

# Ambulance Officers' Super Member Booklet

1 October 2018

This *Member Booklet (Product Disclosure Statement)* has been prepared by FSS Trustee Corporation (referred to in this document as the 'trustee', 'we', 'us' or 'our') and it provides a summary of significant information for the Ambulance Officers' Super members of the First State Superannuation Scheme (referred to in this document as 'First State Super' or 'the fund'). It contains references to important information in the *Member Booklet Supplements* which also form part of this *Member Booklet*.

You should consider all the information contained in this *Member Booklet* and the *Member Booklet Supplements* before making a decision relating to the fund. The information in these documents is general information only and does not take into account your objectives, personal financial situation or needs. You should obtain financial advice that is tailored to your personal circumstances.

The information in this *Member Booklet* was accurate at the time of its preparation. Information which is not materially adverse is subject to change and may be updated from time to time. You can find the updated information on our website, at [firststatesuper.com.au/pdsupdates](http://firststatesuper.com.au/pdsupdates). A paper copy of this *Member Booklet*, the *Member Booklet Supplements* and any update is available free of charge by contacting us on 1300 650 873.

We may change any matter about First State Super without member consent, but in the case of an increase in fees and charges, we will notify members at least 30 days before the change occurs.

This offer is only made to persons receiving this *Member Booklet* (electronically or otherwise) in Australia.

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as trustee of the First State Superannuation Scheme  
ABN 53 226 460 365

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*Feel future ready*

## 1 About First State Super

First State Super is a profit for member superannuation fund run solely for the benefit of members. As one of Australia's largest superannuation funds, we use our size and stability to keep costs down and deliver a range of superannuation, insurance, and retirement income products as well as financial planning services. The NSW Ambulance Service has asked us to set up a membership for you to provide your compulsory supplemental insurance cover. Your superannuation guarantee (SG) contributions will also be paid into an account with us, under the government's MySuper arrangements, if you have not chosen your own fund. MySuper was introduced to give members who don't choose their own fund access to a simple, low-cost super option. Our latest MySuper product dashboards are available on our website at [firststatesuper.com.au/dashboards](http://firststatesuper.com.au/dashboards).

If you don't want your super to be invested in the MySuper Life Cycle strategy, then you can choose from our 12 investment options.

You can stay with the fund if you change jobs, or even if you're not working. We also offer retirement income products for when you prepare for, and move into, retirement.

Important information about the fund and the trustee, including trustee and executive remuneration, is available on our website at [firststatesuper.com.au/policies](http://firststatesuper.com.au/policies).

## 2 How super works

### Compulsory retirement savings

The federal government wants Australians to save for their retirement rather than rely solely on the age pension, so superannuation has tax incentives to encourage people to contribute. See **Section 7 – How super is taxed**.

For most people, superannuation is compulsory. Generally, employers are required by law to make superannuation guarantee (SG) contributions on behalf of employees earning \$450 or more (before-tax) per month. Some awards and enterprise agreements have different requirements.

### Choosing a super fund

Most employees have the right to choose the superannuation fund into which their compulsory employer contributions will be paid (choice of fund). This *Member Booklet* summarises the key features of First State Super so you can easily compare it with other super funds.

### Accessing your super

Generally, you can access your super when you reach your preservation age (between 55 and 60 depending on your date of birth) and permanently retire, although you can draw income from your super account as a transition to retirement income stream once you reach your preservation age. In some circumstances, such as severe financial hardship, you may be allowed early access to your super.

### Combine your super

If you have super with more than one fund, you will be paying fees to, and receiving paperwork from, each fund. If you have super with other funds, you can transfer it to First State Super, but remember to check if exit fees apply and whether you will lose or be able to get the equivalent type of insurance cover with us. You should also consider informing your employer where you would like future employer contributions to be paid. You can look for lost super and combine multiple accounts using the **search and combine** tool on our website at [firststatesuper.com.au/combine](http://firststatesuper.com.au/combine).

### Your super account

Your super is in an accumulation account. Contributions and rollovers are added to your account, while withdrawals, insurance premiums, fees (except for investment fees) and taxes are deducted from your account. If your membership only provides compulsory supplemental cover, a unit based accumulation account is not maintained for you.

## Contributions

In addition to the SG, there are other types of contributions that can be made to your super to build your retirement savings. The types of contributions available to you depend on your age and employment status.

There are limits on how much can be contributed to your super each financial year without incurring additional tax. See the *Member Booklet Supplement: How super works* for more detailed information. The main types of super contributions that can be made to super are shown in **Table 1**.

**Table 1: Contribution types**

|   |
|---|
| <b>Concessional (before-tax) contributions</b>          |
| Employer SG, award and employer voluntary contributions |
| Salary sacrifice  |
| Personal deductible contributions                       |
| <b>Non-concessional (after-tax) contributions</b>       |
| Personal contributions                                  |
| Spouse contributions                                    |
| <b>Other contributions</b>                              |
| Government co-contribution                              |
| Low-income superannuation tax offset                    |
| Spouse contribution splitting                           |

 You should read the important information about how super works, contributions and preservation rules before making a decision. Go to the fund's website at [firststatesuper.com.au/pds](http://firststatesuper.com.au/pds) and read the *Member Booklet Supplement: How super works* for further information. The material relating to how super works, contributions and preservation rules may change between the time when you read this Statement and the day when you acquire the product.

## 3 Benefits of investing with First State Super

We offer a range of features and services to help you build and manage your superannuation throughout your working life and retirement.

- **MySuper** – if you don't make an investment choice, your super will be automatically invested in the MySuper Life Cycle strategy (see **Section 1 – About First State Super**).
- **A profit for member fund** – designed to deliver better financial outcomes for members, not shareholders.
- **Competitive fees** – as one of Australia's largest superannuation funds, we use our size and stability to keep costs down.
- **Automatic insurance cover** – flexible insurance cover for eligible members.
- **Investment choice** – 12 investment options.
- **Financial advice** – you have access to a range of advice services and no commissions are paid to financial advisers.
- **Stay with us when you change jobs or retire** – keep your membership wherever you work and choose an income stream to help you move into retirement.
- **Online access** – gives you easy access to information that will help you understand and manage your super.
- **Binding beneficiary nominations** – helps you ensure your death benefit is paid according to your wishes.

 You should read the important information about the benefits of investing with First State Super before making a decision. Go to the fund's website at [firststatesuper.com.au/pds](http://firststatesuper.com.au/pds) and read the *Member Booklet Supplements: About First State Super for Employer Sponsored, Police Blue Ribbon and Ambulance Officers' Super members and Nominating beneficiaries*. The material relating to the benefits of investing with First State Super may change between the time when you read this Statement and the day when you acquire the product.

## 4 Risks of super

### Investment risk

All investments carry some risk. Your super may be invested in different asset classes (such as shares, fixed income, property and cash) and each of these can rise or fall in value. The amount and frequency of these rises and falls is referred to as the risk profile. Different strategies may carry different levels of risk, depending on the assets that make up the strategy. Assets with the highest long-term returns may also carry the highest level of short-term risk.

The risk profile of each investment option depends on the asset classes in which the option invests. Each pre-mixed investment option is made up of a mix of asset classes, so the overall risk of these options depends on the proportion allocated to each asset class. Each single asset class investment option reflects the risk profile of that particular asset class.

When choosing an investment option for your super, you need to consider the level of investment risk that is appropriate for you, which depends on your age, investment timeframe, where other parts of your wealth are invested and your risk tolerance. Seeking advice from a financial adviser can help you choose the most suitable investment option.

Your investment is not guaranteed and you may lose some of the money you have invested due to investment losses. The value of your investments and the level of returns will vary, and while past performance shows how an investment has performed in the past, future returns may differ.

### Other risks

Your super should grow at a greater rate than inflation or there is a risk that the real value (buying power) of your savings will decrease. The amount of your future superannuation savings (including contributions and returns) may not be enough to provide adequately for your retirement. The laws that govern super may change and this may affect how you manage and invest your super.

The fund itself is exposed to certain operational risks. The Operational Risk Financial Requirement (ORFR) reserve is to provide funding for material losses that may arise from operational risks (unit pricing errors, major systems failures or other errors, or fraud against the fund) rather than investment risks.

 You should read the important information about the risks of investing in super before making a decision. Go to the fund's website at [firststatesuper.com.au/pds](http://firststatesuper.com.au/pds) and read the *Member Booklet Supplement: Investments*. The material relating to the risks of investing in super may change between the time when you read this Statement and the day when you acquire the product.

## 5 How we invest your money

The fund offers 12 investment options which include:

- five pre-mixed options that invest across a range of asset classes, which can reduce the risk of loss if one particular asset class performs poorly
- seven single asset class options that invest in one asset class only, which can give you a greater degree of control over your investment by allowing you to choose the allocation to each asset class.

Generally, you can reduce your level of investment risk by spreading your money across a range of asset classes. This can be achieved by investing in the pre-mixed options or by investing in a variety of single asset class options. You can mix and match the options in any combination. If you don't choose an investment option, your contributions will be invested in First State Super's MySuper Life Cycle strategy.

For the pre-mixed options, each year we set a percentage we might invest in each asset class as a guide – this is called the strategic asset allocation, or SAA.

During the year we may move towards or away from the strategic asset allocation amounts depending on our outlook for the economy and investment markets. As a result, the actual asset allocations will vary over time. Where necessary, we will take steps to maintain the actual asset allocation within + or - 20% of the growth/income allocation shown in **Table 2**. We may vary the strategic asset allocations and asset allocation ranges for an investment option from time to time without notifying you.

The Standard Risk Measure (SRM) is based on industry standards to allow members to compare investment options that are expected to deliver a similar number of negative annual returns over any 20-year period.

The SRM is not a complete assessment of all forms of investment risk. For instance, it does not show the size of a potential negative return, or the likelihood that a positive return will be less than a member may need to meet their objectives. Further, it does not take into account the impact of administration fees on the likelihood of a negative return.

While it is recommended that the SRM is on a pre-tax basis, we have chosen to calculate the SRM on a net of tax basis because this provides a more realistic comparison between investment options for members as after-tax investment returns are credited to a member's account. You should ensure you are comfortable with the risks and potential losses associated with your chosen investment option(s).

Go to the fund's website at [firststatesuper.com.au/pds](http://firststatesuper.com.au/pds) and read the *Member Booklet Supplement: Investments* for further information about the SRM.

The investment options, their growth and income allocation and the SRM (risk band and label) for each option are shown in **Table 2**.

**Table 2: Investment options**

| Investment option                                   | Growth/income allocation | Standard Risk Measure Band | Label      |
|---|--------------------------|----------------------------|------------|
| <b>MySuper Life Cycle strategy</b>                  |                          |                            |            |
| Growth (up to and including age 59)                 | 75% growth<br>25% income | 6                          | High       |
| Balanced Growth (age 60 and over)                   | 55% growth<br>45% income | 6                          | High       |
| <b>Choice strategy</b>                              |                          |                            |            |
| <b>Pre-mixed options</b>                            |                          |                            |            |
| High Growth   | 95% growth<br>5% income  | 6                          | High       |
| Growth  | 75% growth<br>25% income | 6                          | High       |
| Diversified Socially Responsible Investment         | 76% growth<br>24% income | 6                          | High       |
| Balanced Growth                                     | 55% growth<br>45% income | 6                          | High       |
| Conservative Growth                                 | 30% growth<br>70% income | 3                          | Low-medium |
| <b>Single asset class options</b>                   |                          |                            |            |
| Australian Equities                                 | 100% growth              | 7                          | Very high  |
| Australian Equities Socially Responsible Investment | 100% growth              | 7                          | Very high  |
| International Equities                              | 100% growth              | 7                          | Very high  |
| Property  | 100% growth              | 6                          | High       |
| Australian Fixed Interest                           | 100% income              | 6                          | High       |
| International Fixed Interest                        | 100% income              | 6                          | High       |
| Cash  | 100% income              | 1                          | Very low   |

## Flexibility

You can make a different choice for your current account balance and future contributions at any time online or by completing the *Investment choice (superannuation)* form available on our website, or by contacting us. You can transfer balances from another fund online or by using the *Request to transfer benefits to First State Super* form.

We regularly review the investment options and may add new options, remove existing options or alter the options from time to time without prior notice.

 Before selecting the MySuper Life Cycle strategy or an investment option for your super, you should carefully consider the likely investment return, the risk and your own investment timeframe.

## MySuper Life Cycle

If you don't choose an investment option, your super will be invested in the MySuper Life Cycle strategy. The MySuper Life Cycle strategy has a different mix of assets depending on your age (see **Table 3**).

Your super will be invested in the Growth option if you are aged under 60, or the Balanced Growth option if you are aged 60 and over.

If you are invested in the MySuper Life Cycle strategy in the Growth option, your account balance and future contributions will be automatically switched to the Balanced Growth option when you reach age 60.

**Table 3: MySuper Life Cycle strategy**

| Description of option                               | Growth (MySuper Life Cycle option for members up to and including age 59)   |                   | Balanced Growth (MySuper Life Cycle option for members aged 60 and over)   |                   |
|---|---|-------------------|--|-------------------|
| Investment objective <sup>1</sup>                   | CPI + 3.75% pa over rolling 10-year periods net of tax and fees.  |                   | CPI + 2.75% pa over rolling 10-year periods net of tax and fees.   |                   |
| Growth/income allocation                            | 75% growth assets/25% income assets   |                   | 55% growth assets/45% income assets  |                   |
| Asset allocation                                    | SAA   | Range             | SAA  | Range             |
|   | Australian equities   | 23%<br>13% to 33% | Australian equities  | 16%<br>6% to 26%  |
|   | International equities  | 29%<br>19% to 39% | International equities   | 21%<br>11% to 31% |
|   | Alternatives <sup>2</sup>   | 28%<br>8% to 48%  | Alternatives <sup>2</sup>  | 28%<br>8% to 48%  |
|   | Fixed income  | 10%<br>1% to 20%  | Fixed income   | 20%<br>5% to 35%  |
|   | Cash  | 10%<br>1% to 45%  | Cash   | 15%<br>1% to 60%  |
| Who might invest in this option?                    | May suit investors who seek higher growth over the medium to long term and are willing to accept fluctuations in returns and the possibility of negative returns over the short term. |                   | May suit investors who seek a balance of growth and income investments that are expected to deliver moderate returns over the medium term. |                   |
| Minimum suggested timeframe                         | Medium to long term (5–10 years)  |                   | Medium term (3–5 years)  |                   |
| Risk label <sup>3</sup>                             | High (Band 6)   |                   | High (Band 6)  |                   |
| Expected frequency of negative returns <sup>3</sup> | Approximately 4.7 times every 20 years  |                   | Approximately 4.0 times every 20 years   |                   |

<sup>1</sup> These objectives and return targets do not constitute a forecast or guarantee of the future performance or the future rates of return of the investment option.

<sup>2</sup> Alternatives can include both income and growth assets. See the *Member Booklet Supplement: Investments* for more information.

<sup>3</sup> The underlying modelling methodology used to estimate risk labels and the frequency of negative returns is available on our website. See the *Member Booklet Supplement: Investments* for more information.

## 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.

## MySuper return target<sup>1</sup>

The return target is expressed as a target level of return above inflation, as measured by the Consumer Price Index (CPI), over a 10-year period from 1 July 2018 net of tax and fees (including administration fees). The return target has been calculated in accordance with requirements that apply to MySuper, which differ from the method used to determine the investment objective shown in the table below.

The return target is the average of the expected returns, based on long-run return assumptions. The return targets for the MySuper Life Cycle options are:

Growth MySuper option: CPI + 3.39% pa

Balanced Growth MySuper option: CPI + 2.54% pa

 You should read the important information about how we invest your money before making a decision. Go to the fund's website at [firststatesuper.com.au/pds](http://firststatesuper.com.au/pds) and read the *Member Booklet Supplement: Investments*. The material relating to how we invest your money may change between the time when you read this Statement and the day when you acquire the product.

**Table 4** summarises the fund's fees and costs that may be charged to members. 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. Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. This information can be used to compare costs between different superannuation products. We may vary our fees or introduce new fees at our discretion at any time without your consent. If we increase our fees or introduce new fees, we will notify you at least 30 days before the change occurs. This excludes investment fees which are estimates and the actual fees may be more or less than estimated.

Definitions of the fees and costs can be found in the *Member Booklet Supplement: Fees and other costs* and on our website at [firststatesuper.com.au/fees](http://firststatesuper.com.au/fees). First State Super does not pay any commissions to financial advisers.

**Table 4: Fees and costs (Ambulance Officers' Super)**

| Type of fee   | Amount   | How and when paid  |
|---|--|--|
| <b>Investment fee<sup>1</sup></b>   | <b>MySuper Life Cycle strategy:</b><br>Growth option: 0.80% per year<br>Balanced Growth option: 0.76% per year<br>The investment fee for the other options varies according to which option you select.  | Deducted from the assets of the option, or the assets of underlying investment vehicles, before the unit price is determined.  |
| <b>Administration fee</b>   | \$52 per year (\$4.33 per month) plus an asset-based administration fee of 0.15% per year (\$75 per \$50,000). The asset-based administration fee is capped at \$750 per year (\$62.50 per month).   | Deducted from your account at the end of each month, or on exit. Fees for part of a month are calculated based on the number of days you were in the fund. The asset-based administration fee is charged from the month your first contribution or rollover is received.   |
| <b>Buy-sell spread</b>  | Nil  | The fund does not charge a buy-sell spread.  |
| <b>Switching fee</b>  | Nil  | The fund does not charge a switching fee.  |
| <b>Exit fee</b>   | Nil  | The fund does not charge an exit fee.  |
| <b>Advice fee</b><br>relating to all members investing in a particular MySuper product or investment option | Nil  | No advice fee is charged for providing general and simple advice limited to your First State Super account.  |
| <b>Other fees and costs<sup>2</sup></b>   | Comprehensive financial advice   | <p>⚠ Additional fees may be paid to a financial adviser. The fees will depend on the complexity of the advice you are seeking.</p> <p>If you obtain more comprehensive financial advice from a planner in our financial planning business, you will be informed of the fee before you proceed. If you are issued with a Statement of Advice, it will contain details of the fees, which may be deducted from your account when the advice is received (or you may need to pay the fee directly). See the <i>Member Booklet Supplement: Fees and other costs</i>.</p> |
|   | Family law application fee of \$110  | Payable to us by the person making the request for information at the time a request is made.  |
|   | Family law splitting fee of \$88   | Shared equally between both parties and deducted from each party's benefit at the time the benefit is split unless all of the benefit is going to the non-member spouse (in which case the non-member spouse pays the full fee).   |
|   | You will pay insurance premiums if you have insurance. In addition, to offset the costs of administering your insurance, for unit-based cover we retain \$1.20 per year per unit of death and total and permanent disablement (TPD) cover, and \$0.60 per year per unit of death only cover. | Deducted from your account at the end of the month or on exit, as part of the insurance premium. Fees for part of a month are calculated daily.  |
| <b>Indirect cost ratio</b>  | Nil  | All indirect costs are included in investment fees.  |

<sup>1</sup> Investment fees may vary from year to year and cannot be precisely calculated in advance. These amounts are an estimate of the fees and costs of each option for the 12 months to 30 June 2018. Past costs are not a reliable indicator of future costs. The investment fees for all investment options are provided on page 4 of the *Member Booklet Supplement: Fees and other costs*.

<sup>2</sup> For more information on 'Other fees and costs' (also called 'Activity fees'), see the **Additional explanation of fees and costs** section in the *Member Booklet Supplement: Fees and other costs*.

## Example of annual fees and costs

This table gives an example of how the fees and costs in the MySuper Life Cycle strategy 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 – MySuper Life Cycle Growth option                |                                 | BALANCE OF \$50,000   | EXAMPLE – MySuper Life Cycle Balanced Growth option       |                                 | BALANCE OF \$50,000   |
|---|---------------------------------|---|---|---------------------------------|---|
| Investment fees <sup>1</sup>                              | 0.80%                           | For every \$50,000 you have in the superannuation product you will be charged \$400 each year.                            | Investment fees <sup>1</sup>                              | 0.76%                           | For every \$50,000 you have in the superannuation product you will be charged \$380 each year.                            |
| <b>PLUS</b> Administration fees                           | \$52 (\$4.33 per month) + 0.15% | <b>And</b> , you will be charged \$127 in administration fees.  | <b>PLUS</b> Administration fees                           | \$52 (\$4.33 per month) + 0.15% | <b>And</b> , you will be charged \$127 in administration fees.  |
| <b>PLUS</b> Indirect costs for the superannuation product | 0.00%                           | <b>And</b> , indirect costs of \$0.00 each year will be deducted from your investment.                                    | <b>PLUS</b> Indirect costs for the superannuation product | 0.00%                           | <b>And</b> , indirect costs of \$0.00 each year will be deducted from your investment.                                    |
| <b>EQUALS</b> Cost of product <sup>2</sup>                |                                 | If your balance was \$50,000, then for that year you will be charged fees of <b>\$527</b> for the superannuation product. | <b>EQUALS</b> Cost of product <sup>2</sup>                |                                 | If your balance was \$50,000, then for that year you will be charged fees of <b>\$507</b> for the superannuation product. |

<sup>1</sup> These amounts reflect the estimated investment fees for the 12 months to 30 June 2018. The actual amount you'll pay in future years will depend on the actual fees, costs and taxes incurred by us in managing the investment option.

<sup>2</sup> Additional fees may apply.

This example is illustrative only. What it costs you will depend on the investment option you choose.

 ASIC provides a calculator on its MoneySmart website, [www.moneysmart.gov.au](http://www.moneysmart.gov.au) that can be used to calculate the effect of fees and costs on account balances.

 You should read the important information about fees and costs before making a decision. Go to the fund's website at [firststatesuper.com.au/pds](http://firststatesuper.com.au/pds) and read the *Member Booklet Supplement: Fees and other costs*. The material relating to fees and costs may change between the time when you read this Statement and the day when you acquire the product.

## 7 How super is taxed

Tax concessions make super a tax-effective way to save for your retirement.

### Tax on contributions

Concessional (before-tax) contributions to your super (including compulsory employer and salary sacrifice contributions) and personal contributions claimed as a tax deduction are generally taxed at 15%. A provision for this tax is deducted from your account. Additional tax may be payable under certain circumstances, read the *Member Booklet Supplement: Tax and super* for further information. Contributions that exceed the concessional contribution cap for the financial year may be included in your assessable income and taxed at your marginal tax rate, plus an interest charge, on top of the 15% contributions tax.

Non-concessional contributions and other contributions to your super, which include spouse contributions, government co-contributions and contributions made from your after-tax salary or from your own savings, are not taxed. The government has set limits on the amount that may be contributed after tax to super in a financial year.

 Contributions that exceed the annual limit may attract additional tax.

### Tax on investment income

Investment income is generally taxed at 15%, but offsets (tax credits and rebates) may reduce the effective tax rate. Tax is deducted from investment income before daily unit prices are determined.

### Tax on your super benefits

Withdrawals from your super account may be taxed if you are aged less than 60 and any applicable tax will be withheld from your benefit payment. Once you turn 60, generally no tax applies to withdrawals, unless you are a temporary resident.

 You may wish to provide your tax file number (TFN). It's not compulsory to provide your TFN, but if you don't you may pay additional tax on your contributions and benefit; and some contributions may not be accepted. It will also be more difficult to trace different superannuation accounts in your name. By providing your TFN, you can help ensure that you receive all your super benefits when you retire.

 You should read the important information about tax and super before making a decision. Go to the fund's website at [firststatesuper.com.au/pds](http://firststatesuper.com.au/pds) and read the *Member Booklet Supplement: Tax and super*. The material relating to tax and super may change between the time when you read this Statement and the day when you acquire the product.

## 8 Insurance in your super

Ambulance Officers' Super members in First State Super may be eligible to receive automatic cover and optional cover (see Part 1 on page 7) and compulsory supplemental cover (see Part 2 on page 7). You should check your eligibility for cover and any options to change or opt out of your cover.

If your membership with us exists only to enable compulsory supplemental cover to be provided, as discussed in Part 2 of this section, then only Part 2 of Section 8 is relevant to your membership. If you would like to make other contributions, in addition to the supplemental cover contributions, please contact us to discuss setting up another account.

 The information provided in this section is a summary of the insurance cover available to you. Information about eligibility, cancellation, conditions, and exclusions that may affect your entitlement to insurance cover can be found in the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)* available on our website or by contacting us. You should read this information before deciding whether the insurance is appropriate for you.

## Part 1 – Death and total and permanent disablement cover

### Automatic cover

New Ambulance Officers' Super members may receive three units of automatic cover for death (including terminal illness) and total and permanent disablement (TPD) cover subject to eligibility.

If you are a new Ambulance Officers' Super member aged over 15 and less than 70, you are eligible for automatic cover if your First State Super participating employer is making your SG contributions to the fund. The value of your insurance benefit depends on your age and your employer insurance category.

Your automatic cover will commence on the date you commence employment with your First State Super participating employer, provided we receive the first SG contribution made for you by that employer within 6 months of you commencing employment. In some cases, your automatic cover may be subject to limited cover conditions.

If you have chosen another super fund under choice of fund, you will not receive automatic cover or be eligible to apply for the additional cover options described in Part 1 of this Section.

### You can apply for more cover

First State Super offers eligible members the opportunity to increase their cover in the fund, including:

- Start-up bonus cover (and, subject to conditions, additional start-up bonus cover)<sup>1</sup> where eligible new members with automatic cover can apply to increase their death and TPD cover – with only limited health and lifestyle information required (maximum cover limits apply).
- The option for members with automatic cover to apply for additional death and TPD cover, death only cover and income protection cover (see Optional income protection cover) at any time (but you'll need to provide information about your health, occupation, income and lifestyle). Death and TPD (and death only) cover is available as:
  - unit-based cover** – where your benefit amount depends on your age and insurance category; and/or
  - fixed cover** – where the amount of cover is fixed, regardless of your age.
- If you have insurance cover through First State Super, the option of applying to transfer cover from another life policy to First State Super.
- The option of applying for additional cover as a result of a life event.

<sup>1</sup> We must receive your first SG contribution from your First State Super participating employer within 6 months after you commenced employment and you must not have reduced your automatic cover.

### How to apply

To take up one or more of the start-up offers, complete and return the *Start-up bonus cover for new employer sponsored members form*, ensuring we receive it within 180 days after we receive your first SG contribution from your First State Super participating employer.

To apply for any of the other options, complete and return the *Application for insurance form* or *Application to transfer insurance form*. These forms are available on our website or by contacting us. When providing information for your application for insurance cover, you have a duty of disclosure to the insurer (see the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)*).

Conditions apply and the insurer has the right to accept or reject your application. If accepted, any change to your cover starts on the date of the insurer's written acceptance.

 The insurance calculators on our website can help you decide how much insurance you need.

### The cost and amount of your automatic death and TPD cover

The cost for automatic unit-based death and TPD cover is summarised in **Table 6**. Insurance premiums are deducted monthly in arrears from your super account. The cost of cover for part of a month is calculated on a daily basis. If there is not

enough money in your account, your insurance cover will stop. The cost of cover may change in the future. Read the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)* available on our website.

**Table 6: Cost of unit-based cover**

| Employer insurance category                | Cost per unit per month (deducted from your account) |               |
|--|--|---------------|
|  | Death only   | Death and TPD |
| Emergency Services – Manual / Heavy Manual | \$4.01   | \$8.43        |

Cover per unit is up to \$69,072 to age 35, reducing to \$0 at age 70. Insurance cover stops at age 70 (except terminal illness cover which stops at age 69) and a restricted definition of TPD applies from age 65. Cost per unit includes an insurance administration fee of \$0.05 per month for death only cover and \$0.10 per month for death and TPD cover.

 Insurance premiums will be deducted from your account while there is enough money in your account, or until you notify First State Super that you wish to opt out or cancel your cover.

### Opting out or reducing your cover

You can reduce your three units of automatic cover to one or two units of death and TPD cover; to one, two or three units of death only cover, or you can opt out of cover at any time. To reduce or opt out of your automatic cover without costs being incurred you must notify us within 30 days of being notified of your automatic cover commencing by completing the *Application to reduce or cancel insurance cover form*, available on our website and by contacting us.

### Maximum amount of death and TPD cover

The maximum amount of insurance cover is unlimited for death, \$5 million for terminal illness and \$5 million for TPD.

### Optional income protection cover

Income protection insurance provides a monthly income benefit, which is a percentage of your pre-disability income, if you become sick or injured and are not able to work, as defined by the insurance policy. You have a choice of benefit payment periods.

Depending on your occupation, you can apply for income protection cover by completing and returning the *Application for insurance form*. The insurer has the right to accept or reject your application. If accepted, your cover starts on the date of the insurer's written acceptance.

Start-up bonus income protection cover options are also available. See the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)* available on our website and by contacting us for details.

### Exclusions and limitations

There are conditions and events, as well as employment in hazardous occupations, that affect the cover you may be entitled to. See the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)*.

 More information about the optional insurance cover available to you, including costs of cover (whether fixed cover or unit-based cover) and other significant matters is provided in the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)*. You should read this information before deciding whether optional insurance cover is appropriate for you.

## Part 2 – Supplemental death and terminal illness insurance cover for Ambulance Officers' Super members

Eligible NSW Ambulance Officers are provided with compulsory supplemental death and terminal illness cover. If you have the automatic cover described above, this supplemental cover is provided in addition to the automatic cover.

You cannot opt out of this supplemental cover and it ceases automatically when you are no longer an eligible NSW Ambulance Officer. To determine whether you are eligible and when compulsory supplemental cover starts, read Part 2 of the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)* available on our website or by contacting us.

## Level and cost of cover

Your level of this cover depends on whether you are **on duty** or **off duty** when an insured event occurs. The levels of cover and the cost of cover are briefly explained in **Table 7** below. For the definition of **on duty** and **off duty**, read Part 2 of the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)*.

The cost of this cover is paid by the Ambulance Service of NSW as an employer contribution which is credited to your First State Super account. This amount is then deducted monthly by First State Super to pay the insurance premium. If the only reason you have a First State Super account is to enable compulsory supplemental cover to be provided, you will not have the automatic cover described in Part 1 and the fund's monthly administration fee of \$4.33 will be paid for you by your employer.

**Table 7**

| Cover type      | Level of death and terminal illness cover  | Cost   |
|-----------------|--|--|
| <b>On duty</b>  | Up to and including age 60 this is calculated as a multiple of your salary. <sup>1</sup> This multiple depends on a service factor based on your hours of work, and your age at the time of the insured event. The fixed lump sums for off duty cover apply from age 61 to age 64, and cover ceases at age 65. | Ambulance Service of NSW pays the premium for this cover to First State Super. |
| <b>Off duty</b> | Lump sum cover of \$396,155 as at 7 July 2018 up to and including age 60. Cover reduces at each age band from age 61 and is nil at age 65.   |  |

<sup>1</sup> Your salary is defined by the award that applies to you:

- Salary for officers covered by the Operational Ambulance Officers (State) Award means the base salary prescribed by that award (including allowances regarded as part of salary for the purposes of that award) plus 20%.
- Salary for officers covered by the Operational Ambulance Managers (State) Award means the base salary prescribed by that award plus 3%.

Your salary will be determined by your employer in accordance with the above and advised to us. For the information about the insurance cover, read Part 2 of the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)*.

The maximum amount of cover is \$2 million, but your cover will be limited to \$1 million unless you apply and are accepted for cover in excess of \$1 million. You must apply for cover in excess of \$1 million by providing the insurer with additional specified health information and a completed *Application for insurance* form available on our website or by calling us. Conditions apply and the insurer has the right to accept or reject your application.

## Exclusions and limitations

There are conditions and events that affect supplemental death and terminal illness insurance cover. See Part 2 of the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)* for details.

## Other important information

Insurance cover under both Part 1 and Part 2 is provided under life insurance policies issued to the trustee by TAL Life Limited (ABN 70 050 109 450, AFSL 237848).

If a terminal illness benefit, equal to your amount of death cover is paid, then death cover stops. However where a terminal illness benefit is paid for less than your amount of death cover, death only cover will continue.

To receive an insured benefit your claim must be accepted by the insurer and you must meet a condition of release under superannuation law.

 You should read the important information about insurance before making a decision. Go to the fund's website at [firststatesuper.com.au/pds](http://firststatesuper.com.au/pds) and read the *Member Booklet Supplement: Insurance (Ambulance Officers' Super)*. The material relating to insurance may change between the time when you read this Statement and the day when you acquire the product.

## 9 How to open an account

You do not have to complete an application form. You automatically become a member if you did not choose another fund to receive compulsory contributions from the NSW Ambulance Service (and we are authorised to accept these contributions under the government's MySuper arrangements) or because you are entitled to compulsory supplemental cover under your award, which the NSW Ambulance Service provides through the fund. This means that as an employee you are automatically nominated to become a member of First State Super.

You will become an Employer Sponsored member if you have a super account and you no longer qualify for compulsory supplemental cover.

As a new member, you have a number of choices open to you, particularly in relation to insurance and investment options. It's not compulsory to make these choices and if you don't, the MySuper Life Cycle strategy and automatic insurance arrangements will apply to you. Make sure you're fully informed by reading all the information in this *Member Booklet* and the *Member Booklet Supplements*. If you'd like to make super contributions by payroll deduction, complete the *Contributions by payroll deduction* form and give it to your payroll manager. If you're not sure of what decisions to make, we recommend that you seek financial advice. Our members have access to single issue advice about their First State Super account at no charge and comprehensive advice on a fee-for-service arrangement, through our financial planning business.

## Making a complaint

You can make a complaint in the following ways:

- call us on 1300 650 873
- send an email to [complaints\\_officer@firststatesuper.com.au](mailto:complaints_officer@firststatesuper.com.au)
- send a fax to 1300 722 072
- write to the Complaints Officer  
First State Super, PO Box 1229, Wollongong NSW 2500
- go online to [firststatesuper.com.au/complaints](http://firststatesuper.com.au/complaints).

 You should read the important information about making a complaint before making a decision. Go to the fund's website at [firststatesuper.com.au/pds](http://firststatesuper.com.au/pds) and read the section, **If you have a complaint** in the *Member Booklet Supplement: About First State Super for Employer Sponsored, Police Blue Ribbon Super and Ambulance Officers' Super members*. The material relating to making a complaint may change between the time when you read this Statement and the day when you acquire the product.



## Contact us

**Phone** 1300 650 873  
**Fax** 1300 722 072  
**Email** [enquiries@firststatesuper.com.au](mailto:enquiries@firststatesuper.com.au)  
**Web** [firststatesuper.com.au](http://firststatesuper.com.au)  
**Post** PO Box 1229, Wollongong NSW 2500