

Personal Plan

Product Disclosure Statement

28 September 2024

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at australiansuper.com/join



MySuper Authorised 65 714 394 898 856 issued
by AustralianSuper Pty Ltd ABN 94 006 457 987
AFSL 233788 Trustee of the AustralianSuper
superannuation fund ('AustralianSuper' or the 'Fund')
ABN 65 714 394 898 USI STA0100AU
GPO Box 1901, Melbourne VIC 3001

1 About Personal Plan

This Product Disclosure Statement explains the key features and benefits of being with Personal Plan.

Personal Plan is part of AustralianSuper, Australia's largest industry super fund¹, trusted by over 3.4 million Australians to look after over \$341 billion in assets². Here's why:

You come first

As a profit-for-member super fund, we act in your best interests and not the interests of shareholders.

Helping you invest to build a better future

We're committed to providing strong, long-term returns to help you build a better future.

See how we compare at australiansuper.com/compare

If you don't make an investment choice, we'll invest your super in the AustralianSuper MySuper Balanced investment option.

If you want to take more control over your super, you can choose from a range of other PreMixed (diversified), DIY Mix (specific asset class) or Member Direct (self-directed) investment options.

A copy of the product dashboard for AustralianSuper's MySuper Balanced option is available at australiansuper.com/MySuperDashboard

Working with employers

We work with over 478,000² employers Australia-wide.

Award-winning products and services

You can be confident knowing your super is being managed by an award-winning fund (see back cover)³.

Other information

You can find important information, including our Trust Deed, Annual Report and remuneration for executive officers, at australiansuper.com/reports

¹ APRA Quarterly fund-level superannuation statistics March 2024. Released 20 June 2024.

² As at 30 June 2024.

³ Awards and ratings are only one factor to be taken into account when choosing a super fund.



About this Product Disclosure Statement

This Product Disclosure Statement (PDS) is a summary of significant information and contains a number of references to important information (each of which forms part of the PDS). You should consider this information before making a decision about the product. The information is current as at the date of publication, but may change frequently. Information contained in this PDS that is not materially adverse may change from time to time and will be made available online at australiansuper.com/pds. A paper or electronic copy of the updated changes will be made available on request at no extra charge. This PDS provides general information only and doesn't take into account your personal objectives, financial situation or needs. You should obtain financial advice tailored to your personal circumstances.

2 How super works

Super is an important way for you to save for retirement.

Super is an investment for your future and the sooner money starts going into your account, the better off you'll be when you retire. That's because, over the long term, your super grows from investment returns and any money that's added to your account.

There are many ways money can be added (contributed) to your account.

Superannuation Guarantee contributions

Employers pay a compulsory contribution to your super known as the Superannuation Guarantee (SG). Currently, this is an amount equal to 11.5% of your annual salary (subject to a salary cap of \$65,070 each quarter).

There are also other types of contributions that could help you grow your super.

Personal contributions

- **Before-tax**¹ – includes salary sacrifice contributions made by you, any personal contributions for which you claim a tax deduction and voluntary contributions made by your employer for which they claim a tax deduction.
- **After-tax**¹ – includes any additional contributions you make from your take-home pay, for which you don't advise us you wish to claim a tax deduction.

Government co-contributions

If you're a low to middle income earner, you may be entitled to a government co-contribution if you add to your super from your after-tax pay. For more information see the *Add to your super with government co-contributions* fact sheet at australiansuper.com/FactSheets

Useful information to know

Tax benefits are provided by the government to encourage you to save more for retirement and grow your super over time.

You generally can't access your super savings until you reach your preservation age. Your preservation age varies depending on the year you were born. To learn more about accessing your super, rollovers and preservation age, visit

australiansuper.com/AccessYourSuper

It's your super, it's your choice

Normally you can tell your employer where you want your super to be paid. But in some cases, it depends on your employment contract. If you don't make a choice and do not have an existing super account which is 'stapled' to you, they will pay your contributions to a MySuper compliant super fund.

Protecting your super

If you have an account balance below \$6,000, legislation requires us to transfer your account to the Australian Tax Office (ATO) after 16 months of inactivity. Where possible, the ATO will transfer your account to your active super fund. To find out how to keep your AustralianSuper account active, visit australiansuper.com/pys

Combine your super

If you've had more than one job in the past, you may have more than one super account and several insurance policies. If you want to transfer insurance cover you have with another super fund, you'll need to transfer your cover before you combine your super. Learn more about combining your super and transferring insurance cover at

australiansuper.com/combine

¹ Depending on your income and personal circumstances, you may be better off contributing before or after tax, or using a combination of both. The government places limits on the amount that can be contributed to super. To learn more, visit australiansuper.com/InfoTax

3 Benefits of investing with Personal Plan

We're here to help you get the most from your money today and tomorrow. That's why we offer simple and effective solutions to help you manage your account.

Get more from being a member



A range of PreMixed (diversified), DIY Mix (specific asset class) and Member Direct (self-directed) investment options to choose from, including our Balanced option backed by a history of strong long-term investment performance¹.



Optional Death, Total & Permanent Disablement and Income Protection insurance cover to protect you and those who matter to you.



Education and webinars on growing your super and planning for retirement at no additional cost.



Tools and calculators to help you understand super.



Financial advice available over-the-phone and face-to-face².



Binding or non-binding nominations, to let us know where you want your money to go in the event of your death. Visit australiansuper.com/beneficiary

¹ AustralianSuper Balanced investment option compared to the SuperRatings Fund Crediting Rate Survey - SR50 Balanced (60-76) Index to 30 June 2024. Investment returns aren't guaranteed. Past performance is not a reliable indicator of future returns.

² Personal financial product advice is provided under the Australian Financial Services Licence 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 may be deducted from your AustralianSuper account subject to eligibility criteria.

Access your account online or download the mobile app to track your super 24/7. To set up your account online, visit australiansuper.com/register

Download the app here:



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4 Risks of super

All investments, including super, have some risk.

How you invest your super will depend on your age, how long you'll invest your super, other investments you may have, and your tolerance for volatility.

Volatility is when the returns on your investment go up or down over time. The level of volatility your super investment could have will depend on the types of assets that your super is invested in. Examples of assets include investments such as shares, property, fixed interest, or cash.

Different types of assets have different levels of potential return and volatility. Generally, higher long-term returns are accompanied by a greater potential for volatility in the short term.

You can choose from a range of investment options, each with a different mix of assets. So, the likely investment return and the level of potential volatility of returns involved are different for each option.

What you need to think about

When considering your super, it's important to understand that:

- investment returns may go up and down over time and the value of investments will vary, so the value of your super may also go up and down
- investing too conservatively can be risky because over the long term your investment may not earn a return above the inflation rate
- returns aren't guaranteed, and you may lose some of your money
- past returns aren't a reliable indicator of future returns
- the laws affecting your super may change, and
- the amount of your future super savings (including contributions and returns) may not be enough for your retirement.

More information

You should read the important information about the risks of investing in super before making a decision. Download the *Investment guide*, from australiansuper.com/InvestmentGuide

The material relating to the risks of investing in super may change between the time when you read this PDS and the day when you acquire the product.



5 How we invest your money

How we invest your money when you join:

If you complete the *Join AustralianSuper* form you'll be invested in the Balanced option (MySuper) until you make an investment choice.

OR

If you join online at australiansuper.com/join you can choose your own investment option/s through the join process.

Investment details for the Balanced option

Invests in a wide range of assets with a focus on growth assets. Designed to have medium to long-term growth with possible short-term fluctuations.

Investment objective

- To beat CPI² by more than 4% p.a. over the medium to longer term, and
- To beat the median balanced fund³ over the medium to longer term.

Minimum investment timeframe

Be prepared to stay invested in this option for at least 10 years due to the potential for short-term volatility.

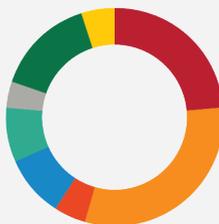
Risk levels

- Short-term risk classifies investment options according to their likelihood of negative returns in a given year.
- Medium-term risk balances two risks. The first is that your super savings will be reduced by volatility and the second is that your super savings won't keep up with wage inflation.
- Long-term risk is the risk that your super savings won't keep up with wage inflation.

Estimated number of negative annual returns over any 20-year period

Approximately 5 out of every 20 years.

Balanced option investment mix - strategic asset allocation and ranges¹



- Australian shares **23.85%** (10-45%)
- International shares **30.65%** (10-45%)
- Private equity **4.75%** (0-15%)
- Infrastructure **9.25%** (0-30%)
- Property **8%** (0-30%)
- Credit **4%** (0-20%)
- Fixed interest **14.5%** (0-25%)
- Cash **5%** (0-20%)
- Other assets⁴ **0%** (0-5%)

Risk level for the time invested

Short term	(if savings are required in 5 years or less)	High
Medium term	(if savings are required after 5 to 20 years)	Medium
Long term	(if savings are required after 20 years or more)	Low

¹ Investment information is current at the date of publication and may change from time to time. See australiansuper.com/AssetAllocation for updated information. Investment returns aren't guaranteed.

² CPI stands for Consumer Price Index – which is used as a measure of inflation.

³ As determined by the SuperRatings Fund Crediting Rate Survey - SR50 Balanced (60–76) Index.

⁴ Investments that represent unique opportunities or strategies. Examples include commodities, hedge funds and other alternative investment strategies.

AustralianSuper has a range of investment options to suit a wide range of investors.

PreMixed options

Made up of multiple asset classes to provide different types and levels of risk and potential return.

- High Growth
- Indexed Diversified
- Balanced
- Conservative Balanced
- Socially Aware
- Stable

DIY Mix options

Primarily made up of exposure to a single asset class. With DIY Mix options you can select a combination of asset classes to suit you.

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

Member Direct investment option

Our self-managed investment option that allows you to invest in S&P/ASX 300 shares, selected Exchange Traded Funds (ETFs), Listed Investment Companies (LICs), term deposits and cash.

Changing your investment option

You can choose your preferred investment option in the mobile app or by logging into your account. It won't cost you anything to switch. Find out more about choosing or changing your investment options at australiansuper.com/switching

How your account is invested if you die

From 1 October 2024, your account (including any contributions received after you die) will be invested in the Cash option after AustralianSuper is notified of your death.

You should read the important information about our investment options before making a decision. Download the *Investment guide* from australiansuper.com/InvestmentGuide. The *Investment guide* contains information about our other investment options including the risk and expected return over different periods of time. The material relating to our investment options may change between the time when you read this PDS and the day when you acquire the product.



You should consider the likely investment return, risk, and your investment timeframe when choosing an investment option.

6 Fees and costs



Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns.

For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You or your employer, as applicable, may be able to negotiate to pay lower fees. Ask the Fund or your financial adviser.

To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) Moneysmart website (moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

This section shows the fees and other costs you may be charged for the AustralianSuper MySuper Balanced investment option. These fees and other costs may be deducted from your account, from the returns on your investment or from the assets of the superannuation entity as a whole. You can use this information to compare fees and costs between different superannuation products. See [australiansuper.com/ FeesandCostsGuide](https://www.australiansuper.com/feesandcostsguide) for the fees and costs for our other investment options.

Fees and costs summary

AustralianSuper MySuper Balanced investment option

Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs¹		
Administration fees and costs	\$1 per week	The Flat administration fee is deducted directly from your account on the last Friday of each month based on the number of Fridays in the month.
	Plus 0.10% p.a. of your account balance capped at \$350 p.a.	The Asset-based administration fee is deducted directly from your account on the last Friday of each month based on your closing account balance on this date and is pro-rated based on the number of Fridays in the month.
	0.00% p.a. ²	Administration costs paid from reserves that are not otherwise charged as administration fees. These costs are not directly charged to your account but have reduced the reserve balance held by the Fund to cover future administration costs.
Investment fees and costs ^{2,3}	0.52% p.a.	Deducted from pre-tax investment returns and reflected in the daily crediting rate.
Transaction costs ²	0.05% p.a.	Deducted from pre-tax investment returns and reflected in the daily crediting rate.
Member activity related fees and costs		
Buy-sell spread	Nil	Not applicable.
Switching fee	Nil	Not applicable.
Other fees and costs	See section 8 of this PDS for details of insurance fees and the <i>Additional explanation of fees and costs</i> at australiansuper.com/ FeesandCostsGuide for details of other activity related fees and costs.	

¹ If your account balance is less than \$6,000 at the end of the financial year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of your account balance. Any amount charged in excess of that cap will be refunded directly to your account.

² These percentages are calculated based on previous financial year(s) and are rounded to the nearest two decimal places. For details of how they are calculated see [australiansuper.com/ FeesandCostsGuide](https://www.australiansuper.com/feesandcostsguide). The actual amount you'll be charged for this financial year will depend on the actual fees and costs incurred.

³ Investment fees and costs include an amount of 0.09% p.a. for Performance fees.

You will receive a tax benefit of 15% on any administration fees and any insurance fees deducted directly from your account. The tax benefit will be paid directly into your account each month. See Section 7 of this PDS for further information on how super is taxed.

Example of annual fees and costs

This table gives an example of how the ongoing annual fees and costs for the AustralianSuper MySuper Balanced investment option for this superannuation product can affect your superannuation investment over a one-year period. You should use this table to compare this superannuation product with other superannuation products.

Example – AustralianSuper MySuper Balanced investment option		Balance of \$50,000
Administration fees and costs	0.10% plus \$52 (\$1 per week)	For every \$50,000 you have in the superannuation product, you will be charged \$50 in administration fees and costs up to a maximum of \$350 plus you will be charged \$52 regardless of your account balance.
PLUS Investment fees and costs	0.52%	AND , you will have deducted from your investment \$260 in investment fees and costs.
PLUS Transaction costs	0.05%	AND , you will have deducted from your investment \$25 in transaction costs.
EQUALS Cost of product ¹		If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$387 for the superannuation product.

¹ Additional fees may apply. Assumes your balance of \$50,000 is maintained throughout the year. You will receive a tax benefit of \$15.30 on the administration fees shown above which will reduce the cost of product for the year after tax benefits to \$371.70.

Changing your fees

We can change the fees we charge at any time without your consent. You'll be given at least 30 days' notice before any increase in fees deducted directly from your account takes effect.



Advice fees for personal advice

If you receive personal financial advice you may be charged a fee which would be outlined before any work is completed and is subject to your agreement.

The *Statement of Advice (or Record of Advice)* provided by your Financial Adviser will set out the fees you'll pay. Personal financial product advice is provided under the Australian Financial Services Licence held by a third party and not by AustralianSuper Pty Ltd.

See how fees affect your super

Use the Superannuation calculator at moneysmart.gov.au to see how fees and costs affect your final super balance.

You should read all the important information about fees and other costs, including the cost of product for one year for all investment options, the additional explanation of fees and costs and defined fees, before making a decision because it is important to understand their impact on your investment – go to australiansuper.com/FeesandCostsGuide. The material relating to our fees and costs may change between the time when you read this PDS and the day when you acquire the product.

7 How super is taxed

Tax on contributions

The tax paid on super contributions depends on the amount and type of contribution. Tax is deducted after the contribution is received. **There are limits on how much you can contribute, and if you exceed these limits you may pay extra tax.**

Type	Tax on contributions in 2024/2025
Before-tax contribution	<p>If the total of your taxable income and your before-tax contributions is \$250,000 or less, 15% will be applied to contributions up to the before-tax contributions cap of \$30,000 (or up to your unused before-tax contributions cap for the previous 5 years).</p> <p>If the total of your taxable income and your before-tax contributions is more than \$250,000 per year, your before-tax contributions will be taxed at 30%, to that extent. Contributions that exceed the cap will be taxed at your personal rate (less a 15% tax offset), plus an interest charge.</p> <p>You can choose to withdraw up to 85% of excess contributions, which won't then count towards your after-tax limit.</p>
After-tax contribution	<p>No tax on amounts up to the after-tax contributions cap of \$120,000 a year (or up to \$360,000 over 3 years if certain conditions are met).</p> <p>You can choose to withdraw any excess contributions plus 85% of its earnings. These earnings will be taxed at your personal rate (less a 15% tax offset). If you don't withdraw the excess contributions, they will be taxed at 47%¹ in the Fund.</p> <p>There may be restrictions on the after-tax contributions you can make if you already have a very large balance in your super account/s.</p>

Tax on investment earnings: Investment earnings are taxed at up to 15%. This tax is deducted from the crediting rate of the relevant investment option, before investment returns are credited to your account.

Tax on withdrawals: Your super is made up of two components: taxable and tax-free. There's no tax payable on the tax-free component. Lump sum withdrawals are generally tax-free if you're aged 60 or over. Tax on withdrawals is deducted before you receive your payment (if applicable).

Tax on taxable component² if you're under 60

2024/2025 - If you're aged under 60, your lump sum withdrawal will be taxed at 22%¹.



You should provide your Tax File Number (TFN). If we don't have your TFN, your before-tax contributions and withdrawals are taxed at a higher rate and we can't accept after-tax contributions from you.

Before making a decision, you should read the important information about:

- how super is taxed. Go to *Tax and super* at australiansuper.com/TaxGuide
- providing your TFN. Go to australiansuper.com/TFNGuide

The material relating to how super is taxed and providing your TFN may change between the time when you read this PDS and the day when you acquire the product.

¹ Includes the Medicare levy.

² If your taxable component includes an untaxed element, additional tax may be applied to that element.

Are you self-employed?

When you work for yourself, no one else will contribute to your retirement savings but you. Regular contributions to your super will mean more in retirement, and the earlier you start, the better off you could be. And the good news is, you may be able to claim your contributions as a deduction on your income tax return.

How to claim a tax deduction

Most Australians - not just self-employed people - can claim a tax deduction for personal (after-tax) contributions made into super. If aged between 67 and 74, you'll need to satisfy the work test or qualify for the work test exemption to be eligible.

To claim a tax deduction for personal contributions, you need to complete a *Notice of intent to claim a tax deduction for personal super contributions* form and send it to us.

The amount of after-tax contributions for which you claim a tax deduction will then count towards your before-tax contribution cap and will be concessional tax at 15% within the Fund.

When to claim

Once you make a contribution, you have until the end of the following financial year to claim your deduction. But you need to send us your tax deduction claim form before you submit your tax return to the Australian Taxation Office (ATO).

Example



Jane can submit her tax deduction claim form to AustralianSuper up to 30 June 2025, but she must submit her claim form before she lodges her 2023/24 tax return.

You also need to send us your tax deduction claim form before:

- you leave AustralianSuper
- you transfer some or all of your benefit to another super fund
- you transfer some or all of your benefit to a retirement income account, or
- you split your contributions with your spouse.

Otherwise you may not be able to claim your deduction.

This area of super tax law can be complex. Speaking with a financial adviser may help you get the full benefit of making personal super contributions.

To learn more about how to claim an income tax deduction for personal super contributions, go to australiansuper.com/ClaimingTaxDeduction

8 Insurance in your super

Insurance cover through AustralianSuper is designed to provide a level of protection if you die, or become ill or injured.

Cover isn't provided automatically when you join Personal Plan.

You can apply for it anytime.

You can choose the cover that's right for you:

- **Death cover** – can provide a lump sum to your beneficiaries if you die.
- **Total & Permanent Disablement (TPD) cover** – can provide a lump sum payment if you become totally and permanently disabled and can no longer work.
- **Income Protection** – can provide monthly payments to help you get by if you become ill or injured (at work or outside of work) and can't work.

If you have Death or TPD cover you're also covered for terminal illness. A terminal illness payment can help ease some of the financial stress if you're suffering from a terminal medical condition.

AustralianSuper insurance is provided by TAL Life Limited (the Insurer) ABN 70 050 109 450 AFSL 237848.

How to apply for cover

You can apply for Death, TPD and Income Protection cover anytime. You'll need to provide detailed health information for the Insurer to consider and have enough money in your super account to cover the cost of your first month of insurance. If your application is accepted, the cost of your cover will be deducted monthly from your super account from the later of the date your application is accepted or the date your cover starts.

To apply for cover, log into your account and go to *Insurance* then *Manage insurance* or complete the *Change your insurance* form at australiansuper.com/InsuranceForms

How much cover can I apply for?

The maximum cover you can apply for is shown in the table below.

Type of cover	Maximum cover amount
Death	Unlimited
TPD	\$3 million
Income Protection ¹	\$30,000 a month or 85% of your salary ² , whichever is lower

Change or cancel your cover anytime

You can apply to change or cancel insurance cover anytime by logging into your account and going to *Insurance*, then *Manage insurance* or completing the *Change your insurance* form at australiansuper.com/InsuranceForms

¹ If you have Income Protection and you're eligible, your benefit payments will be based on your pre-disability income and other factors. Benefit payments can't be greater than 85% of your pre-disability income (up to 75% is paid to you and up to 10% to your super) and they may be reduced by income you receive from other sources.

² Before-tax salary earned from your regular job(s), excluding Superannuation Guarantee (SG) contributions. If you own a business or aren't an employee, see what salary means for you in the *Insurance in your super* guide at australiansuper.com/InsuranceGuide

How much does cover cost?

The cost of your cover will depend on the amount and type of cover you apply for, your age and your individual work rating. Costs are deducted monthly from your super account. See the *Insurance in your super* guide for more details.

Insurance costs include costs paid to the Insurer (inclusive of stamp duty). They also include a cost incurred by AustralianSuper for administering insurance arrangements, which amounts to 4.6% of the total weekly cost.

Check how much cover you might need (if any) and what it might cost by using our calculator at australiansuper.com/InsuranceCalculator

You should read the important information about insurance costs before making a decision. Go to the *Cover amounts and costs* section in the *Insurance in your super* guide at australiansuper.com/InsuranceGuide. The material relating to insurance costs may change between the time when you read this PDS and the day when you acquire the product.

About individual work ratings

A work rating classifies the usual activities of your job into one of three ratings: Blue Collar, White Collar or Professional. Your individual work rating is one of the factors that determines how much you pay for your insurance cover.

When you apply for cover, the cost of your cover is based on our default individual work rating, Blue Collar. **Insurance cover with a Blue Collar work rating is the most expensive.**

However, if you spend more than 80% of your main job doing clerical or administrative activities in an office-based environment, and/or aren't exposed to any unusual hazards you may be eligible for a White Collar or Professional individual work rating and to pay less for your cover. Check by answering a few questions at australiansuper.com/WorkRatingTool

WorkRatingTool

Apply to change your individual work rating anytime. Log into your account and go to *Insurance*, then *Manage insurance*, or complete the work ratings questions in the *Change your insurance* form at australiansuper.com/InsuranceForms

Your application is subject to approval by the Insurer.

Transfer cover from another super fund or insurer

You may be able to transfer your cover from another super fund or insurer. For information about what happens when you transfer your cover and to find out how to apply, see the *Insurance in your super* guide.

Your eligibility to claim for benefits will be determined in line with the insurance policy terms and conditions.

You should read the important information about insurance before making a decision.

Go to the *Insurance in your super* guide at australiansuper.com/InsuranceGuide

It details terms and conditions about insurance, including costs, your eligibility for cover, how much you can apply for, what you're covered for, when it starts and stops, active employment, limited cover and exclusions, and your insurance options.

The material relating to insurance may change between the time when you read this PDS and the day when you acquire the product.

9 How to open an account

There are two ways you can join us.

Join online

Set up your account the way you want – straight away!

Go to australiansuper.com/join

OR

Send us an application form

Complete the *Join AustralianSuper* form provided with this PDS.

You can change your mind about us

If you've chosen AustralianSuper (instead of your employer signing you up) and you change your mind, a 14 day 'cooling off' period applies. This period starts from the earlier of:

- the date we confirm your AustralianSuper account has been established, or
- five business days after the date your account with AustralianSuper was established.

If you'd like to cancel your membership during this period, please write to us at GPO Box 1901, Melbourne VIC 3001 or australiansuper.com/email

If you cancel your membership during this period, we'll transfer your account to an approved fund of your choice. Any contributions tax we've paid on your behalf will be deducted beforehand. We'll also deduct any fees due.

Your account will attract investment returns (positive or negative), in line with how we apply crediting rates. See australiansuper.com/InvestmentGuide for more details.

Cancelling your membership during this period means you won't be entitled to any insurance benefits.

How to make a complaint

We work hard to ensure you won't have cause to make a complaint, but if you do, you can discuss it with us by calling **1300 300 273** 8am to 8pm AEST/AEDT weekdays or by emailing your complaint to us at complaints@australiansuper.com or via our website at australiansuper.com/email

We aim to have all complaints resolved within 45 days. If your complaint isn't resolved by our internal complaints procedure within these timeframes you can refer it to the Australian Financial Complaints Authority (AFCA) using the following contact details:

Phone: 1800 931 678, **Email:** info@afca.org.au, or **Mail:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

Visit australiansuper.com/contact-us for full details of our complaints process and other ways you can send through your complaint.

We respect your privacy

Protecting your personal information is important to us. Our Privacy Policy outlines the type of information we keep about you. It also explains how we – and any organisations we appoint to provide services on our behalf – will use this information.

For more information on privacy, go to australiansuper.com/privacy

Temporary residents permanently leaving

If you're a temporary resident permanently leaving Australia, you have six months to claim your super from us before we have to transfer it to the Australian Taxation Office (ATO). Once we've transferred your super, you'll need to contact the ATO directly to claim it. Go to ato.gov.au

Under Australian Securities and Investments Commission relief, we don't have to give you an exit statement if we transfer your super to the ATO in these circumstances.

10 Changing jobs

When you change jobs there are good reasons to keep your AustralianSuper account.

If you start working for an employer, you will be asked to nominate a super fund - if you don't make a choice and don't have an existing 'stapled' super account, your employer will choose a fund for you. But why collect a new super fund when you change jobs? More funds could mean more fees and extra paperwork.

The right fund can make a real difference to how much you save for your future. So don't leave your choice up to someone else.

Tell your employer where to contribute

To have your employer contribute to your AustralianSuper account, complete the *Pay my super into AustralianSuper* form with this PDS or at australiansuper.com/ChooseAustralianSuper and email it to your new employer.

Compare your super fund

Compare the costs, services and performance of different super products using the Super AppleCheck¹, an independent online report produced by Chant West.

You can obtain a comparison report at australiansuper.com/compare



¹ Super AppleCheck is provided by independent research consultant, Chant West Financial Services. While AustralianSuper has paid Chant West a fee for making the service available to you, AustralianSuper has no influence over the research results and ratings and does not accept responsibility for any loss or damage caused by the service.

We're here to help

Call **1300 300 273**

8am to 8pm AEST/AEDT weekdays

Email or message us

australiansuper.com/contact-us



Reader's Digest Most Trusted Brands - Superannuation category winner for 12 years running 2013-2024, according to research conducted by independent research agency Catalyst Research. Read the full methodology - **trustedbrands.com.au/#methodology** Awards and ratings are only one factor to be taken into account when choosing a super fund.

Forms to open and set up your account

Personal Plan

Many people find it quicker and easier to open their account online at australiansuper.com/join or you can use these forms to open and get the most out of your account.

I want to...

Join AustralianSuper

Complete this form in full to join AustralianSuper.

Combine my super into AustralianSuper

Complete the *Combine your super* form to transfer your other super account to AustralianSuper. There are two copies of this form included in this form booklet. If you want to combine more than two accounts into your AustralianSuper account, you can make photocopies of the form or combine online at australiansuper.com/combine

Make a binding nomination for my super account

Complete the *Binding death benefit nomination (for super accounts)* form to instruct AustralianSuper how to pay your death benefit if you die. For more information on binding nominations and to download the form, please visit australiansuper.com/beneficiary

If you need any help to fill out any of these forms, please call us on **1300 300 273** between 8am and 8pm AEST/AEDT weekdays.

Don't like forms? Join online at australiansuper.com/join



Privacy Collection Statement

Please read this Privacy Collection Statement to see how AustralianSuper uses your personal information.

AustralianSuper Pty Ltd (ABN 94 006 457 987) of GPO Box 1901, Melbourne, Victoria, 3001, collects your personal information (PI) to operate, and administer your super account (including insurance) or retirement income account, improve our products and services and keep you informed. If we can't collect your PI we may not be able to perform these services. PI is collected from you but sometimes from third parties like your employer and your financial adviser (if applicable). We will only share your PI where necessary to perform our activities with our administrator (Australian Administration Services Pty Ltd, being a part of MUFG Pension & Market Services Holdings Ltd), our insurer (TAL Life Limited, ABN 70 050 109 450, AFSL 237848), service providers, as required by law or court/tribunal order, or with your permission. Your PI may be accessed overseas by some of our service providers and, where applicable to your circumstances, by third-party service providers of your financial adviser. Our Privacy Policy details how to access and change your PI, as well as our privacy complaints process. For complete details go to australiansuper.com/privacy or call us on **1300 300 273**.

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Combine your super

Request to transfer (rollover) the whole or a partial balance of your other super account to AustralianSuper

Please complete in pen using CAPITAL letters and print (X) to mark boxes where applicable. Form must be completed in full. If you want to combine super from multiple accounts, you'll need to complete a separate form with original signatures for each account you wish to combine. Alternatively you can combine multiple accounts online at australiansuper.com/combine

1 Fill in your personal details

Last name															Mr	Mrs	Ms	Miss	Dr										
<input type="text"/>															<input checked="" type="checkbox"/>														
First name/s															Date of birth														
<input type="text"/>															D	D	M	M	Y	Y	Y	Y							
Other/previous names																													
<input type="text"/>																													
Street address																													
<input type="text"/>																													
Suburb															State					Postcode									
<input type="text"/>															<input type="text"/>					<input type="text"/>									
Previous street address (if details with your FROM fund are different to those above)																													
<input type="text"/>																													
Suburb															State					Postcode									
<input type="text"/>															<input type="text"/>					<input type="text"/>									
Telephone (business hours)										Telephone (after hours)										Mobile									
<input type="text"/>										<input type="text"/>										<input type="text"/>									
Male	Female	Email																											
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>																											

2 Provide super account details

FROM:

<input checked="" type="checkbox"/> Other super fund	Fund name																												
	<input type="text"/>																												
	Fund phone number										Member or account number																		
	<input type="text"/>										<input type="text"/>																		
	Australian Business Number (ABN)										Unique Superannuation Identifier (USI)																		
	<input type="text"/>										<input type="text"/>																		
<input checked="" type="checkbox"/> Self-managed super fund (SMSF)	SMSF name																												
	<input type="text"/>																												
	Australian Business Number (ABN)																												
	<input type="text"/>																												
	Electronic Service Address (ESA)																												
	<input type="text"/>																												

TO: Fund name

AUSTRALIANSUPER

Member number

Phone number

1 3 0 0 3 0 0 2 7 3

Australian Business Number (ABN)

6 5 7 1 4 3 9 4 8 9 8

Unique Superannuation Identifier (USI)

S T A 0 1 0 0 A U

3 Is this a whole or partial balance transfer?

- Whole - I'd like to transfer the whole balance of this account. This means you're asking us to close your other super account.
- Partial - I'd like to transfer a nominated amount: \$, , .00

Before combining (consolidating) super from your other super account, you should consider any fees and costs that may apply and the effect a transfer may have on benefits in your other fund such as insurance cover. If you want to transfer insurance cover you have with your other super account to AustralianSuper, you'll need to transfer it before you combine your super. Download an *Insurance transfer form* at australiansuper.com/InsuranceForms If you wish to claim a tax deduction for personal super contributions, you must lodge a notice of intent to claim a tax deduction with your other fund, before you combine your super.

4 Your tax file number

Use my Tax File Number (TFN) to process my super transfer.

Enter your TFN here

By giving us your TFN, you are authorising us to give this information to your other super fund. They'll confirm your ID with the Australian Taxation Office. It's optional to provide your Tax File Number (TFN) but there are several advantages if you do. See 'Providing your TFN' below for more information.

5 Sign this form

By signing this request form I'm making the following statements:

- I'm aware I may ask my super provider for information about any fees or charges that may apply, or any other information about the effect this transfer may have on my benefits such as insurance cover, and do not require any further information.
- I discharge the super provider of my FROM fund of all further liability in respect of the benefits paid and transferred to AustralianSuper.
- I authorise AustralianSuper (or its agents) to contact my other super fund regarding this request to combine my super from that fund into my AustralianSuper account only.
- I'm aware that once my completed form is received by AustralianSuper, it will usually be processed within three business days.
- I've read the Privacy Collection Statement below and I understand how AustralianSuper will use my personal information.
- To the best of my knowledge, the information I've provided on this form is correct.

- By providing my email address and/or mobile number, I acknowledge and agree that, where possible, AustralianSuper will provide the following information to me digitally:
 - important legal disclosures (including annual statements, significant event notices and transaction confirmations);
 - other information about AustralianSuper's products and services; and
 - marketing communications, including about third-party products and services.

If important legal disclosures are made available on my account online, the AustralianSuper website or the AustralianSuper Mobile App, I agree that AustralianSuper will notify me of this by email or SMS where required. I understand that I can change my communication preferences at any time by calling AustralianSuper on **1300 300 273** or through the Communication preferences section of my account online or the Manage preferences section of the AustralianSuper Mobile App.

I request and consent to the transfer of super as described within this form and authorise the super provider of each fund to give effect to this transfer.

Sign here

Date

Print full name

Important information

1. You can't nominate a balance transfer date. The balance transfer will start within three business days of the date we receive your completed application.
2. If you want to transfer any insurance cover you have with your other super fund to AustralianSuper, you'll need to transfer it before you combine your super. Download an *Insurance transfer* form at australiansuper.com/InsuranceForms
3. If you're making a whole balance transfer, check any remaining employer contributions have been received and no future payments will be made into your FROM account.
4. This form doesn't:
 - transfer super benefits if you don't know where your super is
 - transfer benefits from multiple funds on one form – you must use a separate form for each fund you wish to transfer

- change the fund to which your employer pays your contributions
- open a new super account, or
- transfer benefits under certain conditions or circumstances, for example if there is a superannuation agreement under the Family Law Act 1975 in place.



Providing your TFN

We're authorised under the Superannuation Industry (Supervision) Act 1993 to collect, use and disclose your Tax File Number (TFN). It's optional to provide your TFN, but if we have it, we'll be able to accept all types of contributions from you, you won't pay more tax than you need to, and it'll be easier to find your super. If you transfer your super to another fund, we'll give them your TFN unless you tell us not to in writing. Visit australiansuper.com/TFNGuide for more details.

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To combine other super accounts into AustralianSuper, go to australiansuper.com/combine

Please upload a scanned copy of your completed form to us via our website at australiansuper.com/email or post it to AustralianSuper, GPO Box 1901, MELBOURNE VIC 3001 Questions? Call **1300 300 273** or visit australiansuper.com