your super to another fund?</b>	You can transfer your super account balance at any time to another eligible super fund. However, please note that delays in the transfer may occur due to restrictions applying to the redemption of, or delays in receiving declared income for, some underlying investments.  If you are leaving Australia to live permanently in New Zealand, you may be eligible to transfer your benefit to a KiwiSaver scheme that is approved to accept your transfer. For more information, refer to the KiwiSaver Transfer form available on InvestorHUB.
<b>You are a temporary resident?</b>	If you are or have been a temporary resident, you can generally only withdraw your benefits as a single lump sum after your visa has expired and you have left Australia permanently. Exceptions apply if you become permanently disabled, temporarily disabled, suffer a terminal medical condition (as set out in law) or die. If you don't claim your benefit within six months of your departure from Australia or your visa expiring, whichever is later, we may have to pay it to the ATO as unclaimed money. If this happens you will no longer be a member of the Fund and you may lose any insurance cover held through the Fund. You have the right to apply to the ATO to claim your benefit, if it is paid to the ATO).  If you are a former temporary resident whose superannuation benefits are transferred to the ATO as unclaimed money, you may not be notified of this or receive an exit statement after the transfer occurs. The Trustee will rely on relief provided by the ASIC Corporations (Unclaimed Superannuation – Former Temporary Residents) Instrument 2019/873 which says, in effect, that the trustee of a superannuation fund is not obliged to meet certain disclosure requirements in relation to former temporary residents that have ceased to hold an investment in the fund as a result of the payment of unclaimed superannuation to the Commissioner of Taxation.
<b>You lose track of any super balances?</b>	<b>Lost members and unclaimed super</b>  A lost member is a member of a super fund who is uncontactable, inactive, or joined the fund from another super provider as a lost member. A member is not a lost member if their address has been verified in the past two years (and we have no reason to believe that address is now incorrect), or they have indicated (either by a positive act or by notifying us) that they want to remain a member.  Under certain circumstances, including those listed below, your account balance may be treated as unclaimed super and will be paid to the ATO, if: <ul style="list-style-type: none"><li>• you have reached age 65, there have been no contribution or rollover amounts received by us on your behalf for at least two years, and it has been five years since we last had contact with you (having made reasonable attempts to contact you); or</li><li>• as a lost member, your account balance is less than the small lost member account threshold as determined by the ATO; or</li><li>• as a lost member, your account balance has been inactive for 12 months and, with the information reasonably available to us, we are satisfied that we will never be able to pay your account balance to you; or</li><li>• as a former temporary resident, you have unclaimed super (see above).</li></ul> In addition to the above, the Trustee is required to transfer your account balance to the ATO if your account is classified as an 'inactive low balance account'.  Generally, your account will be classified as an inactive low-balance account if it meets all the following criteria: <ul style="list-style-type: none"><li>• no amount has been received into your account for 16 months</li><li>• the balance of your account is less than \$6,000</li><li>• you have not met a condition of release (see 'Accessing your super' in Section 1 for more information)</li><li>• you do not have insurance on the account.</li></ul> However, your account will not be an inactive low-balance account if any of the following have occurred in relation to you in the last 16 months:

Situation	Description
	<ul style="list-style-type: none"><li>• you have changed your investment options;</li><li>• you have made changes to your insurance or you have ever elected to maintain insurance and not withdrawn that election;</li><li>• you have made or amended a binding beneficiary nomination;</li><li>• you have made a written declaration that your account is not an inactive low-balance account.</li></ul> <p>If you satisfy the above criteria and your account balance is sent to the ATO, the ATO will be obligated to, within 28 days, consolidate the amount to an existing active superannuation account you currently hold.</p> <p>The circumstances in which account balances must be transferred to the ATO may change in the future, and we will be required to comply with them if they do. Any future changes may be made available on InvestorHUB. You can also find more information about lost members and inactive low-balance accounts at <a href="http://www.ato.gov.au">www.ato.gov.au</a>.</p>

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## 2. HOW SUPER IS TAXED

This section provides a high-level summary of some of the key tax considerations in relation to your account based on tax laws at the date of preparation of this booklet. The taxation of super is complex and changes regularly, so we recommend you contact your financial or tax adviser before making any financial decisions on your account. Additionally, superannuation taxation rules include caps and thresholds that change from time to time. Up-to-date information is available from [www.ato.gov.au](http://www.ato.gov.au).

Super funds have a range of tax concessions that can help you save for a secure retirement. These differ for super and pension members. The following tables provide a summary of the tax treatment that may apply to these accounts.

### TAX AND YOUR SUPER ACCOUNT

#### Contributions (including in specie transfers)

Concessional contributions are generally taxed at a maximum rate of 15%.

Non-concessional contributions are not taxed (provided you do not exceed the non-concessional contributions cap).

You may have to pay extra tax if you exceed the relevant contributions caps.

If an individual's income (disregarding any reportable superannuation contributions) and certain concessional contributions (excluding excess concessional contributions) exceeds \$250,000 in a year, an additional Division 293 tax is applied to the lesser of the excess over \$250,000 and the contributions. The rate of Division 293 tax is 15%.

**Note:** For in-specie transfers consult your adviser about the likely impact of the transfer, including any Capital Gains Tax (CGT) liability or other tax liabilities, the effect on your contribution caps and the Fund's diversification limits (set out in the Investment Booklets, where applicable).

#### Investment earnings (including realised capital gains)

Taxed at a rate of up to 15%. Only two-thirds of realised capital gains are generally taxable for assets held for at least 12 months by the Fund.

Investment returns received for international securities will generally not receive the benefit of rebates or tax credits and will incur the highest applicable withholding tax rate.

#### Lump sum withdrawals

##### Tax-free component:

- Nil

##### Taxable component (taxed element):

- if you are under your preservation age, tax is paid at up to 20% (plus Medicare Levy)
- if you have reached your preservation age but are below 60 years of age, your withdrawal is tax free up to the low rate cap<sup>1</sup> subject to annual indexation<sup>2</sup>, then tax is paid on the remainder at 15% (plus Medicare Levy)
- from age 60, tax free.

<sup>1</sup> The low-rate cap is reviewed on 1 July each year and may change from time to time. For up-to-date information, go to [www.ato.gov.au](http://www.ato.gov.au).

<sup>2</sup> You are only allowed one lifetime tax-free threshold (indexed annually) regardless of how many super funds you have and whether they are taxed or untaxed elements. This threshold may be reduced by previous withdrawals of amounts below the low-rate cap.

Withdrawals from super accounts in the case of death, terminal medical condition or incapacity are treated differently (as outlined later in this section). Temporary residents who work in Australia, and have super contributions paid by their employer, are generally entitled to receive their super benefits once they leave Australia. This payment is called a Departing Australia Super Payment (DASP). These payments are also subject to different taxation rules. For further information on the tax treatment of these payments you can visit [www.apra.gov.au](http://www.apra.gov.au) or [www.ato.gov.au](http://www.ato.gov.au). Withdrawals from super accounts in the case of death, terminal medical condition or incapacity are treated differently (as outlined later in this section). Temporary residents who work in Australia, and have super contributions paid by their employer, are generally entitled to receive their super benefits once they leave Australia. This payment is called a Departing Australia Super Payment (DASP). These payments are also subject to different taxation rules. For further information on the tax treatment of these payments you can visit [www.apra.gov.au](http://www.apra.gov.au) or [www.ato.gov.au](http://www.ato.gov.au).



## TAX AND YOUR PENSION ACCOUNT

### Investment earnings (including realised capital gains)

Account-based pensions: Tax-free

Transition to retirement pensions: Earnings supporting transition to retirement pensions are taxed at the same rate as accumulation phase accounts (such as personal super accounts), at a rate of up to 15%. For more information, go to [www.ato.gov.au](http://www.ato.gov.au).

### Pension payments

#### Tax-free component:

- Nil

#### Taxable component (taxed element):

- generally, if you are under your preservation age, tax is paid at your marginal tax rate
- generally, if you are under age 60 but over your preservation age, tax is paid at your marginal tax rate, less a 15% tax offset; and
- from age 60, tax-free.

### Lump sum withdrawals

As per lump sum withdrawals from super accounts - see the 'Tax and your super account' table in this section.

If you are under age 60 and have not provided the Administrator with a valid TFN, we are required to deduct tax at the top marginal tax rate (plus Medicare levy) from any payments made to you from your account, including any pension income payments. You are not obliged by law to provide your TFN. However, applicants for an account in the Fund are required to provide a valid TFN before they can be accepted as a member.

## TAX AND YOUR ROLLOVERS

No tax applies to rollovers into the Fund except in the case of untaxed elements. An untaxed element may arise from a rollover from an unfunded super scheme. This component is subject to tax at a maximum rate of 15%.

### HOW IS TAX DEDUCTED ON YOUR ACCOUNT?

We calculate any tax we have to pay on investment income or taxable contributions in your account and deduct any tax amounts from your cash account. Investment income includes dividends, interest, distributions and realised capital gains and losses on disposal of investments. The Fund prepares an annual income tax return. The annual income tax process includes settling the tax positions for each member account. This will involve deducting any tax amounts owed from the member's cash account or paying any receivable tax credits or benefits to the Member's cash account. Members who exit the fund will have their tax positions settled on exit. Settlement on exit may not include the benefits or all tax credits where that information has not yet been provided to the Fund. For example any capital losses not used to offset capital gains will not be reflected in the value of the member's account on exit, and will be retained by the Fund and used to offset any future capital gains of the Fund.

Any deductions or allowance for tax is accounted for in the Fund by being held in a tax provision or reserve from which tax payments are made and to which tax benefits or credits (such as reduced input tax credits (RITCs) and unrecouped capital gains tax benefits in respect of former members) may be allocated. In determining the earnings to be credited (or debited) to member accounts (i.e. investment earnings can be positive or negative) the Fund does not maintain investment reserves. However, other types of reserves may be maintained as considered appropriate by the Trustee from time to time, in accordance with the Trustee's

reserving policy (for example, reserves to manage tax accruals and liabilities). Further information about reserves appears in Section 8 of this AIB.

Unless otherwise stated all the fees and costs shown in the Part II of the PDS are expressed as inclusive of GST (if applicable) and net of RITC. If eligible, the Trustee will claim the benefit of RITCs on behalf of the Fund in order to credit the Fund reserves and to pay expenses of service providers to the Fund to the benefit of the members. Where other government charges such as stamp duty apply, we will charge your account directly. For example, stamp duty may apply to insurance premiums for income protection cover.

### CAN YOU CLAIM A TAX DEDUCTION ON YOUR SUPER CONTRIBUTIONS?

You may be eligible to claim a tax deduction in your personal income tax return for personal super contributions you make to your account in a financial year.

You should speak to your adviser about your eligibility. For more information, go to [www.ato.gov.au](http://www.ato.gov.au).

If you intend to claim a tax deduction, you will need to let the Administrator know by completing and returning the ATO's 'Notice of intent to claim or vary a deduction for personal super contributions' form available from InvestorHUB or the ATO website [www.ato.gov.au](http://www.ato.gov.au). Alternatively, you may authorise your adviser to submit your completed notice of intent to claim form on your behalf to the Administrator, through AdviserHUB.

You must provide your completed 'Notice of intent to claim or vary a deduction for personal super contributions' form to the Administrator before the date you lodge your personal tax return for the financial year in which the contributions were made, or the end of the financial year immediately following the year in which the contributions were made, whichever is earlier. If we do not hear from you within the required timeframe, we will assume you won't be claiming a tax deduction for your personal contributions.

Once we receive a valid tax deduction notice, we will send you a tax deduction acknowledgment advice for your tax records. We will let you know if we are unable to accept the notice. If you wish

to reduce the amount you specified under a previous tax deduction notice, please ensure you complete the Variation of previous deduction notice in the relevant section of the form.

**Important note:** Please pay special attention if you intend to use an account balance containing these personal contributions to start a pension, withdraw your benefit or transfer any part of your benefit. If the money is withdrawn, it could prevent you from claiming a deduction in relation to these contributions. Contributions for which you have claimed a tax deduction are not eligible for a Government co-contribution.

## TAX AND YOUR DEATH BENEFITS

Tax may be charged on amounts paid to your beneficiaries when you die. The amount of tax will depend on variables such as whether a lump sum or pension is paid, the timing of payment, and who receives your benefit. You should consult your adviser for more information on the tax treatment of death benefits.

The tax payable on death benefits depends on whether the beneficiary is a dependant for the purposes of tax legislation (a 'death benefits dependant'). A death benefits dependant includes:

- your spouse or former spouse (including a de facto spouse of the same-sex or opposite sex)
- your children below age 18
- a person with whom you had an interdependency relationship
- any other person who was financially dependant on you.

The following table summarises the tax treatment of death benefits paid to a death benefits dependent (assuming no element of the benefit is untaxed in the Fund).

<b>Benefits paid to a death benefits dependant</b>			
<b>Age of deceased</b>	<b>Method of payment</b>	<b>Age of death benefits dependant</b>	<b>Taxation</b>
<b>Below age 60</b>	Income stream*	Age 60 or over	Tax free
		Below age 60	Taxable amount is taxed at marginal tax rates. An offset of up to 15% may apply.
<b>Age 60 or over</b>	Income stream*	Any age	Tax free
<b>Any age</b>	Lump sum	Any age	Tax free

\*Death benefits can only be paid as an income stream to a spouse, children less than 18 years, a financially dependant child aged 18 to 24 years, disabled children or an interdependent or financial dependant who is not a child.

The following table summarises the tax treatment of death benefits paid to a non-death benefits dependant (assuming no element of the benefit is untaxed in the Fund).

<b>Benefits paid to a non-death benefits dependant</b>			
<b>Age of deceased</b>	<b>Method of payment</b>	<b>Age of death benefits dependant</b>	<b>Taxation</b>
<b>Any age</b>	Lump sum	Any age	Taxable amount is taxed at 15% plus the Medicare Levy

Please note that higher tax may apply where we do not hold your TFN.

A payment made by the Fund to the estate or legal personal representative is taxed based on who is expected to benefit from the payment and the extent to which they are a death benefits dependant or not. The legal personal representative is responsible for withholding the appropriate tax from the amount payable to the end beneficiary.

Death benefits can generally only be paid to a 'dependant' (as defined in superannuation law) – a wider group of people than a death benefits dependant, or the member's estate, refer to Section 1 How Super works for more information on who you can nominate as a beneficiary

## TAXATION OF TERMINAL MEDICAL CONDITION BENEFITS

If you access your super (including any insured terminal illness benefit) due to a terminal medical condition (as defined in superannuation law), the withdrawal is tax free.

## TAXATION OF PERMANENT INCAPACITY BENEFITS

If you access your super (including any insured total and permanent disablement benefit) due to permanent incapacity (as defined in superannuation law), the tax treatment depends on your age and whether you receive your benefit as a lump sum or pension. Lump sum withdrawals on permanent incapacity may incur less tax than applies to withdrawals generally due to an increase in the tax-free component that may be available depending on a person's days to retirement and other factors. You should speak to your adviser or a tax adviser about this.

## TAXATION OF INCOME PROTECTION INSURED BENEFITS

Refer to Section 4 in the Insurance Guide under the sub-heading 'Taxation' for information about the taxation of income protection benefits.

## DEDUCTIBLE EXPENSES FOR THE FUND

Where Fund expenses such as insurance costs are tax deductible for the Fund, the benefits of any tax deduction will be claimed by the Fund and will be reflected in the net impact of the annual tax process passed on to each member.

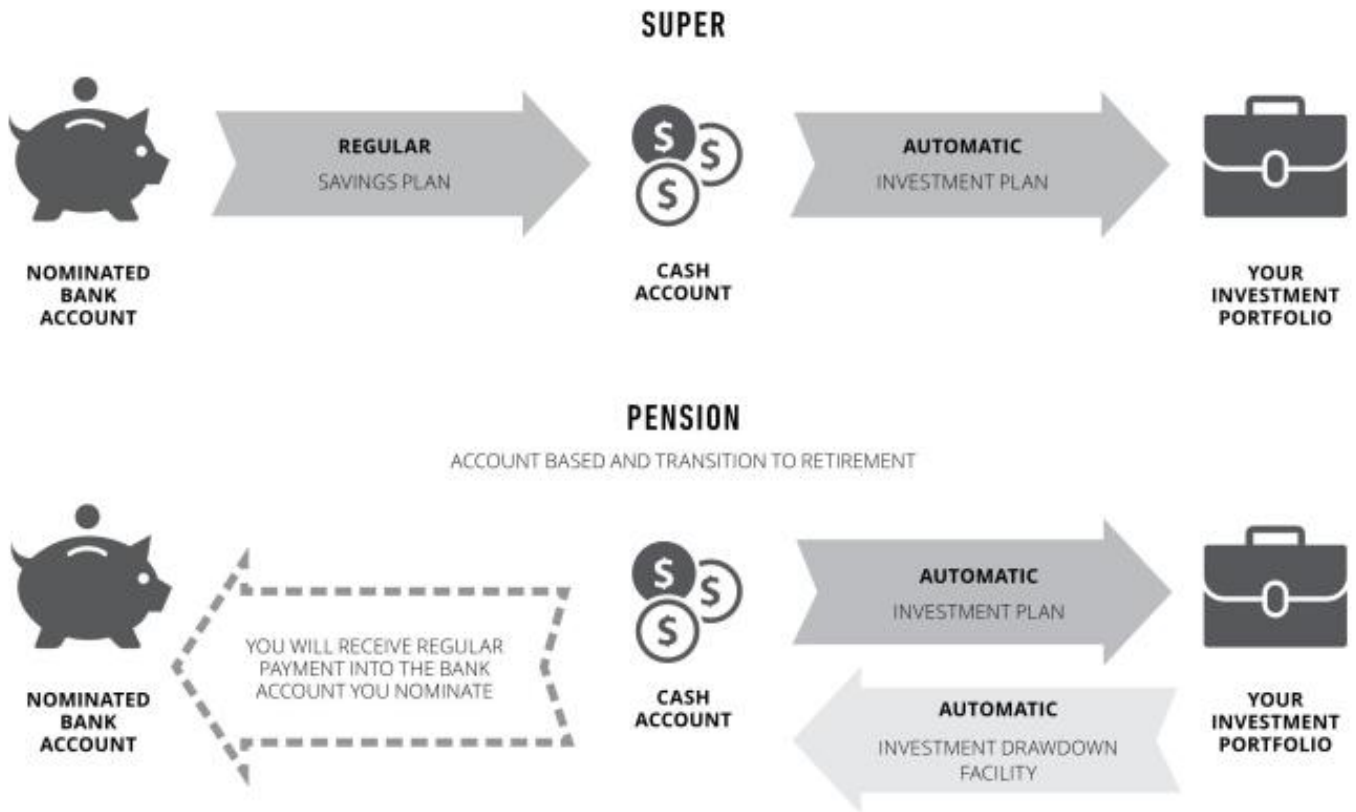


## 3. BENEFITS AND FEATURES

### HOW YOU CAN SET UP MOVEMENT OF FUNDS FOR YOUR ACCOUNT

Your account balance is made up of the deposits to your account (including contributions where applicable, rollovers and income) less any fees and costs (including insurance costs), taxes, and withdrawals paid from your account.

This diagram is a summary of how funds can move into, within and out of your account.



When you open a personal super or pension account, a cash account is automatically established for you. The cash account represents the cash in your account and is used to settle all transactions relating to the investments held within your account and pay any fees or costs deductible from your cash account. For more information about your cash account, refer to Section 4 How we invest your money.

#### ESTABLISHING A REGULAR SAVINGS PLAN (CONTRIBUTING TO YOUR ACCOUNT)

You can set up a regular savings plan with the Administrator that allows you to invest amounts starting at \$100 per month into your personal super account.

Regular contributions will be deducted from your nominated bank account on or after the 20th day of each month. We must receive your direct debit authorisation, either with your Application Form or the additional contribution and regular savings plan form by the 15th day of the month, for your regular savings plan to start around the 20th day of that month.

Please note that at the time of investing through your regular savings plan, you may not be viewing the most current version of the relevant product disclosure statement or disclosure documents for financial products held through the product as these are updated from time to time. You can obtain the current disclosure documents for an investment option free of charge through InvestorHUB or through your adviser.

If you want to make changes to your nominated bank account for direct debits, you need to send the Administrator a bank account nomination form or a new additional contributions and regular savings plan form before the 15th of the month.

If we do not receive the new details by this date, the change may not occur until the following month.

We may discontinue or suspend direct debits, where there is suspected fraud, insufficient funds in your nominated account or otherwise (please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information).

You must notify us in writing or by email if you wish to cancel a regular savings plan.

#### AD HOC INVESTMENT PLAN

For any additional contributions into your cash account, you can establish an ad hoc investment plan. This feature allows you to establish an investment plan which will invest (generally within 5 business days) any additional (ad hoc) contributions made into your cash account once the money has cleared

Disclosure documents for investment options held through the Fund are updated from time to time by the relevant issuer for that product, and it is important that you have the most current version at the time you establish an ad hoc investment plan. You can obtain the current disclosure documents for an investment option free of charge through InvestorHUB or through your adviser.

#### **AUTOMATIC CASH TOP UP**

To help you manage your minimum cash account balance requirements you can opt in for the automatic cash top up feature. This feature ensures that your cash account balance automatically tops up (generally around the 25th of each month) if it falls below the required minimum and involves selling or redeeming investments relating to your account. You will also have the option to ensure that any regular payments (such as insurance costs or pension payments) are also considered when topping up the cash account balance.

#### **AUTOMATIC INVESTMENT DRAWDOWN**

The automatic investment drawdown facility allows you to specify how investment drawdowns are to be made (e.g. to meet regular pension payments). Generally, the automatic investment drawdown occurs on or around the 3rd of the relevant month and involves selling or redeeming investments relating to your account.

Your ability to access any sale or redemption proceeds is subject to restrictions in superannuation legislation. We may, at our discretion, offer additional frequencies for our automatic investment drawdown (please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information).

The investment drawdown options available for you to select are to:

- sell proportionately across all investments within your account;
- select specific investments for sell down and proportionately sell across these only; or
- select specific investments to sell down and select the percentage to sell down for each investment; or
- other options that we may make available.

If you do not make a selection, then the default investment drawdown option is to sell proportionately across the following investments and in the following order:

- a. Managed funds (priced daily)
- b. Managed funds (non-daily priced)

Your investment drawdown selection (if any) will also be used to determine which investments are to be sold down to restore your minimum cash balance requirements.

#### **AUTOMATIC INVESTMENT PLAN**

You can establish an automatic investment plan to trigger periodic reinvestment of excess cash<sup>1</sup> in your cash account (on or around the 25th of the relevant month).

You can set a maximum limit on this investment so regular investments of a fixed amount can be made rather than investing all surplus cash in your cash account. Your adviser can set the limit for you through AdviserHUB.

<sup>1</sup> Includes any excess cash which may come from additional contributions, regular savings, income and sales from your investments. Unless you have directed your adviser to instruct us on how excess cash is to be apportioned to your current investments, it will stay in your cash account and accrue interest

## CUSTOMISING INVESTMENT PREFERENCES

You can also setup standing instructions in relation minimum trading sizes. This allows you to better customise your account in accordance with the investment strategy that you have agreed with your adviser.

Investment preference type	Description
<b>Minimum trade size</b>	<p>You may wish to set up a minimum trade size (i.e. for buys, sells or rebalances) in your account for any managed fund trades in your account. Setting these minimums may reduce frequent incremental trading on your account, which will incur activity fees as described and may be costly. Note this does not apply to automatic investment drawdowns.</p> <p>You may set a minimum trade size applied per or managed fund trade. If no selection is made, then the default is:</p> <ul style="list-style-type: none"> <li>• \$250 for managed funds</li> </ul> <p>Setting a minimum trade size per managed fund will generally ensure that trades of a value less than the nominated (or default) amount will not be executed (or cancelled). This includes trades that occur when trades are carried over from a previous instruction.</p> <p><b>Note:</b> Setting a minimum trade size below the default minimum trade size shown above, may increase the number of trades and transaction related fees applied to your account.</p>

### IMPORTANT INFORMATION RELATING TO INVESTMENT PREFERENCES

If you elect to customise your account the minimum trades size option described above, this may increase or decrease the number of trades and the transaction related fees applied to your account.

Before deciding to set up minimum trade sizes on your account please speak with your adviser.

### CONTRIBUTIONS AND ROLLOVERS

Once you have opened your personal super account you can make one-off and regular contributions. You can view your transactions online, and all contributions will be shown on your annual statements or exit statement (in the case of closing your account). Unless you advise otherwise, all contributions you make will be credited to your account as non-concessional (after-tax) 'member voluntary' contributions.

There are restrictions that apply as to who can make contributions and how much can be paid, without incurring extra tax. For more information on who can contribute, and the eligibility rules and limits that apply, refer to Section 1 How super works. If you are not sure whether you are eligible to contribute, or how much you can contribute, please ask your adviser.

For details of how to contribute, please refer to InvestorHUB for BPAY® details, or contact the Administrator on 1300 854 994. For EFT transactions, ensure the transaction reference number is the one provided to you for BPAY contributions.

Keep a record of the transaction and contact us if you do not see the funds deposited within a few days. If you deposit the funds using an incorrect reference, you will not earn interest on that deposit until we identify the correct payee. Interest amounts for deposits that cannot be allocated to an account will be retained within the Fund and will not be paid to you should we need to reverse the deposit. The following table shows the different payment and transfer methods of contributing to your account via personal and spouse contributions.

**Note:** BPAY and EFT should not be used to make deposits for certain payments such as rollovers from an SMSF, and small business CGT contributions. Refer to the 'Payment and transfer choices' later in this section for more information on who can make BPAY or EFT contributions.

Once you have arranged for a deposit of funds into your account, you can tell your adviser to implement your investment strategy, subject to maintaining a minimum balance in your cash account.

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### EMPLOYER CONTRIBUTIONS - IMPORTANT INFORMATION

Your employer can make contributions to your account, including SG, salary sacrifice and employer additional contributions. To ensure the quick electronic transfer of funds and contribution details to funds, the Government has introduced changes to the way employers can send contributions to super funds. We can only accept employer contributions via SuperStream. Your employer will therefore need to ensure they are sending contributions via a payment method that is SuperStream compliant. Unless your employer is required to contribute to ARA Super (for example, because it is your 'stapled fund' as notified

by the ATO to your employer), you must notify your employer that you have chosen ARA Super for your employer contributions if you want your employer to contribute to ARA Super for you.

Your welcome email will include a copy of a Super Choice Fund Nomination form that you can provide directly to your employer.

## PAYMENT AND TRANSFER CHOICES - PERSONAL &amp; SPOUSE CONTRIBUTIONS

Payment	Who	When	How
BPAY® from your savings account	Personal, spouse	One-off or regular	<p>Use the following details for BPAY® transactions: Biller code: 17798</p> <p>The Customer Reference Number will be provided to you with your welcome email. In addition, the above BPAY biller code and your Customer Reference Number must be used for any future contributions made via BPAY.</p> <p><b>Spouse contributions</b></p> <p>When making spouse contributions, the contributing spouse is taken to understand the conditions relating to making spouse contributions and confirms that these contributions are:</p> <ul style="list-style-type: none"> <li>made for your receiving spouse who is not an employee of yours, and</li> <li>made by an Australian resident taxpayer earning assessable income, and</li> <li>made for your receiving spouse who is an Australian resident and is within the age limits to be eligible to receive a spouse contribution (see 'Who can contribute?' in Section 1 How super works):</li> </ul> <p><b>Note:</b> Additional conditions apply to be eligible for the tax offset for spouse contributions. For more information, go to <a href="http://www.ato.gov.au">www.ato.gov.au</a>.</p>
Direct debit from your savings account	Personal, spouse	One-off or regular	<p>Complete a Direct Deposit Request (using the Application or Contributions form accompanying the PDS) to transfer funds from your bank account.</p> <p><b>Note:</b> Please ensure there are sufficient cleared funds in your nominated bank account, otherwise you will be liable for any costs incurred as a result of insufficient funds. Refer to the Direct Debit Request Service Agreement that is set out in Section 7 of this booklet.</p>
Super Stream	Personal SMSF	One-off or Regular	<p>Use the following details to send contributions via SuperStream:</p> <p>ABN: 6091090523001</p> <p>USI: 6091090523</p> <p>Account number: Your account number can be found on InvestorHUB.</p>
Electronic funds transfer (EFT)	Personal, spouse	One-off or regular	<p>Please refer to InvestorHUB for the applicable transaction reference numbers. Unidentified contributions cannot be applied to your account.</p>
Cheque	Personal, spouse	One-off	<p>Forward a cheque made payable to HUB24 Custodial Services Ltd. Unidentified cheques (with no attached form or reference number) cannot be applied to your account.</p>
In specie transfers	Personal	One-off	<ol style="list-style-type: none"> <li>Check with your adviser or contact the Administrator to check whether the assets can be transferred to your account.</li> <li>Complete and return the In Specie Transfer form. You can obtain this from the Forms section of InvestorHUB.</li> </ol> <p><b>Note:</b> Consult your adviser about the likely impact of the transfer, including any Capital Gains Tax (CGT) liability, or other tax liabilities, and the effect this may have on your contribution caps and the product's diversification limits (set out in the Investment Booklets, where applicable).</p> <p>Acceptance of an in specie transfer is subject to the Trustee's approval.</p>

## HOW YOUR CONTRIBUTIONS ARE TREATED

All contributions are paid into your cash account for your personal super account. If your personal contributions are intended to be concessional contributions, you should also tell us this in writing when you make the contribution. If you intend to claim a tax deduction for personal super contributions, you will need to let us know by completing and returning the ATO's 'Notice of intent to claim or vary a deduction for personal super contributions' form.

Alternatively, you may authorise your adviser to submit your completed 'Notice of intent to claim' form on your behalf, to the Administrator through AdviserHUB. This form is available on InvestorHUB or from the ATO website [www.ato.gov.au](http://www.ato.gov.au). If you are transferring your account balance to a pension account in the Fund or to another superannuation fund, you must firstly complete and return this form.

You can use this to confirm the amount of your contributions that are tax-deductible. If we don't receive this notice back or if the notice does not meet requirements in tax laws, any personal concessional contributions will remain classified as non-concessional contributions. In some cases, we may not be able to reclassify them. Refer to Section 2 How super is taxed, for more information.

If we cannot process your contributions for some reason such as due to insufficient information (for example, incorrect payee details) or outstanding requirements, we will contact you or your adviser for resolution. In the meantime, we will hold the money in a separate trust account for up to 30 days after the month that it's received. After this we will return the money to the source of the payment if we can, otherwise the money will be dealt with in accordance with relevant legislation. You will not earn interest on these amounts. Any interest earned will be retained by the Fund.

If a contribution is dishonoured, we will pass on the bank's dishonour fee to you. Please note your financial institution may also charge you a dishonour fee.

## ROLLOVERS – TRANSFERRING OTHER SUPER MONEY TO THE FUND

To transfer your super benefits into the Fund, complete and send us a Rollover form. We will then arrange to have the nominated super benefits transferred to your account. You can find the Rollover form on the product website, or by speaking to your adviser. Alternatively, you can arrange a rollover from your other super fund directly.

All transfers will be paid into your cash account before being invested in line with adviser instructions. You cannot transfer super benefits into a pension account in the Fund after the pension has commenced.

Before rolling over, you should compare the fees and benefits of each product. You should also consider whether any fees or charges will apply, as well as the effect the rollover may have on your benefits such as any insurance cover you hold in your other super account.

## HOW TO WITHDRAW YOUR SUPER

You can take a lump sum withdrawal or withdraw your super through pension payments from a pension account (subject to preservation rules), or transfer all or part of your super or pension accounts (assuming you are eligible), by completing and returning a Benefit Payment form. For information about commencing a pension, refer to the features of the product's pension accounts in Section 1 How super works.

Transferring all or part of your super out of the Fund or into a pension account may affect your insurance cover with the Fund (if any). Ordinarily, we must transfer or roll over your benefits within 30 days of receiving all relevant information prescribed by the Superannuation Industry (Supervision) Regulations (including all information that is necessary to process your request). However, where you make an investment choice and the investment option you have chosen is illiquid or becomes illiquid, it may take longer than 30 days to transfer your full benefits.

Generally, a minimum ongoing account balance of \$10,000<sup>1</sup> applies where you are withdrawing part of your super as a lump sum or transferring part of your super from an account within the Fund. If you are transferring part of your super to another fund, we may refuse to transfer an amount where it would cause your account balance to fall below \$6,000<sup>1</sup>. If this occurs, we will notify you or your adviser in writing.

We may contact you regarding your withdrawal instructions and in some circumstances may need to verify your identity before we can process your request. Refer to Section 7 Additional information at the end of this AIB for more information about member identification requirements. You can choose where your money is paid. Lump sum withdrawals can be paid directly to your nominated bank account.

We will pay transfers directly to your nominated rollover institution. Further information about withdrawing your super is contained in Section 1 How super works.

Withdrawing your super may have social security or taxation implications. Refer to Sections 1 and 2 of this AIB for more information.

## IN SPECIE TRANSFERS

An in specie transfer is when you transfer existing managed funds you own from another super fund into the Fund. You may only transfer an investment option that has been approved by the Administrator or Trustee for use in the product.

To request an in specie transfer you must send a completed In Specie Transfer form to the Administrator.

You should also note that:

- in specie transfers into your super or pension account may trigger a CGT event or other tax liabilities. Please take this into consideration before proceeding;
- fees may apply per managed fund transferred. Refer to Part II of the PDS - Information on fees and other costs. Where other government charges such as stamp duty apply, your account will be charged directly;

<sup>1</sup> For more information about how the Administrator and Trustee may use their discretion please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator discretion'

- you will need to specify whether the transfer represents a contribution or a rollover into your account. For rollovers, we will require a rollover benefits statement prepared by the transferring super fund which displays the value at the transfer date;
- the Trustee reserves the right not to accept any managed funds into the Fund.

Please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information on how the Trustee and Administrator may exercise their discretion.

## 4. HOW WE INVEST YOUR MONEY

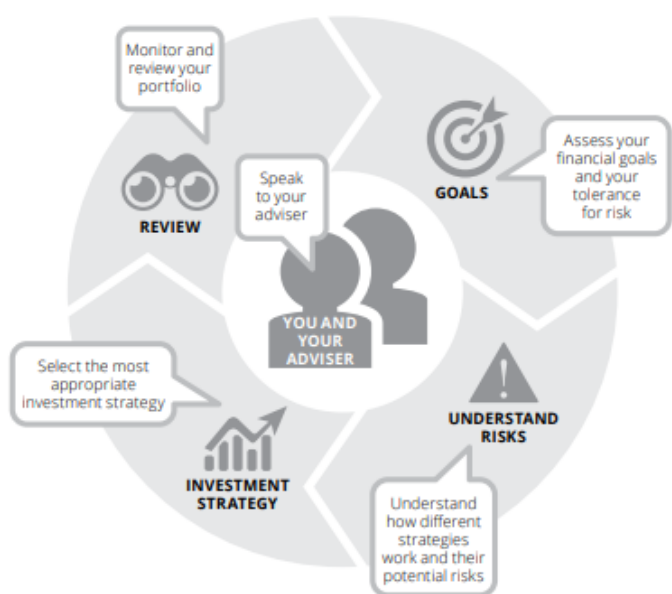
### ASSESS YOUR FINANCIAL GOALS AND OBJECTIVES

You can develop an investment strategy with your adviser, from a range of investment options available to you as shown in the Investment Booklets (as applicable to you) and updated from time to time (please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information). You should choose a strategy (or strategies) that address your personal needs and long-term goals. Your adviser can then work with you to build an investment portfolio for your chosen investment strategy from a range of investment options available via the Fund that suits your individual circumstances. This may assist you achieve the right balance between risk and return, taking into consideration factors such as your investment goals, investment timeframe and how comfortable you are with changes in the value of your investments.

The same investment strategies and investment options are available to personal super and pension accounts. The diagram below summarises some of the steps you and your adviser may go through when choosing your investment strategy.

Investing in super is generally a long-term commitment, you should take a long-term view of which investments are right for you.

All investments come with some level of risk, although the degree of risk may vary depending on the asset class or nature of an investment. Generally, low levels of uncertainty (low risk) are associated with low potential returns, and high levels of uncertainty (high risk) are associated with high potential returns.



### SELECTING INVESTMENT OPTIONS

You have the option to choose your investments in the Fund which gives you and your adviser flexibility when tailoring an investment strategy that caters to your personal needs and long-term goals. Refer to Section 2, Part I of the PDS for more information.

A full list of investment options in the Fund is shown in the Investment Booklet. For an up-to-date list of investment options, refer to the latest Investment Booklet available on InvestorHUB or by contacting your adviser.

The information below outlines the types of investment choices available.

To understand all fees and costs of your investment strategy, you should refer to the PDS (including all incorporated information) and to the disclosure document for the underlying investments for the fees and costs that apply to underlying investments.

#### TERM DEPOSITS

You can access a range of term deposits (issued by an Australian Authorised Deposit-taking Institution (ADI)). You have the option to invest in term deposits with a range of durations where the interest rate is fixed by the issuer of the term deposit. Typically, durations of three months, six months and 12 months are offered.

During the term of your investment, you cannot access, add, or withdraw from your investment in the term deposit without incurring loss of interest and/or charges. Interest is calculated daily and is paid at maturity.

You will be able to access information on your term deposit investments through InvestorHUB.

#### MANAGED FUNDS

A managed fund is an investment product where an investor contributes money to receive an interest or 'unit' in the managed fund, which is then pooled together with other investors' monies and managed by a fund manager.

Minimum investment amounts may apply to some investment options. Refer to the disclosure documents on InvestorHUB or from your adviser.

You should obtain from InvestorHUB or your adviser the most recent disclosure documents for each investment you are considering. The disclosure documents for each investment are prepared by the relevant product issuer and contain detailed information about the product issuer, management and administration of the investment, and the fees and costs of investing in the product.

The Trustee is not the issuer of the managed funds available through the Fund, or of the product disclosure statements for such managed funds. Equity Trustees Limited (ABN 46 004 031 298, AFSL 240975) ('ETL') is the issuer of some of the managed funds available through the Fund and of the product disclosure statements for such funds. The Trustee and ETL are subsidiaries of EQT Holdings Limited (ABN 22 607 797 615), a company listed on the Australian Stock Exchange (ASX Code: EQT).

Transactions between the Trustee (in its capacity as Trustee of the Fund) and ETL (in its capacity as issuer of some of the managed funds available through the Fund) are conducted on normal commercial terms.

The Trustee is not the issuer of the managed funds available through the Fund, or of the product disclosure statements for such managed funds. Equity Trustees Limited (ABN 46 004 031



298, AFSL 240975) ('ETL') is the issuer of some of the managed funds available through the Fund and of the product disclosure statements for such funds. The Trustee and ETL are subsidiaries of EQT Holdings Limited (ABN 22 607 797 615), a company listed on the Australian Stock Exchange (ASX Code: EQT).

Transactions between the Trustee (in its capacity as Trustee of the Fund) and ETL (in its capacity as issuer of some of the managed funds available through the Fund) are conducted on normal commercial terms.

#### INVESTMENT OPTIONS - FURTHER INFORMATION

The table below shows further information about the main types of investments available through the Fund, and the investment menu through which they can be accessed.

Investment option	Disclosure documents	Minimum investment	Reinvestment of income	In specie transfer availability <sup>1</sup>
<b>Managed funds</b>	These documents are not issued by the Trustee and can be obtained free of charge from your adviser or through InvestorHUB.	Yes. This may vary between managed funds. Refer to your adviser or InvestorHUB for more information.	Fund distributions are normally paid to your cash account. Generally, fund distribution reinvestments are not available.	Yes, upon request and at the discretion of the Trustee.
<b>Term deposits</b>	Some term deposits have product disclosure documents. These documents are not issued by the Trustee and can be obtained free of charge from your adviser or through InvestorHUB.	Yes. This may vary between term deposit providers. Refer to your adviser or InvestorHUB for more information.	On redemption or maturity, interest is paid to your cash account.	No.

<sup>1</sup> Refer to Section 3 Benefits and features, under 'In specie transfers' for more information.

#### Other assets

Other investments may be made available by us from time to time. Please ensure you refer to the Investment Booklet for the most up to date list of investment options accessible per menu. If we add other assets to a menu, we will publish an update on the product website and a notification on InvestorHUB.

## WHY IT'S IMPORTANT TO DIVERSIFY

Investments are affected by changes in the economy and other factors. One way you can manage risk is by diversifying your investments.

Diversification is a way to reduce the short-term variation of your returns by spreading your investments over a number of asset classes. For example, the more you diversify the less impact movement in any one particular asset or asset class can have on your overall investment strategy.

You may wish to consider spreading your investments across several asset classes, investment products, managers and investment styles in a manner consistent with your investment strategy and risk profile.

The Trustee has set limits (investment holding limits) on how much you can invest in certain investment options. You and your adviser need to be aware of these limits when devising your investment strategy.

The investment holding limits applicable to each investment option is set out in the relevant Investment Booklet, which is available on InvestorHUB.

## MONITOR AND REVIEW YOUR INVESTMENT STRATEGY AND CHOICES

You should review your investment strategy regularly with your adviser especially if there are any changes to your personal circumstances.

You can change your investment strategy or chosen investment options or products at any time through your adviser. You must make sure your cash account will have enough money in it (including the minimum balance of 0.75% of your account balance) to make the transaction possible. You may be able to utilise the proceeds from the sale of an investment from your account's portfolio, before the proceeds are received into your cash account, however you will typically be charged interest for the period that your cash account has a negative balance. For more information about your cash account, please refer to 'Your cash account' within this section.

Your adviser is responsible for placing your instructions on your behalf, and ensuring your investment strategies are implemented. Once your adviser's instructions are received, they will be acted on as soon as possible.

We will have no obligation to act in accordance with instructions placed in relation to your investment strategy if we reasonably consider the instructions ambiguous, unclear or in conflict with any applicable law, regulations, or local market practice, or not directed by you. In this case, we will notify your adviser accordingly. Refer to 'The role of your adviser' in Section 7 Additional information.

The Investment Booklets, which are available from InvestorHUB, list all investment options available at that point in time. Available investments will change from time to time.

## THE DIFFERENCES BETWEEN INVESTING IN AN INVESTMENT OPTION OR PRODUCT VIA THE FUND, AND INVESTING IN AN INVESTMENT OPTION OR PRODUCT DIRECTLY

The investment options or products shown in the Investment Booklet may have a product disclosure statement (or other disclosure document) that describes the investment or product. Your adviser must give you a copy of these documents (free of charge) and you should read a copy of this documentation for each underlying investment in which you invest (whether it be a new or additional investment).

If the underlying financial product or investment requires a product disclosure statement in accordance with the Corporations Act 2001 (Cth), the Trustee must be satisfied that you have received and/or know where to obtain the product disclosure statement prior to the Trustee making investments in accordance with your selection of the product or investment (for example, a managed fund). This applies to your initial investment as well as any subsequent monies received for investment in the product. Your adviser should also provide you with information or disclosure documents relating to financial products or investments which are not in the Investment Booklet or do not require a product disclosure statement.

You should read the product disclosures for specific products or investments when making any decisions. However, bear in mind that it may contain information that is not relevant to you because there are differences between investing in a financial product or investment, directly (in your own name) and investing in the financial product or investment through the Fund.

Key differences include:

- You will not receive communications from the responsible entity, manager or issuer of the product or investment.
- You do not have the right to call, attend or vote at meetings of investors in relation to a particular investment or fund.
- Superannuation investments are subject to different (concessional) tax treatment.
- If you invested directly you might not be entitled to any wholesale discounts or rebates in respect of investment related fees and costs that the Trustee or its service providers may be able to negotiate.
- The investment or product may not be open to direct investment from you.
- If you invested directly, you may have the benefit of a 'cooling-off' period which enables you to change your mind about your investment during a short period after the investment is made. The Trustee is not entitled to any 'cooling-off period' because it is a wholesale investor.
- If you invested directly, any queries or complaints would be handled by the enquiries and complaints handling mechanism of the product or fund. As an investor in the Fund, any queries or complaints must be handled by the Trustee's enquiries and complaints handling mechanism, even if they relate to the underlying investment.

Your adviser can explain these differences to you.

Disclosure documents for investments or products may change from time to time. For this reason, you may not always have the most current product disclosure information relating to a financial

product or investment at the time that the Trustee invests further money for you. You can obtain the most recent product disclosure information from your adviser or from InvestorHUB.

The Trustee reserves the right to refuse or delay the investment of further monies for whatever reason, including the occurrence of a materially adverse change or materially adverse significant event affecting the information in a product disclosure statement for a product or investment available from the Fund (please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information). Where the Trustee considers that such a refusal or delay is appropriate or necessary, the Trustee accepts no liability for any losses incurred by a member.

If a materially adverse change or materially adverse significant event occurs which affects the information in the product disclosure statement and we continue to invest monies received for a member on or after the change or event is notified to us, we will notify, generally through your adviser, you about your options as soon as practicable after the change or event occurs. Other changes affecting information in a product disclosure statement may be available from your adviser or through such other means as the Trustee considers appropriate.

## LABOUR STANDARDS AND ENVIRONMENTAL, SOCIAL AND ETHICAL CONSIDERATIONS

Each of the Trustee and the Administrator does not take into account labour standards or environmental, social or ethical considerations in making investments available or in selecting an underlying investment manager, fund manager or portfolio manager.

For information about which underlying investment managers, fund managers, portfolio managers or product issuers, take into account labour standards or environmental, social or ethical considerations in the selection, retention or realisation of investments, and the extent to which and how they take these factors into account, refer to the applicable disclosure document for the relevant investment option (and, in the case of a managed portfolio, refer to the mandate for that managed portfolio), which can be accessed from InvestorHUB.

## ILLIQUID INVESTMENTS

Generally, an investment will be considered illiquid if it cannot be converted to cash in less than 30 days or if converting an investment to cash within 30 days would have a significant adverse impact on the value of the investment.

Ordinarily the Trustee must transfer or roll over your benefits within 30 days of receiving all prescribed relevant information (including all information that is necessary to process your request). However, if you hold an investment option(s) with terms greater than 30 days that are (or become) illiquid or suspended, it may take longer than 30 days to transfer your full benefits.

It may take 30 days or longer from the time the Trustee receives all the relevant information to finalise a withdrawal request involving illiquid or suspended investments.

Where investments are illiquid because of withdrawal restrictions (including those pertaining to certain unlisted direct property funds) we may take up to 30 days after the withdrawal restrictions

end. The investment options considered by us to be illiquid include any investment option, such as certain unlisted direct property funds, as specified on InvestorHUB from time to time. You can also obtain a copy of this information by contacting your adviser.

There is no fixed maximum period in which a rollover or transfer request involving an illiquid or suspended investment will be processed. The time required by the Trustee to process such a request will vary, depending on the investment.

The Trustee and the Administrator will monitor and assess the liquidity of the investment options and take any action that may be required or considered appropriate from time to time. These actions may include one or more of the following:

- reviewing procedures for processing transfers
- reviewing procedures for withdrawal requests and/or investment choice
- switching investments into more liquid assets
- limiting how much can be held in illiquid assets temporarily or permanently.

Holding limits apply to illiquid investments, please refer to the Investment Booklet for further information. (Please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information).

## YOUR CASH ACCOUNT

When you open a personal super or pension account, a cash account is automatically established for you. The cash account represents the cash in your account and is used to settle all transactions relating to the investments held within your account and deduct any fees, costs and payable from your cash account, as applicable. The cash account is not intended to be used as an investment option.

When you first open an account, you direct your money to be invested in your cash account until investment instructions are received from your adviser.

Your cash account can also be linked to an external bank account (your nominated bank account) for easy transfer of funds into and out of your bank account. Contributions to and withdrawals (subject to withdrawal restrictions) from your cash account are transferred via your nominated external bank account.

There is a minimum balance for your cash account. See below under 'Minimum cash balance'.

The cash in your cash account is held either by the HUB24 or by HUB24's sub-custodians (or their nominees) with Australian banks or other Authorised Deposit-taking Institutions ('ADIs').

Interest on your cash account is calculated daily and paid monthly on any positive balance in your cash account from the interest received from the relevant Australian bank or other ADI in which such cash is deposited.

**Note:** There may be a clearance period on some deposits (for example direct debit deposits and cheques) before the money is available for you to invest. Any regular investment plan transactions will occur after your funds have been cleared. When you add a nominated bank, building society or credit union account to your account, you may be required to verify the nominated account prior to making direct debits.

## MINIMUM CASH ACCOUNT BALANCE

Your cash account is used for all cash transactions.

**You must hold sufficient funds to cover any pension payments and/or insurance costs as they fall due and meet the minimum cash balance of 0.75% of your total account balance at all times.**

This minimum cash balance requirement can be changed at any time. If we change the minimum cash balance requirement, we will provide members with notice of the change. You and your adviser are responsible for maintaining a minimum cash balance.

In addition, if you do not make an investment choice, you are taken to have directed us to invest any contributions you make into your cash account.

Please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information.

## MANAGING YOUR CASH ACCOUNT

You and your adviser are responsible for maintaining a minimum cash account. You can monitor your cash holding through InvestorHUB. If the balance of your cash account falls below the minimum level, we reserve the right to sell investments at any time to restore the cash position to at least 0.75% of your account balance. If you have charges such as taxes and fees and costs (including insurance costs), incurred or payable in connection with or from your account, we may have to sell additional investments in your account in line with your investment strategy, or the default investment drawdown option, to cover these charges (refer to 'Automatic investment drawdown' in Section 3 Benefits and features for more information). The Administrator may<sup>1</sup> do this without seeking prior instructions from you.

**Note:** Money is held in your cash account until you select an investment strategy and investments to implement the strategy for your personal super or pension account. You are taken to direct us to invest all monies paid into your account (e.g. contributions and rollovers for your personal super account) into your cash account until investment instructions are received.

Your cash balance may be negative in limited circumstances. At its discretion, the Administrator<sup>1</sup> may permit the processing of certain transactions including the payment of taxes, pension payments and/or fees and other costs which may bring your cash account balance into negative.

In addition to this, you (via your adviser) may purchase investments using proceeds from the sale or redemption of an investment, where the sale or redemption has been made but the receipt of proceeds to your account has not been finalised. Interest will typically be charged to your cash account if your cash balance is negative at the same rate as would be credited to a positive balance. Information about using proceeds from the sale of investments to purchase other investments can be obtained from your adviser.

## Digital Consent

From time to time, we may require you to consent, either by SMS or email, or online, or by using two-factor authentication, to certain transactions requested by you or your adviser. We do this to verify your identity and consent prior to allowing these transactions to take place. These transactions may include:

- a change of nominated bank account initiated by your adviser;
- a withdrawal;
- an update to your Adviser service fee or inclusion of a one-off advice fee;

To avoid any delays in processing transactions, please make sure your contact details, including your mobile phone number and email address, are kept up to date.

## TRANSACTING IN MANAGED FUNDS

The unit prices applicable to investments in managed funds are determined by the issuer of the managed investment (product issuers). Investments are valued using the latest available unit price provided as the day-end price data by a sub-custodian appointed by the Administrator. The end of day prices are available on InvestorHUB. Product issuers have different rules relating to when applications and withdrawals will be accepted and processed. Details of these rules and turnaround times can be found in the product disclosure statements and other disclosure documents for each managed fund.

Where transaction requests are placed online by your adviser before 3pm (Sydney time) on a business day, and you have sufficient money in your cash account available to purchase units, the Administrator will generally send instructions to its sub-custodian who on-forwards these instructions to the product issuer on the following business day. Where transaction requests are placed after 3pm (Sydney time), and there is sufficient available cash, these will be sent the following business day. Redemptions of managed funds will generally occur within 30 days but may take longer depending on the underlying manager and investments. In exceptional circumstances, for example, if a managed fund becomes illiquid or has withdrawal restrictions, the time taken to redeem your funds may be longer than 30 days. Refer to 'Illiquid investments' in Section 4 'How we invest your money' in this AIB for more information.

## TRANSACTING IN TERM DEPOSITS

The Administrator transacts in term deposits once a week. Your adviser needs to provide transaction instructions by 10am (Sydney time) on Friday.

The Trustee and the Administrator are not liable for delays caused by third parties.

<sup>1</sup> For more information about how the Administrator uses its discretion, refer to PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion'.

## 5. RISKS OF SUPER

Before you consider investing, it is important to understand the risks that can affect your investment. This section provides a summary of the most common risks of investing in the Fund. You should also consider the specific risks of the investments you choose. For more information about these risks, refer to the Investment Booklets and the relevant product disclosure statement or disclosure document for each investment. Also consider any risk ratings for different investment options.

Your adviser can help you manage these risks and ensure that your investment in the Fund helps meet your individual needs and objectives.

### HERE ARE SOME WAYS TO HELP MANAGE RISK:

- **Ask your adviser to help you choose an investment strategy that suits your individual needs and objectives.** It's extremely important you discuss your concerns about risks with your adviser and read the information about risk in the Investment Booklets, and in product disclosure statements, or other applicable disclosure documents, for the products or investment options available through the Fund.
- **Read all the information in the PDS, this AIB and the Investment Booklets.** Also read the product disclosure statements or other disclosure documents applicable to the products or investment options available through the Fund.
- **Review your investment strategy at least once a year, and whenever your circumstances change** (e.g. if you change jobs, buy a house or have a child).
- **Diversify your investment strategy.** Diversification involves spreading your investments over a number of asset classes. The more you diversify the less impact any one particular asset class can have on your overall investment strategy.
- **Consider the risks set out below.** This is a high-level summary of some of the general risks of the Fund and risks associated with investments accessed through the Fund.

All super products are generally subject to a range of risks. The nature and extent of the risks (in particular, investment risks) will depend on your chosen investment strategy and investments. The Trustee has a risk management plan in place to help manage risks associated with the operation of the Fund. The following summary is a guide only and is not an exhaustive list of all the risks associated with the Fund and the underlying investments. You should also consider any information about risks in the product disclosure statement or other disclosure document applicable to any investment available from the relevant Investment Booklet.

For more information, speak to your adviser.

Fund risk	What it means
<b>Advice risk</b>	<p>This is the risk that your adviser may recommend a strategy or investment that's not appropriate for you or provide delayed or inaccurate instructions to us.</p> <p>You may also decide to leave your adviser, or your adviser may cease to be authorised by their licensee or moves to another licensee. In these circumstances, there is the risk that you may not be able to continue to invest through the Fund, the fees and other costs that apply to your account may (but will not necessarily) increase, and some of the investment options available to you will change or no longer be available.</p>
<b>Cyber risk</b>	<p>This is the risk of personal information being lost or accessed or disclosed without authorisation, financial or data loss, business disruption or damage to the Administrator or Trustee's reputation because of a failure of information technology systems. This could include failure to secure the information or personal data stored within its information technology systems from unauthorised access or disclosure, they encryption of business-critical files by ransomware, and online fraud.</p> <p>We mitigate this risk through our cybersecurity framework which includes but is not limited to security monitoring, active detection, access controls, system security, vulnerability management, data encryption, firewalls and anti-malware protection.</p> <p>Cyber risk cannot, however, be entirely eliminated. The Trustee, investment manager, promoter, Administrator and their related bodies corporate disclaim any liability arising from cyber risks to the maximum extent permitted by law. If you believe that your personal or financial information may have been compromised, please notify the Administrator as soon as reasonably possible so that action can be taken.</p>
<b>External Fraud (including identity theft)</b>	<p>This is the risk that someone may fraudulently obtain your personal information and, financial information or data and impersonate you and provide fraudulent instructions to the Administrator or Trustee that may cause you to lose some or all of your investment. Compliance measures have been put in place to address this risk and to take steps to verify the information provided. As trades can usually only be processed through your adviser there are several procedures in place to prevent fraud of this type. However, these measures cannot entirely eliminate the risk of external fraud. If your personal information has been compromised, please notify us as soon as reasonably possible so that action can be taken.</p>

Fund risk	What it means
<b>Legal and regulatory risk</b>	Changes to superannuation, taxation, regulations, rules, or other laws in Australia and internationally may adversely impact your investment and/or the returns generated by your investment.
<b>Operational risk</b>	The operation of the Fund relies on our technology and on the technology of other service providers. A failure in our or their systems or processes may have an impact on your account, such as a delay in processing investment transactions or benefit payments. The Trustee is required to hold an operational risk financial reserve to address potential operational losses (including losses impacting member benefits) arising from operational risk events. There is a risk that the operational risk reserve may be insufficient to adequately compensate the Fund or members for operational risk events that occur, or that the Trustee may in future introduce a charge to members for the accrual or top-up of the reserve target amount.
<b>Portfolio risk</b>	Your adviser may be unsuccessful in meeting the investment objectives of investments and portfolios that they maintain for you. The Administrator does not and cannot supervise the advice provided to you by your adviser and whether it is appropriate for you. The Trustee is not responsible for advice provided to you by your adviser or the services of MDA service providers or managed portfolio managers.
<b>Third party risk</b>	Service providers or certain persons appointed by the Trustee such as an administrator, custodians (or their sub-custodians), insurers or investment managers, may default on their obligations, which could potentially result in losses to the value of your investment. We will appoint counterparties and service providers who we consider have a low risk of defaulting; however, these risks cannot be eliminated entirely.
Investment risk	What it means
<b>Concentration risk</b>	This is the risk that a concentration of investment in a small number of securities may be subject to greater volatility, due to its exposure to a limited number of industries, sectors, or countries, than investing in a larger number and/or more diverse array of securities.
<b>Country risk</b>	<p>Country risk is a general term that refers to the collection of risks associated with investing in a foreign country. It includes specific types of risks such as, but not limited to:</p> <ul style="list-style-type: none"> <li>• <b>political</b> – the risk of political instability in a country,</li> <li>• <b>foreign exchange</b> – refer to the 'Foreign exchange risk' below for more information,</li> <li>• <b>sovereign</b> – the risk of a foreign government intervention in an entity, asset or market, resulting in losses, and</li> <li>• <b>transfer</b> – the risk of a foreign government or regulator restricting transfer of assets.</li> </ul> <p>Other more general consequences that you may need to consider when investing outside your country may include such things as differing legislative and regulatory environments (offering less protection to investors), differing standards of information provided to you in terms of quality and timeliness, and time differences which could lead to delays in the transmission of information which in turn could restrict your and/or your adviser's ability to react to events.</p>
<b>Credit risk</b>	Your capital and/or the interest earned on that capital may not be paid due to the underlying bank, deposit-taking institution or corporation defaulting.



<b>Investment risk</b>	<b>What it means</b>
<b>Derivatives and sophisticated investment products risk</b>	The use of sophisticated financial products such as derivatives has the potential to cause losses that are large in relation to the amount invested. Some managed funds use derivatives, and this may imply some embedded leverage that could, under some circumstances, magnify losses. The cost of using this type of financial product may also reduce returns. There is also a risk of a counterparty to a derivative defaulting on their obligations.
<b>Diversification risk</b>	Lack of diversification across asset classes over your entire portfolio of investments may cause your portfolio's return to fluctuate more than expected.
<b>Foreign exchange risk</b>	If parts of your investment are priced in a foreign currency, international factors such as exchange rate fluctuations and movements in international stock markets may affect the value of your investment. These investments may also not be hedged (protected) effectively, or at all, against exchange rate fluctuations.
<b>Inflation risk</b>	Your investments may not keep pace with inflation so that, over time, your money has less purchasing power.
<b>Interest rate risk</b>	Changes in interest rates may affect the value of interest-bearing securities and shares in some companies.
<b>Investment objective risk</b>	There is a risk that at a point in the investment/economic cycle that your performance may not align with the investment's stated investment objective and/or benchmark. This is particularly the case where you may have absolute return objectives (e.g. RBA plus or inflation plus objectives, which could give rise to expectations of positive returns) in a falling market environment, or where there are strong performance differentials within markets favouring/disadvantaging particular investment processes, strategies or styles.
<b>Investment option risk</b>	The investment options you select may change or cease to be offered through the Fund, which may affect the investment composition in your account, your risk profile, and your investment strategy.
<b>Liquidity risk</b>	In difficult market conditions, some normally liquid assets may become illiquid. This could restrict the ability to sell them or to make withdrawal payments from managed funds or process investment switches in a timely manner. For example, we might not be able to sell managed funds that are restricted or have withdrawals suspended. Another example might be a property trust where the underlying property (e.g. a shopping centre) takes a long time to be sold. Term deposits are generally an illiquid investment as they may not be redeemable before their maturity date, as early redemption usually results in reduced returns or a penalty.
<b>Manager risk</b>	Underlying investment managers for managed funds may not anticipate market movements or execute investment strategies effectively. Changes in their staff may also have an impact on the performance of a managed fund.
<b>Market risk</b>	Movements in a market sector due to, for example, interest rate movements, economic factors, political factors, military actions, pandemics or social events may have a negative impact on your investment and/or on the returns your investment generates. Market values can change rapidly and it's possible to lose some or all of your initial investment.
<b>Sector risk</b>	There are risks associated with a particular industry's specific products or services due to, for example, changes in consumer demand or commodity price changes.
<b>Specific asset risk</b>	There are risks associated with specific assets, for example certain managed funds may use leverage (borrowing to invest), undertake short selling (selling listed securities they don't actually own) or invest in sophisticated financial products such as derivatives, futures, foreign exchange contracts and options. Use of these methods could cause large losses in proportion to the money invested in them. Before selecting these types of assets as part of your investment strategy, you should read the relevant product disclosure statement or disclosure document.

## IT'S IMPORTANT YOU DISCUSS YOUR SPECIFIC RISKS WITH YOUR ADVISER

## 6. HOW WE KEEP YOU INFORMED

### WHAT YOU WILL RECEIVE

You can monitor your account using InvestorHUB. The table below shows the types of communications we will provide to you or which you can access:

Communication	Purpose
Welcome email	Confirms that your application for a product has been received and that your membership in the product has been accepted.  If your acquisition of the product is your first acquisition of a product from the Fund, this email also provides your login details to InvestorHUB and other relevant account information for your reference such as information on how you can make contributions and transfer existing superannuation benefits to your account.
Annual statements	Provide a summary of super and/or pension details for the reporting period and is available on InvestorHUB. When you join the Fund, you agree to obtain your annual statements from InvestorHUB. We will notify you via email when your statement is available.
Annual reports	Provides an overview of changes that affect you and an abridged version of the financial reports for the Fund. The report will be available on InvestorHUB.
Annual pension information	We will email you details of the minimum and maximum (if applicable) payment you may receive for the new financial year. We also include information to help you complete your tax return or that you may need to provide to Centrelink.
Audited financial statements	Provides a complete version of the financial reports for the Fund. These are available on InvestorHUB.
Exit statement	Provides a summary of super and/or pension details for the reporting period. This is emailed to you and your adviser following your exit from a product.
Accessing information on your account	You can view your account information including performance, valuation, and transaction reports on InvestorHUB. The value of your account is the sum of all the investments held in your account including your cash account.  You can also access the cash transactions report which shows the latest available balance in your cash account and a transaction statement showing the movements into and out of your cash account for a selected period. Your adviser has the flexibility to specify which reports are available for you to view on InvestorHUB.

**Note:** Your account balance does not include the tax impact of any realised gains or losses or other accrued amounts (including liabilities) that may arise if you request a full withdrawal of your account. You can request a quote on your 'withdrawal benefit' which is the amount that would be available if you request a full withdrawal. Your account balance and your withdrawal benefit are both disclosed in your annual statement.

### PUBLISHING AND NOTIFICATION OF DISCLOSURE DOCUMENTS

We may make disclosure documents and other communications available to you electronically, and we will notify you when they are available. These disclosure documents or other communications or disclosure may include financial service guides, significant event notices, on-going disclosure of material changes and periodic statements.

As part of your application to open an account in the Fund, you agree that we may make the communications and disclosures referenced above, and any other notice, document or other information required to be given to you under law (or the agreement with you), available to you electronically in one of the following ways (where permitted by law):

- by making the document, communication, disclosure or other information available via InvestorHUB or such other website as notified to you or your adviser from time to time,
- by making the document, communication, disclosure or other information available via the mobile app,
- by sending it to an email address you have provided for you or your adviser,
- by sending you or your adviser an email or other electronic communication providing a website reference or hypertext link to the document, communication, disclosure or other information.
- If required, you can request a hardcopy of the disclosure documents free of charge by contacting your adviser or the Client Services team on 1300 854 994

It is important you notify us as soon as reasonably possible if any of your contact details or any of the contact details of your adviser provided to us changes.



## YOUR INVESTORHUB MOBILE APP

The InvestorHUB platform is provided by the Administrator that is fully compatible and accessible via popular mobile and tablet devices. With the flexibility of accessing your account anytime, anywhere, the mobile app allows you to keep track of and monitor your investment. You can:

- view details of your account holdings, including asset allocation
- access a full list of investment options including up-to-date valuations and performance graphs
- view important notifications
- update your contact details
- download all reports including your Annual Statement.



## HOW TO CONTACT US

If you need help regarding the Fund, you should first speak to your adviser. You can also contact us by:

<b>Phone</b>	<b>1300 854 994</b>
<b>Mail</b>	GPO Box 529 Sydney NSW 2001
<b>Email</b>	admin@hub24.com.au

## 7. ADDITIONAL INFORMATION

### APPOINTING AN ADVISER

The Trustee will only allow members who have an adviser to join the Fund and your application form, accompanying the PDS, may not be accepted if you have not nominated an adviser, unless otherwise approved (please refer to the PDS Part I Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information). Refer to the detailed checklist available with the application form.

By appointing an adviser, you are authorising that person to instruct us on your account on your behalf.

We will act on all instructions from you through your adviser. Your adviser can instruct us on anything in relation to your account, except to appoint another person to be your adviser, make changes to your nominated bank account details or your advice fees payable.

If you wish to change your appointed adviser on your account, you must provide us with written notice.

There are some circumstances in which we may not act in accordance with your adviser's instructions, or we may act without instructions from you or your adviser. In some circumstances, instructions will be accepted or required from you.

If, for any reason, your adviser leaves the holder of the Australian Financial Services Licence (AFSL) ('licensee') that your adviser operates under or ceases to be authorised by their licensee, you may not be able to retain your investment in the Fund. The consequences can include closure of your account (please refer to the section below 'What will happen if you no longer have an authorised adviser?').

If your adviser moves to a new licensee and you move with your adviser, then your account may be subject to the terms and conditions that apply to the new licensee. As a result, the fees and other costs that apply to your account may (but will not necessarily) change, including increase, and the investment options available to you may also change or no longer be available. This can include any managed funds that you hold.

Our standard terms and conditions, and the maximum fees and costs that may apply, are set out in the Super PDS (Parts I and II), including material incorporated into the PDS on issue at the relevant time, which can be obtained from your adviser or are available on the product website at [www.hub24.com.au/ara](http://www.hub24.com.au/ara). ARA Super is issued by the Trustee, as trustee of the Fund. You should consider the information in these documents before deciding whether to acquire or continue to hold an interest in the product.

### THE ROLE OF YOUR ADVISER

Your adviser is essential to the management of your account and investment strategy. To ensure you get the most out of your super, it's important you and your adviser carefully work out the account type and investment strategy that best suit your circumstances and your retirement goals.

Your adviser can undertake activities that you have requested on your behalf for your account including:

- setting up and commencing pension payments

- initiating your rollover request
- providing a Personal Tax Deduction Notice to the Administrator
- submitting transaction requests in relation to your account including purchase and sell requests
- submitting beneficiary nominations

All transactions initiated by your adviser for you are visible to you via your InvestorHUB access.

The Licensee that your adviser operates under may actively assist in the management of your investments via the Fund. Further information about the role the Licensee (or their related part) plays in the management of a managed fund and any fees payable to them for the provision of such services can be found in the applicable managed fund disclosure document.

Additionally, your adviser is the only one that can submit investment instructions, on your behalf, for your account. When you complete a super application form or pension application form, you authorise your adviser to have access to your account details and to transact on your account.

This means the Trustee and its service providers can accept and act on such instructions given by your adviser without requiring your signature, additional proof, instructions or further confirmation from you.

Your instructions in relation to remuneration of your adviser and the licensee (both the amount of the remuneration and its deduction from your cash account) are also submitted through your adviser (your consent however is required prior to this submission) when you complete an application form and when you make certain investment selections. You should ensure you are satisfied as to the amount of any remuneration and its deduction from your account. If you wish to make any changes to the payment of remuneration to your adviser and/or licensee, please notify the Administrator or your adviser.

As part of your Statement of Advice ('SOA'), your adviser will provide you with (as required) or make available:

- the Product Disclosure Statement Part I and II (PDS);
- the Additional Information Booklet (AIB);
- the Insurance Guide;
- the Investment Booklet;
- the PDS for an individual insurance policy (if applicable);
- HUB24 Financial Services Guide (FSG); and
- information relevant to your investment options including (if applicable):
  - product disclosure statements for managed funds;
  - disclosure documents for term deposits.

Documents relating to available investment options are accessible from the product website at [hub24.com.au/ara](http://hub24.com.au/ara). Disclosure documents for financial products held or accessible through the Fund are updated from time to time so it's important you and your adviser consider the latest documentation.

Further information about the role of your adviser in relation to insurance is shown in Section 8 in the Insurance Guide.

You and your adviser release, discharge, and indemnify the Trustee and all of the Trustee's successors and assigns from and against all losses, actions, liabilities, claims, demands, and proceedings arising from your appointment of an adviser, and all acts, matters and things done or purported to be done by an adviser even if not actually authorised by you. In addition, neither you nor any person claiming through you will have any claim or right against the Trustee or any of the Trustee's successors and assigns in relation to any act, matter, or thing done or purported to be done by your adviser that the Trustee or its service providers have no reasonable reason to believe that the person purporting to be your adviser is not your adviser. Refer to the application forms accompanying the PDS for further information about the terms and conditions applicable to your appointment of an adviser.

## YOUR INSTRUCTIONS TO US

Any instructions related to your account and investment choices should be provided to the Administrator through your adviser using an AdviserHUB (refer to the information about the role of your adviser earlier in this section). AdviserHUB is a platform provided by the Administrator that has the tools, resources and support your adviser needs to consider the appropriate investment choices for your investment strategy.

### HOW WE ACT ON YOUR INSTRUCTIONS

We will act on the instructions we receive from your adviser as soon as practicable. We have no obligation to act in accordance with the instructions if we reasonably consider them to be ambiguous, unclear, or in conflict with any applicable law, regulations or local market practice, or not directed by you.

If there has been a change or event which we have not yet informed you about, but which we believe may be important to you when making an investment, we may not be able to immediately comply with any investment instructions we receive from your adviser. If this happens we will send your adviser the relevant information and will only execute the instructions when we believe your adviser has received all the necessary information.

To maintain the minimum cash balance in your account (subject to limited circumstances in which a negative cash account balance may occur – for more information please refer to the information in Section 4 How we invest your money, under the sub-heading 'Monitor and review your investment strategy and choices'), assets may be sold without your instructions. To ensure your investments are in line with those specified by your adviser, we may acquire or dispose of assets in your account from time to time, without your instructions.

In emergencies or situations where you can't contact your adviser and you need to provide investment instructions to us, you may give us written and signed instructions directly, provided you have received all the relevant disclosure documents for your selected investment option. These instructions can be sent to the email address specified in Section 6 'How we keep you informed', under 'How to contact us'.

**Please note:** We will continue to act upon any instructions from your adviser until we receive a written cancellation of the appointment. If you cancel the appointment of your adviser, then unless you appoint another adviser who can distribute this

product, we may request<sup>1</sup> that you transfer your benefit to another complying super fund or transfer your account balance to the ATO (see further below).

<sup>1</sup>For more information about how this discretion may be exercised, please refer to Section 9: Other Important Information, under 'Trustee and Administrator Discretion' in the Part I of the PDS.

## WHAT HAPPENS IF YOUR ADVISER MOVES TO ANOTHER LICENSEE OR YOU CHANGE ADVISER?

If your adviser moves to another licensee that is authorised to distribute the Fund's products and you continue to be advised by your adviser, the terms and conditions that apply to the new licensee in respect of the Fund will generally apply to your account. This may (but will not necessarily) result in an increase in fees and costs. The investment options available to you in which you can invest may also change. Our standard terms and conditions are set out in the ARA Super PDS (Parts I and II), AIB, Application Form, Insurance Guide, and Investment Booklets. Part II of the ARA Super PDS sets out the maximum fees and costs that can apply. These documents can be found on the product website at [www.hub24.com.au/ara](http://www.hub24.com.au/ara). You should speak to your adviser about the implications of them moving to another Dealer Group, including what fees and costs may apply and what investment options will be available.

## WHAT WILL HAPPEN IF YOU NO LONGER HAVE AN AUTHORISED ADVISER?

The Fund is designed for use with an adviser authorised to use the Administrator's platform. If you decide to leave your adviser, you must notify us as soon as reasonably possible. Other reasons why you may no longer have an authorised adviser include:

- your adviser informs us that you are no longer a client with them;
- your adviser no longer holds an AFSL or is no longer an authorised representative of an AFSL holder; or
- your adviser or adviser's licensee is no longer authorised to use the platform.

It is important to note that while you no longer have an authorised adviser, you will need to monitor and maintain your account (inclusive of your investment strategy and your insurance protection needs). You will be responsible for the buying and selling of investments directly through InvestorHUB. Using forms available on the product website, you will need to instruct the Administrator directly on the following types of transactions:

- maintaining sufficient cash in your cash account to pay fees and costs that are deductible from the cash account; and
- making insurance cost payments on your insurance cover or cancelling your insurance cover (after you have assessed your own needs).

There are other implications when you no longer have an authorised adviser, including but not limited to:

- you might not be able to remain invested in your chosen investment option(s) and/or have limited access to certain investments;
- you may no longer have access to product features within the Fund, such as automatic investment plans, or automatic cash top up;

- the naming and branding of your account may change (including on any communication we send to you);
- you may be subject to our standard terms and conditions, and the maximum fees and costs, set out in the HUB24 PDS (Parts I and II), including material incorporated into the PDS on issue at the relevant time. This may (but will not necessarily) result in a change, including an increase in fees and costs. These documents can be found on the product website at [www.hub24.cm.au/ara](http://www.hub24.cm.au/ara). You should consider the information in these documents before deciding whether to remain in the Fund; and
- the adviser fees that you have negotiated and paid to your previously authorised adviser will cease.

**Warning:** If you do not appoint a new authorised adviser, the Trustee reserves the right to request you transfer your benefit to another complying super fund or to sell your investments and rollover the balance in your account to the ATO if the Trustee believes it to be in your best interests to do so (please refer to Part I of the PDS, Section 9: Other Important Information, under 'Trustee and Administrator Discretion' for more information).

To request a copy of the Administrator's unadvised client policy, free of charge, that outlines what will happen if you no longer have an authorised adviser, please contact us on 1300 854 994. We may amend this policy from time to time.

#### WHAT WE DO IN THE EVENT OF YOUR DEATH

In the event of your death, the following will occur:

- We will continue to deduct applicable administration fees and other relevant costs until your account is closed.
- Any fees payable to your adviser or your adviser's licensee group (outlined in the PDS) will cease upon notification of your death.
- On the subsequent confirmation of your death once the required documents have been received, we will claim back from your adviser or adviser's licensee, any adviser fees that were paid after the date of your death, and refund these to your cash account.
- If an insurance policy is in place, we will notify the insurer to commence the claim process. Insurance costs will cease to be deducted and will be refunded to the date of your death. Any insurance benefit payable on your death will be paid into your cash account or otherwise in accordance with the insurance policy.
- When we receive notification of your death, all automated investment plans and pension payments will cease.
- Once the Trustee has determined how your death benefit will be distributed (having regard to any beneficiary nomination(s)), we will sell down your investments to your cash account in preparation of the payment of your benefits from the Fund.

Superannuation and pension benefits do not automatically form part of the assets covered by your will. The payment of superannuation and pension benefits is subject to superannuation law and the terms of the Trust Deed. Your beneficiaries should seek tax advice on the implications of any superannuation or pension benefits payable including any implication on their transfer balance cap.

## PRIVACY

The privacy policies of the Trustee and the Administrator set out how you can access and correct information we hold about you, how you can complain about a breach of your privacy rights and how your complaint will be handled. The Trustee's privacy policy can be found at [www.eqt.com.au/global/privacystatement](http://www.eqt.com.au/global/privacystatement).

The HUB24 Ltd Group Privacy Policy applies to the Administrator and to any related body corporate who provides services to them and/or the Trustee. It is available upon request and free of charge from the HUB24 client services team on 1300 854 994 or by email at [admin@hub24.com.au](mailto:admin@hub24.com.au)

The HUB24 Ltd Group Privacy Policy is also available free of charge at: [www.hub24.com.au/privacy-policy](http://www.hub24.com.au/privacy-policy)

#### WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

This section contains information on how your personal information is collected, held, used, and disclosed, the people with whom your personal information may be shared with and where they are located, your right to request access to and seek the correction of the personal information held, how to make a complaint about a breach of the Australian Privacy Principles and how such a complaint is dealt with.

The HUB24 Ltd Group Privacy Policy applies to the Administrator and to any related body corporate who provides services to the Administrator and/or provides services to the Trustee. It is available upon request and free of charge from the Administrator on 1300 854 994 or by email at [admin@hub24.com.au](mailto:admin@hub24.com.au).

The HUB24 Ltd Group Privacy Policy contains information about:

- how you may access your personal information and seek the correction of such information; and
- how you may make a complaint about a breach of the Australian Privacy Principles and how such a complaint is dealt with.

Your personal information is collected to:

- assess your application and establish your account;
- administer your investments;
- provide the product, and related services to you;
- communicate with you in relation to this product and your investments;
- administer the product, your investments and related services;
- give you access to investor areas of the product website;
- manage the relationship with you, such as discussing issues with you, establishing and maintaining records in relation to your investments and providing regular statements, reports and communications to you;
- allow relevant service providers of the Fund to provide their services;
- let you know about other products and services (including, without limitation, other products or services offered or promoted by the Administrator, or any of its related bodies corporate);
- conduct product or service development, quality control or other product research;
- assist us to prevent, identify and investigate any potential or actual financial crimes;

- meet legal obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) (AML/CTF Act) including in respect to customer identification and verification;*
- meet legal obligations under the *Corporations Act 2001 (Cth);* and
- comply with taxation and other applicable laws (including foreign laws). For example, the *Foreign Account Tax Compliance Act 2010 (USA)* and the Common Reporting Standard introduced by the *Tax Laws Amendment (Implementation of the Common Reporting Standard) Act 2016 (Cth)*.

Your information may be used to tell you by telephone, electronic messages (including email), online and other means, about other services and products offered or promoted by the Administrator or any of its related bodies corporate. This may be done on an ongoing basis, but you may opt out at any time.

The personal information is collected through interactions with you, your adviser or other representative, your organisation, public sources, law enforcement, dispute resolution, statutory and regulatory bodies, industry complaints resolution bodies and information verification services such as electronic identity and verification services. The Administrator also verify the information collected.

If your personal information is not collected, the Administrator may not be able to process your application, process your transactions, provide you with the services relating to the Fund or administer your interest or investments in the Fund (including supporting your relationship with your adviser)

It is also important that you advise the Administrator as soon as reasonably possible of any changes in your personal information.

If you provide personal information about any other individuals (e.g. beneficiaries), you must ensure they are aware that you are doing so, ensure they receive a copy of this privacy section and tell them that the HUB24 Ltd Group Privacy Policy is available at: [www.hub24.com.au/privacy-policy](http://www.hub24.com.au/privacy-policy) and that their personal information will be collected and handled in accordance with the privacy information in this section and the Privacy Policy.

#### **ACCESS TO INFORMATION**

You can ask to access your personal information and ask that the Administrator correct that information where it contains errors. The Administrator will seek to verify your identity before providing you with access or making any changes. In some cases, the Administrator is not required to provide you with access. For example, where a Court or Tribunal Order prohibits this. There may also be circumstances where the Administrator is not required to correct personal information. For example, if the Administrator is not satisfied that the information is inaccurate, out-of-date, irrelevant, or misleading. In these cases, we will notify you and explain our reasons (except to the extent it would be unreasonable or unlawful to do so).

If you wish to opt out, access or change your personal information you may do so by contacting the HUB24 client services team on 1300 854 994 or by email at [admin@hub24.com.au](mailto:admin@hub24.com.au).

If you have a question about how your personal information is being handled, please submit your question to the HUB24 client services team on 1300 854 99.

If you have a complaint about how your personal information is being handled, please subject your complaint to the Complaints Officer as described in the section headed 'Complaints' in Section: 8 in Part I of the PDS.

If you are not satisfied with our response to, or the handling of, your complaint, you can contact the external dispute resolution scheme: the Australian Financial Complaints Authority as described in the sub-section headed 'Complaints' in Section 8: How to open an account in Part I of the PDS. You may also contact:

The Office of the Australian Information Commissioner

GPO Box 5288

SYDNEY NSW 2001

Phone: 1300 363 992

Online: [www.oaic.gov.au](http://www.oaic.gov.au)

#### **WHO DOES THE ADMINISTRATOR DISCLOSE YOUR PERSONAL INFORMATION TO?**

Your personal information and other information may be disclosed to third parties including:

- your nominated adviser and their Australian Financial Services Licensee (including any replacement adviser or Australian Financial Services Licensee), unless you instruct us otherwise in writing;
- your personal representative, attorney, or agent, unless you instruct us otherwise in writing;
- the responsible entity of any scheme you choose to invest in, and their service providers;
- related bodies corporate of the Trustee or, unless you instruct us otherwise in writing;
- outsourced service providers who assist with, among other things, but not limited to, custody, data storage and archiving, auditing, accounting, customer contact, legal, business consulting, identity and document verification (electronic or otherwise), banking information technology services, data analysis or research;
- Australian banks, ADIs or other financial institutions the Administrator uses from time to time in respect of your cash account and the cash allocation within your managed portfolio;
- Australian and overseas regulatory authorities and law enforcement agencies on reasonable request by those authorities or where required by law. For example, your personal information may be disclosed to the ATO or to foreign tax authorities such as the IRS in the USA and other tax authorities in other foreign jurisdictions. The ATO may provide your personal and other information to foreign tax authorities such as the IRS. Your personal information may also be provided to other regulatory authorities such as ASIC and the Australian Transaction Reports and Analysis Centre ('AUSTRAC');
- financial institutions and other similar organisations dealt with in the course of corporate activities in relation to the Fund or that you have nominated;
- other third parties on your behalf for the purpose of establishing and administering your investments, unless you have instructed otherwise; and
- to comply with a court order or in conjunction with court proceedings.



### **IS THE ADMINISTRATOR LIKELY TO DISCLOSE YOUR PERSONAL INFORMATION TO A RECIPIENT WHO IS OVERSEAS?**

ARA Super is operated in Australia. The Administrator's service providers are generally located within Australia but may, from time to time, be located in foreign jurisdictions (including locations in the United States of America and Vietnam). The Administrator may, therefore, share your personal information with service providers located outside Australia to assist with the operation of ARA Super and to provide the services to you as outlined above. The Administrator may also share your personal and financial information with foreign regulatory authorities such as the IRS in the United States of America and other foreign tax authorities where you are resident for tax purposes.

Reasonable steps are taken to ensure that any recipients of your personal information do not breach the privacy obligations relating to your personal information.

In some circumstances personal information may be disclosed to overseas government authorities in connection with permitted disclosures under Australian law or as authorised by the member. For example, for the Fund to meet Trans-Tasman portability requirements with New Zealand, or, where you have transferred a benefit to Australia under the Qualifying Recognised Overseas Pension Schemes ('QROPS').

### **ANTI-MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING**

In accordance with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) ('AML/CTF Act') and the supporting AML/CTF Rules, the Trustee has an obligation to collect and verify information about you in certain circumstances.

The Fund's service providers and your adviser are also subject to obligations to collect and verify information about you.

Each applicant is required to provide identification records as set out in the Application form and Investor Identification Form you are required to complete as part of the application process. If you do not provide the requested information and documentation there will be a delay in processing your account opening, or possible suspension of an opened account.

From time to time, additional information and documentation may be required from you to assist in this process or to refresh and update your identification information.

Under the provisions of the AML/CTF we may be precluded from providing our services in certain circumstances.

For example, in complying with obligations in relation to the AML/CTF Act and the supporting AML/CTF Rules, there may be instances where we are unable to activate your account or transactions are delayed, blocked, frozen or refused. This could occur where reasonable grounds are established that the transaction breaches Australian law or sanctions, or the law or sanctions of any other country.

Where transactions are delayed, blocked, frozen or refused, we are not liable for any loss you may suffer (including consequential loss) as a result of our compliance with the AML/CTF Act as it applies to the Fund.

By completing the Application Form, you agree that:

- you are not making an application in respect of the Fund in an assumed name;
- any money used by you to invest in the Fund is not derived from and/or is related to any proceeds that will be used for any criminal activities;
- you will provide any additional information and documentation reasonably required for the purpose of the Administrator complying with the AML/CTF Act; and
- we may obtain information about you if this is believed necessary to comply with the AML/CTF Act. Where documentation provided is not in English, an English translation must be provided by an accredited translator (who is accredited by the National Accreditation Authority for Translators and Interpreters Ltd at the level of Professional Translator or above).

There are certain legal obligations to disclose information gathered to regulatory bodies and/or law enforcement agencies, such as the Australian Transaction Reports and Analysis Centre (AUSTRAC).

We have reporting obligations in relation to the AML/CTF regulatory regime and we must report certain matters to AUSTRAC. Under 'tipping-off' provisions, we are not permitted to inform you that any such reporting has taken place.

### **MEMBER IDENTIFICATION REQUIREMENTS**

#### **Proof of Identity**

When lodging an Application Form, you or your adviser must complete the Identification Form to enable the collection and verification of information about you in accordance with the AML/CTF Act and tax requirements (refer to 'Foreign Account Tax Compliance Act' and 'Common Reporting Standard' below). These forms can be obtained from your adviser through AdviserHUB.

We may rely on your adviser to verify your identity in accordance with the AML/CTF Act. The Application Form requires you to attach the Identification Form completed by your adviser as part of their verification of your identity.

Unless requested, we do not require original documents or certified copies used by the adviser to verify your identity. However, these records must be retained by your adviser and provided to the Administrator on request.

#### **Electronic client identification**

To streamline the client identification processes for the purpose of the AML/CTF Act, we may use electronic client identification.

We use a third-party verification service provider. The Administrator requests the verification service provider to conduct a matching process between the personal information of the customer against two independent sources. The personal information that may be provided to the verification service provider is limited to an individual's name, residential address, date of birth and any other information permitted by law. The verification provider then provides a report on the outcome of the verification process.

If we cannot verify your identity using electronic verification, or if you are not eligible for electronic verification, we will notify you in writing. In such instance you may be requested to provide other information and documentation in order to meet obligations under the AML/CTF Act.

We are also required to retain information about verification requests and assessments for seven years from the date of the request, or for seven years from the date of ceasing to provide a designated service to you, whichever is later. The verification service provider is also required to retain information and verification requests and assessments for seven years from the date of the request.

At the end of the relevant period, both we and the verification service provider are required to delete these records. Prior to using any verification service provider to undertake electronic verification, we obtain the relevant individual's consent. This consent is typically obtained through the application form you are required to complete as part of the application process.

### **CLIENT IDENTIFICATION BY ADVISERS**

We may ask your adviser to identify you and verify your identification on our behalf in order to ensure that we meet our obligations under the AML/CTF Act.

In this case, the application form requires you to attach the Investor Identification Form completed by your adviser as part of their verification of your identity.

Unless requested, original documents or certified copies used by the adviser to verify your identity are not required to be provided to the Administrator. However, these records must be retained by your adviser and provided to Administrator on request.

### **Document verification**

As part of the electronic verification process or where your adviser identifies and verifies your identification on our behalf the validity of any government issued identity document (ID Document), such as your passport or drivers licence, that you provide for identity verification purposes may also be checked. For this purpose, your personal information and a copy of the ID Document or the information in it may be provided to our third party verification service provider. This process involves making a match request between the individual's information against the Australian Government's document verification service (DVS) database. An information result will be provided via the verification service provider's system.

If you do not provide the relevant ID Document when requested, or it is not verified by DVS, we may not be able to be satisfied as to your identity and, as a result, we may not be able to process your application or transaction. You will be asked to consent to the use and disclosure of your personal information, any ID Documents or details in them for this purpose and to confirm that you are authorised to provide those documents or details when you complete the application form.

### **ELECTRONIC SIGNATURES**

When applying to open your account, complete forms, provide the Administrator with instructions or other documents, you may be asked to provide a digital or electronic signature. Other methods of signing may be accepted. The Administrator and the Trustee reserves the right to refuse any application or other document which has not been signed in the required manner. The Administrator or Trustee may rely on outsourced providers of digital or electronic signature services and will not accept any liability to you in respect of your use of these services.

## **ABOUT THE RELATIONSHIP BETWEEN THE TRUSTEE AND THE ADMINISTRATOR**

The Trustee and the Administrator have entered into numerous agreements under which the Administrator is appointed to provide certain services to the Trustee including:

- administration;
- custody; and
- investment management.

Under the terms of these agreements:

- The Administrator may be indemnified and have expenses reimbursed from the Fund where it has been properly incurred in its respective roles.
- The Administrator is paid fees as set out in Part II of the PDS – Information on fees and other costs. The Administrator has agreed to pay the Trustee an annual fee for acting as trustee of the Fund.
- Either party may terminate the agreement in certain situations such as by mutual agreement and where the other party becomes insolvent, can no longer perform the respective role or breaches the agreement and does not remedy the breach in the requisite time.

Upon termination of the agreements, the Administrator may agree with the Trustee for the Trustee to retire as trustee of the Fund and for another entity to be appointed as trustee (which could include a third-party trustee or the Administrator itself).

### **CONFLICTS OF INTEREST**

HUB24 is the promoter, custodian, administrator and investment manager of the Fund as well as being the operator, custodian and administrator of HUB24 Invest and other branded versions of these products. It is also the custodian, administrator and investment adviser of one or more non-united and registered managed investment schemes (each, a Scheme). Each Scheme is operated and offered by a responsible entity (RE) that is approved by the Trustee.

Should HUB24 face conflicts in respect of our duties in relation to the Service, related funds and HUB24's interests, policies and procedures are in place to manage these appropriately. HUB24 will resolve such conflict fairly and reasonably and in accordance with the law, ASIC policy and HUB24 policies at all times, and have regard in such event to HUB24's obligations to investors.

### **EXPENSE RESERVE**

The Trustee maintains an Expense Reserve to meet liabilities of the Fund. This may include, but is not limited to; administration, operational, compliance and legal expenses. The Expense Reserve is funded by a combination of interest/investment earnings on any amounts in the reserve and any other expense recoveries claimed directly from or charged directly to members of other products in the Fund.

### **OPERATIONAL RISK RESERVE (ORR)**

The Trustee is required to maintain adequate reserves to cover potential operational losses. An operational risk is the risk that a superannuation fund may suffer loss due to inadequate or failed

internal processes, people and systems, or from external events. The ORR may be drawn upon to assist in compensating members or the Fund in the event of an operational risk having materialised.

The Trustee has reviewed the potential operational risk losses of the Fund and determined that it is prudent to hold an adequate reserve within the ORR. This requirement can be met by a reserve within the Fund and/or Trustee capital. The Trustee reserves the right to charge an ORR fee to fund the ORR amount which it is required to hold.





## Contact us

GPO Box 529, Sydney NSW 2001

Phone: 1300 854 994

Email: [admin@hub24.com.au](mailto:admin@hub24.com.au)