

The background of the entire page is a photograph of an elderly man with a grey beard and a straw hat, wearing a white t-shirt, leaning over a young girl with curly brown hair. They are both smiling and looking at a potted plant with small blue flowers. The man is holding the girl's hand. The scene is outdoors, with green foliage in the background. A large orange semi-circle is overlaid on the bottom left of the image, containing the text for the transfer guide.

## TRANSFER GUIDE

# Your new pension account with AustralianSuper

Explore the features and benefits of your new account. Plus, there are some important things to be aware of and how they might affect you.

October 2021















# Welcome to AustralianSuper

On 1 December 2021, you'll be joining over 2.4 million\* everyday Australians who trust us to manage their savings.

AustralianSuper has been voted most trusted superannuation brand for the past nine years running†. AustralianSuper shares many similarities with Club Plus Super, from having a members-first culture, to members working across a variety of workplaces and delivery of strong long-term performance.

Today, AustralianSuper is a \$233 billion\* plus industry super fund, with over 2.4 million\* members, that's around one in 10 working Australians.

As a profit-for-member fund all profits go back into the fund to help grow your savings.

Our history of strong long-term performance speaks for itself, with our AustralianSuper Choice Income account – Balanced option, earning us a place in the top three over 3, 5, 7 and 10 years‡.

We look forward to being part of your journey in retirement and growing your funds together.

\* As at 30 June 2021.

† Reader's Digest Most Trusted Brands – Superannuation category winner for nine years running 2013 – 2021.

‡ Based on the AustralianSuper Choice Income Account – Balanced investment option compared to the SuperRatings Pension Fund Crediting Rate Survey – SRP50 Balanced (60–76) Index, periods to 31 July 2021. Investment returns are not guaranteed. Past performance is not a reliable indicator of future returns.



# Transfer overview

On 30 November 2021, your Club Plus Pension account will close and on 1 December 2021 you'll have a new account based pension with AustralianSuper.

Your account will automatically transfer from Club Plus Super to AustralianSuper, so there's nothing you need to do while the transfer takes place. If you currently have a Club Plus Pension account you'll have a new AustralianSuper Choice Income account. If you have a Club Plus Transition to retirement (TTR) account you'll have a new AustralianSuper TTR Income account.

For detailed information, please read the Product Disclosure Statement for your new plan at [australiansuper.com/pds](https://australiansuper.com/pds) Please also see the Target Market Determination for your plan at [australiansuper.com/tmd](https://australiansuper.com/tmd)

Throughout this guide we'll provide you with handy tips in preparation for the transfer, highlight key features of your new account and important dates for you to be aware of.

## Some things will change

To learn more about your new payment frequency and the options available to you with AustralianSuper please see the Your income payments section on page 15.

Also, if you currently have a binding death nomination in place with your Club Plus Pension account, this can't be transferred to AustralianSuper. To find out how to make a new binding death nomination or learn more about beneficiaries please see page 17.

## Transfer timeline overview

Date	Event
From 22 October 2021	You'll receive a Significant Event Notice, announcing what's changing and when.
30 November 2021	Your Club Plus Pension account will close.
1 December 2021	You'll become an AustralianSuper member.
From mid-December 2021	You'll receive your Club Plus Super Exit statement*. You'll receive your AustralianSuper Welcome pack which includes essential information about your new account.

\* You'll be able to view your Club Plus Super Exit statement and annual statements for the past three years in your new AustralianSuper account.



# Keeping your details up to date

To make sure we set up your account correctly, please make sure your personal details are correct and up to date in your Club Plus Pension account.

To help, we've created a check list for you below.

- |                                                       |                                                     |
|-------------------------------------------------------|-----------------------------------------------------|
| <input checked="" type="checkbox"/> First name        | <input checked="" type="checkbox"/> Mobile number   |
| <input checked="" type="checkbox"/> Last name         | <input checked="" type="checkbox"/> Email           |
| <input checked="" type="checkbox"/> Home address      | <input checked="" type="checkbox"/> Date of birth   |
| <input checked="" type="checkbox"/> Home phone number | <input checked="" type="checkbox"/> Tax file number |

## Your AustralianSuper Welcome pack

Shortly after the transfer, you'll receive a Welcome pack confirming:

- › your AustralianSuper member number,
- › your transferred account balance,
- › your account fees and costs,
- › your income payment details,
- › your investment option(s),
- › how to register and set up your online account, download the app, and
- › a Product Disclosure Statement.

## Change to your communications preferences

When you join AustralianSuper, your marketing and communication preferences will reset and default to email. Setting up your preference for email or mail means you'll receive important updates from us the way you prefer. We'll let you know how to do this in your AustralianSuper Welcome pack.





# Limited activity period

While we prepare for the transfer, you'll be able to make final changes or requests to your Club Plus Pension account. However, certain activities will become limited from close of business on 19 November 2021. To make it easier to know what activities you can do, the final date to request/make changes and how, we've listed these details below.

**From 2 December 2021, you'll have access to some activities within your new AustralianSuper account (only by calling AustralianSuper on 1300 300 273), and on 14 December 2021 your account will be active.**

Activity/request	via MemberAccess	Forms received by
Access your online account through MemberAccess	At 4pm on 24 November 2021, your MemberAccess account will become read-only. You'll still be able to see your details and make enquiries on your account balance until 4pm on 30 November 2021.	
Changes to your personal details (name, address, contact details)	4pm on 24 November 2021	19 November 2021 and processed by 26 November 2021
Making and/or changing a Beneficiary/Reversionary nomination	4pm on 24 November 2021	19 November 2021 and processed by 26 November 2021
Investment option switches	4pm on 24 November 2021	24 November 2021
Change your pension amount, frequency or bank account	The final regular pension payment from Club Plus Super will be on 19 November 2021. Any changes to your pension amount, frequency or bank account are unable to be processed after this time.	
Call the Club Plus Super Contact Centre	From 4pm on 30 November 2021, the Contact Centre will no longer be available.	
Partial withdrawal from your pension account	N/A	19 November 2021



Over-the-phone requests	Requests received after these times
You'll receive details in your AustralianSuper Welcome pack on how to register and set up your online account and download the AustralianSuper app.	
4pm on 29 November 2021	Processed from 2 December 2021
N/A	Processed from 2 December 2021
N/A	Unable to be processed. You'll be able to make an investment switch from 14 December 2021. However, if you need to make an urgent switch please call AustralianSuper on <b>1300 300 273</b> .
Depending on your circumstances, you may receive an additional pension payment on 26 November 2021. Please see the Income payments section on page 15.	
If you require urgent assistance or general information during the limited activity period you can call AustralianSuper on <b>1300 300 273</b> .	
N/A	Processed from 13 December 2021



# Account fees and costs

Our fees are low because we don't give profits to shareholders.

For Choice Income and TTR Income accounts, our admin fee is only \$2.25 a week, plus 0.11% of your account balance each year (up to a maximum of \$750).

Our investment fees are also competitive and there's no cost to set up your account.

## Examples

Understanding our fees structure and when they're deducted from your account can make a real difference. Our account and investment fees are set to only cover the cost of running the fund.

On page 11 are examples of annual fees and costs tables for the AustralianSuper Balanced Investment option for Choice Income and for TTR Income.



For more information on fees and costs, visit [australiansuper.com/fees](https://australiansuper.com/fees) or refer to the *Choice Income Product Disclosure Statement* at [australiansuper.com/RetirementGuide](https://australiansuper.com/RetirementGuide) or *TTR Income Product Disclosure Statement* at [australiansuper.com/TTRGuide](https://australiansuper.com/TTRGuide)



## Choice Income

### Example: AustralianSuper Balanced investment option

Investment fees*	0.62%	For every \$50,000 you have invested in the Balanced investment option, you'll be charged \$310.
<b>PLUS</b> Administration fees	\$117 pa (\$2.25 per week) PLUS 0.11% pa of your account balance capped at \$750 pa	<b>AND</b> you'll be charged \$117 in administration fees regardless of your balance, plus \$55 per year.
<b>PLUS</b> Indirect costs for the Balanced Investment option	Nil	<b>AND</b> an indirect cost of \$0 each year will be deducted from your investment.
<b>EQUALS</b> Cost of product		If your balance was \$50,000, for that year you'll be charged fees of \$482 <sup>†</sup>

## TTR Income

### Example: AustralianSuper Balanced investment option

Investment fees*	0.63%	For every \$50,000 you have invested in the Balanced investment option, you'll be charged \$315.
<b>PLUS</b> Administration fees	\$117 pa (\$2.25 per week) PLUS 0.11% pa of your account balance capped at \$750 pa	<b>AND</b> you'll be charged \$117 in administration fees regardless of your balance, plus \$55 per year.
<b>PLUS</b> Indirect costs for the Balanced Investment option	Nil	<b>AND</b> an indirect cost of \$0 each year will be deducted from your investment.
<b>EQUALS</b> Cost of product		If your balance was \$50,000, for that year you'll be charged fees of \$487 <sup>†</sup>

The fees you may be charged are subject to change. You'll be given at least 30 days notice before any increase in fees takes effect.

\* The Investment fee for our other investment options is different. This fee is calculated looking back as at 30 June each year and is likely to change from year to year, the amount for subsequent financial years will depend on the actual fees and costs incurred in managing investments.

<sup>†</sup> Additional fees may apply.



# How your super is invested

As an AustralianSuper member you'll have access to a wide range of world-class investment options.

On 1 December 2021, we'll automatically transfer you to an AustralianSuper investment option(s) based on your current Club Plus Super investment option(s), so you don't need to do anything. This mapping is outlined in the tables below.

## Choice Income members

Your Club Plus Super investment option on 30 November 2021	Your AustralianSuper investment option on 1 December 2021*
Balanced	Balanced
Conservative Balanced	Stable
Growth	High Growth
Cash	Cash
Australian Shares	Australian Shares

## TTR Income members

Your Club Plus Super investment option on 30 November 2021	Your AustralianSuper investment option on 1 December 2021*
Balanced	Balanced
Conservative Balanced	Stable
Growth	High Growth
Cash	Cash
Australian Shares	Australian Shares
International Shares	International Shares

\* The amount in each AustralianSuper investment option(s) you're transferred to, will be as per your calculated balance in each investment option(s) on exit from Club Plus Super. Due to investment earnings, this split won't be exactly the same as the percentage split you previously selected at Club Plus Super. For any future drawdowns, they'll be taken from the option with the highest balance, unless you make a change to your drawdown method or an investment option switch after the limited activity period.

## Making an investment switch

After the transfer takes place there'll be a short period where you won't be able to switch investment options, unless it's urgent (see page 8).

Please see [australiansuper.com/switching](https://australiansuper.com/switching) for more information about choosing or changing your investments option once the limited activity period ends.





## Having investment choice matters

Even though we'll automatically transfer you to a new investment option(s) when you join, it's important to know all the investment options available to you.

Depending on the kind of investor you are, you'll have the choice to be as hands-on as you like. Listed below is an overview of our investment options.



### PreMixed options

Hands-on level: Low

PreMixed options are diversified options that invest across different combinations of asset classes such as shares, property, infrastructure, fixed interest and cash.

Your PreMixed choices are:

- › High Growth
- › Balanced (default investment option)
- › Socially Aware
- › Indexed Diversified
- › Conservative Balanced
- › Stable.



### DIY Mix options

Hands-on level: Medium

DIY Mix options are single asset class portfolios. You choose how much you want to invest in each in a mix that can also include one or more PreMixed options.

Your DIY Mix choices are:

- › Australian Shares
- › International Shares
- › Diversified Fixed Interest
- › Cash.



### Member Direct option

Hands-on level: High

The Member Direct investment option is available in Choice Income and gives you the greatest control of all options.

You invest your own super in a range of listed securities, including:

- › Shares in the S&P/ASX 300 Index
- › Exchange Traded Funds (ETFs)
- › Listed Investment Companies (LICs)
- › Term deposits.

For detailed information on investment options, asset classes, investment risk and Environmental, Social and Governance (ESG) management, download a copy of the *Choice Income PDS* at [australiansuper.com/RetirementGuide](https://australiansuper.com/RetirementGuide) or *TTR Income PDS* at [australiansuper.com/TTRGuide](https://australiansuper.com/TTRGuide)



# Performance that speaks for itself

A history of strong long-term returns has positioned us as one of the top performing funds.

Our PreMixed Balanced option invests in a wide range of assets designed to give you medium to long-term growth with possible short-term ups and downs.

This option has delivered strong long-term investment performance and is a top three fund over 3, 5, 7 and 10 years\*.

To see our performance returns across all our investment options please see [australiansuper.com/performance](https://australiansuper.com/performance)

## A history of strong long-term performance

The Balanced option has provided consistent outperformance compared to the median super fund in the SuperRatings Pension Fund Crediting Rate Survey over the long term.\*



\* Based on the AustralianSuper Choice Income Account – Balanced investment option compared to the SuperRatings Pension Fund Crediting Rate Survey – SRP50 Balanced (60–76) Index, periods to 31 July 2021. Investment returns are not guaranteed. Past performance is not a reliable indicator of future returns.



# Your income payments

On 1 December 2021, we'll automatically transfer you to an AustralianSuper income payment frequency based on your current Club Plus Pension income payment option, so you don't need to do anything. This is outlined in the table below.

Club Plus Pension income payments		AustralianSuper income payments	
Frequency	Payment date	Frequency	Payment date
Bi-Monthly	5th & 20th of the month	Every two weeks	Every two weeks starting 16 December 2021
Monthly	20th of the month	Once a month	14th of the month
Quarterly	20th of the month	Once every three months	14th of the month
Half Yearly	20th of the month	Twice a year	14th of the month
Yearly	20th of the month	Once a year	14th of the month

The payment amount you receive from AustralianSuper may vary from your previous Club Plus Super payment amount depending on your current payment arrangements.

## Payment amount nomination

If you've nominated the maximum payment (applicable for TTR) or you've chosen your own amount and already received the full amount from Club Plus Super in this financial year, you'll be set up with a minimum payment for the remainder of the financial year. From 1 July 2022, you'll revert to your nominated payment amount, unless you make any changes after the limited activity period.

We'll also calculate your new minimum or maximum payment amount based on your balance on 1 December 2021.

## Additional payment

If your payments by AustralianSuper have not been enough to meet the government mandated minimum amounts, you may also receive an additional pro-rata minimum amount on 30 June 2022.



### Drawdown option

On 1 December 2021, your drawdown options will change when your Choice Income or TTR Income account is created. You'll have new drawdown options to choose from, however we'll automatically place you on our default option; Highest balance.

Drawdown options with AustralianSuper are:

- › highest balance first (default) – take payments from the investment option with the highest balance
- › pro-rata – take payments from each investment option in proportion to the balance in each option
- › payment order – take payments in the order you choose.

You can change your drawdown option once the limited activity period has ended (page 8), by logging into your online account.

### Flexible account

You can adjust your Choice Income or TTR Income account to suit your needs and change your investment options and payments to your bank account anytime.

You can change at any time:

- › your income payment amounts\*
- › your income payment frequency, and
- › your investment options at any time.

Check our payment calendar at [australiansuper.com/PaymentCalendar](https://australiansuper.com/PaymentCalendar)

\* Government prescribed minimums and maximums apply. For details on minimum drawdown amounts for the financial year 2021/22, visit [australiansuper.com/MinimumDrawdowns](https://australiansuper.com/MinimumDrawdowns)

Find out more by downloading the *Choice Income PDS* at [australiansuper.com/RetirementGuide](https://australiansuper.com/RetirementGuide) or *TTR Income PDS* at [australiansuper.com/TTRGuide](https://australiansuper.com/TTRGuide)





# Binding death nominations

## Nominate who gets your super

Super is a long-term investment, but in the event of something happening to you, knowing it's left in the right hands can make a big difference to you and those who matter most.



### Nominating a beneficiary

You get to decide who receives your super. A beneficiary can be a partner, a child or even a legal personal representative. Whatever your situation, your nomination is your choice. As a Choice Income or TTR Income member, you can make a binding, non-binding or reversionary nomination.



### Binding nomination

We can pay your account as a one-off payment or as an income stream (conditions apply) to your nominated dependants\* or Legal Personal Representative†. You can change your binding nomination at any time.



### Reversionary nomination

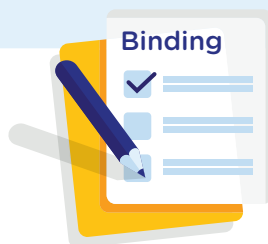
Your retirement income can continue to be paid as income payments to your dependant\*.

**On 30 November 2021, if you have a binding death nomination, this will transfer to AustralianSuper as a non-binding nomination. This means AustralianSuper will not be legally bound by your nomination.**

Once you're an AustralianSuper member you can apply to make this binding. If you have any non-binding nominations, these will also transfer to AustralianSuper as non-binding.

After you receive your Welcome pack, you'll need to complete and sign the *Binding death nomination* form for your nomination to become binding.

If you currently don't have a nominated beneficiary, but would like to in your new account, simply complete the *Change my details* form, or call us on **1300 300 273** 8am to 8pm AEST/AEDT weekdays.



To learn more about nominating a beneficiary and your options with AustralianSuper see [australiansuper.com/beneficiary](https://australiansuper.com/beneficiary)

\* As defined by Superannuation law.

† A Legal Personal Representative is someone who looks after your estate or Will.



# Support and guidance



If you're still in planning mode, you might want to check out our Retirement Planning Webinar.

You'll learn:

- › how to set and achieve your retirement savings goals
- › about getting the Government Age Pension
- › how you can build your super while working, and
- › how you could reduce your working hours and top up your take-home pay.



Once you're a Choice Income or TTR Income member, you're invited to our Lifestyle in retirement webinar, at no additional cost.

We'll cover topics like:

- › how your investment is performing
- › Government measures in response to COVID-19 (coronavirus) and how they might affect you, and
- › how to get the most out of your retirement lifestyle.



# Getting financial advice



## Online

Contact us through **Live Chat** at [australiansuper.com](https://australiansuper.com) or via our app, for general information about your super. To check out our online calculators to help you plan for a better future, visit [australiansuper.com/calculators](https://australiansuper.com/calculators)

If you're simply after some more information on our advice options, visit [australiansuper.com/advice](https://australiansuper.com/advice)



## Simple\*

Call us on **1300 300 273**, and ask to speak with a member of the advice team for simple, personal advice on:

- › making an investment choice
- › adding extra to your super
- › transition to retirement and account based pension options
- › sorting your insurance.



## Comprehensive\*

For broader advice, meeting face-to-face with an adviser can help when you want a detailed financial plan and have a number of financial matters to think about. And where available, you have the option to meet with an adviser using a secure video link from the comfort of your own home.

Arrange an appointment at [australiansuper.com/find-an-adviser](https://australiansuper.com/find-an-adviser)

\* Personal financial product advice is provided under the Australian Financial Services License held by a third party and not by AustralianSuper Pty Ltd. Some personal advice may attract a fee, which would be outlined before any work is completed and is subject to your agreement. With your approval, the fee for advice relating to your AustralianSuper account(s) can be deducted from your AustralianSuper account.



# We're here to help

Call

**1300 300 273**

8am-8pm AEST/AEDT weekdays

Visit

**[australiansuper.com/cpstransfer-members](https://australiansuper.com/cpstransfer-members)**

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Please also see the Target Market Determination for your plan at [australiansuper.com/tmd](https://australiansuper.com/tmd)



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