

Our financial advice principles

AustralianSuper is committed to helping you create the future you want. Having access to affordable, quality financial advice plays a key role in helping you get there.

Importantly, our professional financial advisers are guided by a set of principles to put your best interests first. And we don't pay advisers incentives, bonuses or commissions.



Our commitment to members

In providing financial advice to you, we will:

- › act honestly, with integrity and in your best interest at all times
- › abide by all relevant laws and professional standards
- › comply with all relevant professional and industry standards, codes of ethics and conduct
- › maintain a program of ongoing professional development
- › provide a no-obligation/no-cost initial meeting to assess your needs and outline how receiving advice may be of benefit to you
- › provide you a written quote of all fees and charges before advice is provided
- › provide advice on a strictly fee-for-service basis only after agreement with you
- › provide you with advice in writing via a Statement of Advice in plain, easy-to-understand language
- › help you make alternative arrangements if it's in your best interests to receive advice from another provider or it's not in your best interests to keep your AustralianSuper account.



How advisers are paid

Our professional, qualified advisers are paid:

- › by base salary and/or
- › operate on a strictly fee-for-service basis*.

Our advisers do not receive incentives, bonuses or commissions from AustralianSuper in any form including when you receive insurance cover through your super.

Where ongoing advisory services are provided, an annual fee disclosure statement will be provided. You can opt out of any ongoing service arrangement at any time. In most instances, you can choose to pay for advice by using savings drawn from your AustralianSuper account, so long as the advice is solely related to your super.

Meet with a financial adviser

If you'd like to meet with a professional financial adviser[†], call us on **1300 300 273** to make an appointment, or visit australiansuper.com/FindAnAdviser

Contact us

Call **1300 300 273**
(8am to 8pm AEST/AEDT weekdays)

Email australiansuper.com/email

Web australiansuper.com/advice

Mail GPO Box 1901, MELBOURNE VIC 3001



* In some circumstances, your adviser may recommend products outside of AustralianSuper where commission may be payable. These commissions cannot be paid from your AustralianSuper account.

† The financial advice you receive will be provided under the Australian Financial Services licence held by a third party and not by AustralianSuper Pty Ltd and therefore is not the responsibility of AustralianSuper Pty Ltd.

This fact sheet was issued in July 2017 by AustralianSuper Pty Ltd ABN 94 006 457 987 AFSL 233788, Trustee of AustralianSuper ABN 65 714 394 898 and may contain general financial advice that does not take into account your personal objectives, situation or needs. Before making a decision about AustralianSuper, consider your financial requirements and read the Product Disclosure Statement, available at australiansuper.com/pds or by calling **1300 300 273**.