

About First State Super

Personal

1 October 2018

The information in this document forms part of the First State Super **Member Booklet** (Product Disclosure Statement) for Personal members dated 1 October 2018.

Prepared and issued by FSS Trustee Corporation
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Level 21, 83 Clarence Street, Sydney NSW 2000
as trustee of the First State Superannuation Scheme
ABN 53 226 460 365

Unique Superannuation Identifier (USI) 53 226 460 365 001

MySuper Authorisation Number 53 226 460 365 073



Feel future ready



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Disclaimer

This document has been prepared by FSS Trustee Corporation (referred to in this document as the 'trustee', 'we', 'us' or 'our'), the trustee of the First State Superannuation Scheme (referred to in this document as 'First State Super' or 'the fund'). This document contains general information only. It does not take into account your specific objectives, financial situation or needs. You should consider the information having regard to your personal circumstances. It is recommended that you consult a financial adviser if you require financial advice that takes into account your personal circumstances.

The information contained in this *Member Booklet Supplement* was accurate at the time of its preparation. However, some of the information can change from time to time and the trustee can change matters which are the subject of representations made in the *Member Booklet* and *Member Booklet Supplements*. If the change is not materially adverse, the updated information will be available on our website at firststatesuper.com.au/pdsupdates. A paper copy of this *Member Booklet Supplement* and any update will be 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 Supplement* and the applicable *Member Booklet* (electronically or otherwise) in Australia.

About First State Super

Choosing the right super fund is an important decision because it could have a big influence on the amount of money and lifestyle you'll have in retirement.

Who we are

Established in 1992, we're a profit for member fund, which means that everything we do is designed to deliver better financial outcomes for members, not shareholders. We are one of Australia's largest super funds and anyone can join us.

Joining us

There are no specific employment requirements to become a member. You can be an employee or self-employed, and your family members can also join – even if they don't work. If your employer is a First State Super participating employer, then you may be eligible for a different range of benefits as an employer-sponsored member and this *Member Booklet* will not apply to you. In this case, you should refer to the *Member Booklet for Employer Sponsored members*. You can contact us if you are not sure whether your employer is a participating employer.

What you need to do

To become a personal member of First State Super, you should read the *Member Booklet for Personal members* and complete and return the application form at the back of the *Member Booklet* or apply online at firststatesuper.com.au/join. Once you join, you can send us a personal contribution (by cheque, EFT, direct debit arrangement or BPAY®), ask your employer to send us your contributions, or you can transfer super from another super fund. Before withdrawing from another fund, check if exit fees or penalties apply and how this may affect any existing insurance you have. You should also consider where future employer contributions may be paid. If you are making a contribution by cheque, make your cheque payable to First State Super A/C [insert your full name].

You should complete and return any other forms relevant to your circumstances and choices. See **Make the most of your membership** on page 2.

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You can find copies of all forms on our website firststatesuper.com.au/forms or you can request a form by contacting us on 1300 650 873.

Benefits of being a member

- **Authorised for MySuper** – First State Super meets the MySuper standards for fees and costs, investment, insurance and member communication.
- **Competitive fees** – as one of Australia’s largest superannuation funds, we use our size and stability to keep costs down.
- **Size and strength** – we’re one of Australia’s largest super funds, providing superannuation, insurance and retirement benefits to members throughout their working lives and retirement.
- **Wide range of investments** – we offer a choice of 12 investment options so you can choose the option that best suits your needs.
- **Income streams** – our income stream products let you stay with First State Super when you retire permanently or make the transition to retirement¹. You can easily transfer your super account balance into one of these products when you retire.
- **Seminars** – we run regular seminars on superannuation, investment and retirement.
- **Financial planning** – you can choose a range of services from simple phone advice at no additional fee through to comprehensive financial planning on a fee for service basis. You only pay for the service you use. If the advice relates to your super with us, it may be possible to have the fees deducted directly from your super account.
- **Insurance cover** – when you become a member, you have access to flexible insurance benefits and options.
- **Online information** – the latest fund updates, investment performance and access to information on your account are available on our website, which also has calculators to help you to plan and manage your super, and all the fund’s forms and documents.
- **Member helpline** – you can discuss your superannuation requirements with our customer service representatives.
- **Industry recognition** – our products and services are well regarded by industry research companies.
- **You can stay with us** – you can stay with First State Super even if you leave your employer. As a public offer fund, your membership is portable and if you change employers – and our new employer offers choice of fund – you can ask your new employer to make contributions on your behalf to First State Super. For more information about choice of fund, go to our website or call us.

¹ Before making a decision about acquiring or continuing to hold a First State Super income stream, you should consider the First State Super *Member Booklet – Retirement Income Stream* and *Member Booklet – Transition to Retirement Income Stream* (Product Disclosure Statements). You can obtain a copy of these *Member Booklets* and relevant forms, by contacting us on 1300 650 873, or by visiting firststatesuper.com.au/pds.

Make the most of your membership

Ask your employer to contribute for you

- If you would like your employer to send your superannuation guarantee (SG) contributions to your First State Super account, you should complete a *Superannuation (super) standard choice form* and give this form, together with the First State Super *Complying Superannuation Fund Notice*, to your employer.
- You can also ask your employer to make salary sacrifice contributions from your before-tax salary or personal contributions from your after-tax salary by completing the *Contributions by payroll deduction form*.
- If you join as a Personal member and you are employed by a participating employer who makes SG contributions for you, your membership will be changed to an Employer Sponsored membership.

Make your own contributions

- You may make personal contributions via cheque, electronic funds transfer, BPAY® or direct debit at any time.

Get active with your super

Our online services allow you to update your account details and get quick access to information about your account. You can register for online access by clicking **Login** on our website.



If we have your **email address**, we will use it to send you information and notify you that personal information, such as your member statement, is available in the **secure member login** area of the website. To take advantage of our online services, please register to access your account (if you haven’t already). You also have the option to choose to receive your information by mail. Simply download and complete the *Change of member details form* on our website or give us a call.

Combine your super

If you have super with multiple funds, you may be paying more fees than you need to, and if you haven’t been in contact with your old funds for a while, you may even have lost super registered with the Australian Tax Office (ATO). You can search for your lost super and combine your accounts with our online **search and combine** tool. You’ll avoid paying unnecessary administration fees, receive less paperwork and have greater control over your super in just a few easy steps. To combine your super, visit firststatesuper.com.au/combine or call us on 1300 650 873. Before withdrawing from another fund, check if exit fees apply and how it may affect any existing insurance you have. You should also consider where future employer contributions may be paid.

Consider financial advice

Super can be complicated and you might want help to make sure you’re making the right decisions. When members receive advice, they receive it under our financial planning business’ own AFS licence. Our financial planning business is wholly owned by FSS Trustee Corporation as trustee of the fund. You should read their Financial Services Guide before making a decision. If you obtain comprehensive financial advice, you will be informed of the cost before you proceed. For more information call 1300 650 873.

Who manages your super?

At First State Super, we have a team of investment specialists who oversee investment portfolios across a wide range of asset classes and also manage select assets in-house. The investment team delivers value to members by focusing on:

- Active and strategic asset allocation to get the right mix of investment types.
- High quality research to support and improve investment decisions.
- Managing select assets in-house, which brings market insights and greater access to unique opportunities.
- Active ownership and engagement to drive positive change with the companies we invest in.
- Integrating Environmental, Social and Governance (ESG) considerations into the investment process.

The team also performs a cash flow and portfolio re-balancing function for the pre-mixed investment options to help ensure each option is invested as closely as possible in line with the target asset allocation.

Investment managers

We work with a panel of professional investment managers who specialise in different asset types to assist us in managing your super. A current list of managers by asset class is available on our website at firststatesuper.com.au/whomanagesyoursuper.

Consultants

We appoint an asset consultant to advise on appropriate asset allocation for each of the pre-mixed investment strategies and provide research on managers in each of the asset classes. This includes an evaluation of the manager's investment style and its suitability to complement other current and potential managers.

We also engage specialist consultants as required to assist in providing the trustee board with specific advice relating to various specialist asset sectors.

Custodian

State Street Australia Limited¹ (ABN 21 002 965 200; AFSL 241419), has been appointed as global custodian to safe-keep the fund's assets.

Administrator

Mercer Administration Services (Australia) Pty Limited¹ (ABN 48 616 275 980, AFSL 245591) administers the day-to-day operations of First State Super, including processing employer and member contributions, maintaining member records, and paying benefits.

Insurer

Death, total and permanent disablement (TPD) and income protection insurance cover offered to First State Super personal members is provided under life insurance policies issued to the trustee by TAL Life Limited¹ (ABN 70 050 109 450, AFSL 237848).

¹ State Street Australia Limited, Mercer Administration Services (Australia) Pty Limited and TAL Life Limited have consented to the inclusion of statements relating to their services.

How we operate

First State Super is managed by FSS Trustee Corporation (the 'trustee'). The trustee has a Board of Directors which is required to act in the best interests of members as a whole at all times and ensure that the fund is administered according to the fund's trust deed and superannuation legislation.

The board consists of six employer-representative directors, six member-representative directors and an independent director. All directors have a sound understanding of how a superannuation fund works and the responsibilities of a fund trustee. Directors are also required to undertake ongoing professional training in matters relating to superannuation, investment markets and financial management. The trustee board meets regularly and as required. The management team and staff of First State Super look after the day-to-day management of the fund under the direction and guidance of the board.

 To read about the current directors of the First State Super board, visit firststatesuper.com.au/about.

The board's role

The responsibilities of First State Super's Board of Directors include:

- overseeing the management of assets
- ensuring member benefits are paid in a timely manner
- providing regular communications to members
- resolving any disputes that are raised within the fund.

Who chooses the directors?

The employer-representative directors are appointed by the Secretary of the Department of Premier and Cabinet of NSW and the Secretary of the NSW Treasury (jointly), the Victorian Healthcare Association Limited, and Leading Age Services Australia (National).

The member-representative directors are appointed by Unions NSW, the Health Services Union and the Australian Nursing and Midwifery Federation (Victorian Branch).

The independent director is appointed by the board and is currently the Chair of the board.

The trustee

The trustee of First State Super is FSS Trustee Corporation. The trustee holds an Australian Financial Services licence issued by ASIC, which enables it to deal in and provide general information about superannuation products.

The trustee also holds a Registrable Superannuation Entity licence (RSE licence number L0002127) issued by APRA, which enables it to act as trustee of a public offer superannuation fund.

The executive

The trustee employs a full-time executive to manage the day-to-day activities of the trustee's business.

Other things to know

Consolidation of multiple superannuation accounts

If you have more than one super account within First State Super, we may merge (or consolidate) them into a single account. This will only happen if we consider that merging the accounts would be in your best interest, taking into consideration matters such as unnecessary fees, differences in your insurance arrangements, nominated beneficiaries and investments. If, after we review these and other factors, we decide that merging is in your best interest, then your accounts will be merged automatically. The automatic merges typically take place each year.

If you don't want your accounts to be merged, you can notify us either in writing or by calling us. If your accounts are automatically merged, we will inform you in writing within 30 days after merging your accounts. If you are registered for our online services, details will also be available on the member login area of our website. No fee will be charged for an automatic account merge.

Inactive accounts and small balances

We may automatically transfer your benefit to an eligible rollover fund (ERF). This can occur if the balance of your account is less than \$1,000 and either:

- your employer has advised us that your employment has been terminated; or
- we have not received contributions to your account for six months.

Before transferring a benefit, we will advise you in writing. Unless you advise us within one month that you wish your benefit to be rolled over to another complying superannuation fund, your benefit will be transferred to the fund's nominated ERF, which is currently AUSfund.

Effect on your benefit

If your benefit is rolled over to AUSfund, any insurance cover you may have will cease, and you will also cease to be a member of First State Super. AUSfund has consented to the inclusion of statements which relate to their services. Contact AUSfund or visit ausfund.com.au for more details.

AUSfund is operated by Industry Funds Investments Limited (ABN 17 006 883 227, AFSL 229881) as trustee of AUSfund, Australia's Unclaimed Super Fund (ABN 85 945 681 973). A Product Disclosure Statement is available on their website at ausfund.com.au.

To contact AUSfund for further information

AUSfund, Australia's Unclaimed Super Fund
(ABN 85 945 681 973)

Trustee/issuer – Industry Funds Investments Limited
(ABN 17 006 883 227, AFSL 229881)

Contact address:

The AUSfund Administrator
AUSfund
Locked Bag 5132
Parramatta NSW 2124

Phone: 1300 361 798
Email: admin@ausfund.com.au
Website: ausfund.com.au

Unclaimed super is paid to the ATO

Under the superannuation rules, we must report and pay **unclaimed super money** to the Australian Tax Office (ATO). Unclaimed super money includes:

- An account balance under \$6,000 held by a member who is **uncontactable**. You are 'uncontactable' if we can't contact you by mail or email at the address(es) we hold for you and you haven't been in contact with us or contributed in the last 12 months.
- An 'inactive' account held by a member who is **65 years of age or more**. This applies if we have not received any contributions or rollovers for you in the last two years and it has been five years or more since you last contacted us and we are unable to make contact with you. Once you reach age 65, you can start an income stream or access your benefit in cash at any time.

Benefits for the following people may also be transferred to the ATO:

- inactive members whose balance is less than \$6,000 who were originally nominated for membership by their employer
- inactive or uncontactable members who cannot be properly identified
- former temporary resident members who have departed Australia
- deceased members whose benefits cannot be paid following death
- a spouse who is entitled to a benefit split under the *Family Law Act* and cannot be paid.

In most circumstances, simply contacting us will avoid the possibility of your account being transferred to the ATO. If your account is transferred to the ATO, any insurance cover you may have will cease. You can claim the money from the ATO at any time. Generally, you will need to meet a condition of release to have this money paid to you in cash. Otherwise, it will need to be transferred to an eligible superannuation fund, such as First State Super. Interest may also be payable by the ATO at the time the money is claimed.

-  Go to ato.gov.au or call 13 10 20 to see if you have any unclaimed super.

Cooling-off period

If you apply to become a member of First State Super, you will have a 14-day 'cooling-off' period to think about your decision. If you wish to cancel your membership, you must let us know in writing within 14 days, starting on the earlier of:

- the date you receive your welcome letter/email; or
- five working days after your account is opened.

If you cancel your membership, you should provide us with instructions on where to transfer any 'preserved' or 'restricted non-preserved' superannuation contributions you have paid or that have been paid for you into First State Super (which can only be paid to another complying superannuation fund). You must give us details of the new fund within one month of the date you advise us that you do not wish to remain a member. The amount returned to you or transferred to another superannuation fund may vary from the amount invested because of changes in the unit price of the investment option(s) in which your account is invested. We will also deduct any tax payable on the amounts invested.

However, if you have exercised any rights or powers as a member during the cooling-off period (e.g. claiming a benefit) you cannot cancel your membership.

Privacy

We are subject to the Australian Privacy Principles of the *Privacy Act 1988 (Cth)*. We, and our administrator, collect and hold personal information relating to members. The member information we hold is used for administration purposes, the provision of financial planning advice and for promotional activities.

In some cases, First State Super engages third parties to host electronic data (including data in relation to the services we provide) on our behalf. These data warehouses are located in the United Kingdom and must have in place appropriate security and privacy protocols.

If we do not have all your necessary personal information, we may not be able to process an application from you or you may not receive certain benefits that you are entitled to as a member.

We take security measures to protect the personal information we hold. Your information is only accessible by fund personnel and authorised service providers of the trustee, including the administrator and insurer. The trustee may provide your personal information to an overseas fund, such as a KiwiSaver scheme in New Zealand, with your consent. Access to your details is protected, however your spouse/de facto may be entitled to obtain information about your super in certain circumstances (i.e. family law matters).

Our privacy policy contains information about how you may access and seek correction of your personal information, how you may complain about a breach of your privacy and other important information about how your personal information is collected, used and disclosed.

For further information about how your personal information is handled, please phone us on 1300 650 873 or visit firststatesuper.com.au/privacy to view our privacy policy. A paper copy of the policy can be provided free of charge on request.

Anti-money laundering and counter-terrorism financing

Under the anti-money laundering and counter-terrorism financing (AML/CTF) legislation, we are required to obtain proof of identification before undertaking some transactions in relation to your account. This means we may need to identify you, your estate and/or beneficiaries, or anyone acting on your behalf (such as the holder of your power of attorney). Accordingly, we may be required to delay or refuse any request or transaction in relation to your account.

Family law and super

Federal legislation allows legally recognised couples to divide their superannuation upon the breakdown of their relationship. This means that:

- your spouse (or de facto partner¹) can obtain information about your super but not your address or other details
- a benefit payment flag can be placed on your account, which stops us from paying your super to you while the flag is in place
- your super may be split with your spouse (or de facto partner¹) either by agreement or by a Court Order.

¹ This does not apply to de facto partners in Western Australia (WA). Western Australia and the Federal government have announced that de facto couples in WA will be able to access these options, but at the time of issue, this announcement was not yet law.

Temporary residents

If you are a temporary resident, you can usually receive your super when you leave Australia and your visa expires or is cancelled. If you intend to claim your superannuation benefit directly from us, when you depart, you should request a port and date stamp for your passport from Australian Customs, otherwise you can apply online through the

Australian government. For more details, see the fact sheet *Departing Australia Superannuation Payment* on our website firststatesuper.com.au/factsheets.

Six months after your temporary residence visa has expired, the Australian Taxation Office (ATO) may require us to transfer your super to them as unclaimed monies. We are not obliged to notify a member who was a temporary resident if we transfer their superannuation to the ATO following their departure from Australia. For more information on how to claim your super in these circumstances, call the ATO on **13 10 20** or visit the ATO website ato.gov.au.

Trans-Tasman portability scheme

A former resident of Australia moving to New Zealand permanently can elect to have their benefits in the fund transferred as a single lump sum to a nominated New Zealand KiwiSaver scheme. We must be satisfied that the member has emigrated permanently to New Zealand and that a KiwiSaver scheme account has been opened that can accept the transfer on the member's behalf. Once we receive the information, we will transfer the benefit to the nominated KiwiSaver scheme within 30 days.

We do not accept transfers of New Zealand-sourced amounts, either directly from a KiwiSaver scheme or from another Australian complying super fund as part of a rollover.

If you have 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
- 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.

By law, we are required to attempt to resolve your complaint within 90 days. If you are not satisfied with our response to a complaint or you wish to dispute a death benefit distribution or a decision on a TPD claim, you can ask us to review a decision by writing to:

The Disputes Manager
FSS Trustee Corporation
PO Box R1827
Royal Exchange NSW 1225.

If you are not satisfied with the Disputes Manager's response, or you do not receive a response within 90 days of your initial complaint, you may be able to lodge a complaint with the Superannuation Complaints Tribunal.

You can contact the tribunal by phone on 1300 884 114, online at sct.gov.au, or by mail at Superannuation Complaints Tribunal, Locked Bag 3060, Melbourne VIC 3001.

Time limits may apply to certain complaints. The SCT will manage any complaints up to and including 31 October 2018.

If you have a complaint after 31 October, you will need to contact the Australian Financial Complaints Authority (AFCA), which will take over from the SCT. You can contact AFCA from 1 November 2018, by phone on 1800 931 678, email at info@afc.org.au, or by mail at Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.



Contact us

Phone 1300 650 873
Fax 1300 722 072
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Post PO Box 1229, Wollongong NSW 2500