

Financial Services Guide

Personal Advice

The purpose of this Financial Services Guide

VicSuper is required to provide you with this Financial Services Guide. It is designed to help you understand the important features of the financial services provided by VicSuper, and to assist you in deciding whether to use any of these services. This guide will help you understand how our personal superannuation advisory service works, any fees that may be charged for the advice provided and what you can expect when you use this service.

It also contains information about the remuneration and any commissions that may be paid to representatives authorised to provide these services under VicSuper's Australian Financial Services Licence (AFSL), as well as details about how you can make a complaint and the services provided to you.

Key information about the personal advisory service provided by VicSuper is outlined in this Financial Services Guide. Please speak to your financial planner if you require more information or clarification.

About VicSuper

VicSuper is a Victorian based profit-to-member fund which is open for anyone in Australia to join. We have a long history of providing personalised service and great value advice to our members from our advice centres and serviced offices across Victoria. We understand that everyone's situation and needs are different, that's why we work with you to help make sense of your super so you can achieve the best possible life in retirement.

Types of advice

Personal advice

- Personal advice takes into account your financial situation, objectives or needs.

General advice

- General advice does not into account your financial situation, objectives or needs.

Documents you may receive

Statement of Advice (SoA)

When we provide you with personal advice you will receive a Statement of Advice (SoA). An SoA is a document that outlines the personal advice that is being given to you. If we provide you with further personal advice, you may request a record of that advice (if you have not already been given one) within a period of seven years after the further advice was given.

Product Disclosure Statement

If we recommend a particular VicSuper Fund product, we will provide you with a VicSuper Product Disclosure Statement for that product. This will help you make an informed decision by outlining the features, costs, benefits and risks of investing your money in that VicSuper product.

Advice fees and when they apply

In most instances, the superannuation advice you receive from VicSuper will be at no extra charge. However, an advice fee of \$200 (inclusive of GST) may be payable for personal advice in certain areas. This fee can be deducted from your VicSuper account, paid directly via EFTPOS from a bank or credit union, or paid by credit card (MasterCard or Visa).

Where a fee is payable, your VicSuper representative will advise you of the fee before the advice is provided and you can then confirm if you wish to proceed with this type of advice.

Further details on the scope of the advice provided and when an advice fee would be payable are shown below.

Advice fee of \$200 payable

Non-members

- Personal advice to join VicSuper
 - Advice on rolling over external superannuation funds (excluding self managed super funds)
 - Making superannuation contributions to a new VicSuper account

ESSSuper

- Personal advice on the following schemes
 - Revised
 - New
 - SERB
 - Transport

Consolidation

- Personal advice to rollover to VicSuper
 - Advice on rolling over external superannuation funds (excluding self managed super funds)

Ongoing advice

- A fee may be payable if there is a regular review of the advice provided or
- If further advice is provided on advice topics that had been covered in previous interviews

No extra charge

Initial advice on VicSuper products and features

- VicSuper FutureSaver
- VicSuper Flexible Income
- VicSuper Term Allocated Pension
- Guaranteed Income for Life and Guaranteed Fixed Term

Initial advice on the following advice topics

- VicSuper investment options
- Contributions into an existing VicSuper account
- Your insurance options within VicSuper
- Meeting your retirement income goals
- Transition to retirement strategies
- Options relating to death benefits within superannuation
- Retirement income streams
- Strategic advice as it may relate to superannuation strategies including resignation or redundancy, cashflow and budgeting and Centrelink eligibility.

Other information on our advice service

Fees on more than one type of advice

- If the advice provided includes more than one of the types of advice outlined above, the fee payable is not aggregated and will be \$200 in total for all of the advice provided.

Excessive use of the advice service

- If you make excessive use of the personal advice service, there may be additional fees payable. We will advise you of these additional fees before this advice is provided.

Responsibility for advice provided

Your VicSuper representative will be acting on behalf of VicSuper. VicSuper is therefore responsible to you for any advisory services your financial planner provides.

Under its AFSL, VicSuper is authorised to provide financial product advice on superannuation products.

Comprehensive Advice

VicSuper have some financial planners who are able to provide advice beyond the scope of advice listed above. If you elect to receive advice via this service, it will be provided by a VicSuper financial planner who is an authorised representative of Guideway Financial Services ASFL 420367.

If advice is provided under Guideway Financial Services ASFL 420367, you should receive a separate FSG. VicSuper will not assume any responsibility or liability for this advice.

General advice

VicSuper representatives can also offer you general advice about VicSuper products, ESSSuper – Revised, New, SERB and Transport Schemes; provide general advice about the consolidation and roll over of superannuation holdings (including self-managed superannuation funds) and general superannuation matters.

As general advice will not be specific to your personal circumstances, you will need to consider if this advice is suitable for your own financial situation, objectives or needs.

Suitability of advice

The subject matter of the advice provided will be as agreed between you and your VicSuper representative. VicSuper's personal superannuation advice service is applicable to your individual financial situation, objectives or needs, based on the subject matter of the advice. We need to discuss and record your financial situation, objectives or needs before we make any recommendations to you.

Limited information

You are not required to provide this information to us. If you decide not to provide this information, your VicSuper representative is required to inform you about the possible consequences of not providing your full personal information on the suitability of our advice. You should read this information carefully.

We will provide recommendations to you after considering their suitability for your individual financial situation, objectives or needs and ensuring that the advice is appropriate to you. We will act in your best interest in providing the advice and give priority to your interests if there are any conflicts. If you receive personal advice about VicSuper and you have superannuation in other funds, you should not assume that any recommendation in that advice applies to the other funds.

Investments risks

VicSuper representatives will explain to you any significant risks of investments and strategies which are recommended to you.

Remuneration and commissions

VicSuper representatives are paid salaries by VicSuper and may be eligible for an annual discretionary bonus based on Key Performance Indicators relating to compliance, service standards and business objectives. No person or entity is paid commissions to recommend VicSuper products.

Associations and affiliations

VicSuper is not a member of any financial group nor does it have any ownership links or affiliations that would have any effect on the advice provided by its financial planners.

If you are given advice by a VicSuper representative in relation to VicSuper Fund, you should be aware that VicSuper is both the employer of the adviser and the Trustee of the Fund. VicSuper is required by law to act in your best interests. Also, VicSuper's fees are used in the general running and administration of VicSuper Fund for the benefit of members.

Professional indemnity insurance

VicSuper has professional indemnity insurance in place that covers claims in respect of current and former representatives and employees for services provided on behalf of VicSuper. This insurance satisfies the requirement for compensation under the Corporations Act 2001.

Your file

We maintain a record of your personal profile which includes details of your financial situation, objectives or needs. We also maintain records of any recommendations made to you.

If you wish to examine your file, please ask us and we will make arrangements for you to see your file.

Who can I complain to if I have a complaint about the advisory service?

If you have any complaints about the service provided to you, you should take the following steps.

1. Contact your VicSuper representative and tell them about your complaint or call or write to VicSuper's Complaints Coordinator

Telephone: **1300 366 216**

Address: GPO Box 89
MELBOURNE VIC 3001

We will try to resolve your complaint quickly and fairly and the matter may be reviewed by VicSuper.

2. If you still do not get a satisfactory outcome, you may have the right to complain to the Superannuation Complaints Tribunal:¹

Telephone: **1300 884 114**

Address: Locked Bag 3060
MELBOURNE VIC 3001

Or if your complaint is outside the jurisdiction of the Superannuation Complaints Tribunal, the Financial Ombudsman Service:¹

Telephone: **1300 780 808**

Address: GPO Box 3
MELBOURNE VIC 3001

For more information, contact VicSuper's Member Centre on **1300 366 216** between 8.30am and 5pm, Monday to Friday.

¹ From 1 November 2018 AFCA will replace both the SCT and the Financial Ombudsman. Contact details for AFCA are listed on page 40.

VicSuper's advice process

VicSuper's financial planners will tailor a strategy to your individual circumstances which could mean a big difference in your final super balance.



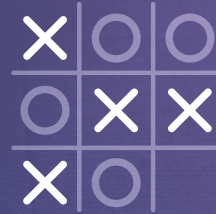
Understand your goals and objectives

- Where are you now and what is important to you?
- Where do you want to be in retirement?
- What is your experience in investing?



Implement your plan

- Once you have read the advice, sit down with your dedicated planner to
 - Confirm your understanding
 - Complete forms to put your strategy in place



Develop a super strategy

- Discuss strategies to help boost your super depending on your situation
- Determine a suitable investment option for you
- Discuss your retirement options



Review your strategy

- If your circumstances change, arrange a review to ensure the strategy is still appropriate
- Discuss any legislative changes

Get in touch

Call our Member Centre

1300 366 216 and speak to a VicSuper super consultant between 8.30am and 5pm, Monday to Friday

Visit us

Ballarat | Bendigo | Blackburn | Geelong | Melbourne CBD | Traralgon

Monday to Friday
8.30am to 5pm

To make an appointment to see a VicSuper financial planner call **(03) 9667 9200**

Send us a fax

(03) 9667 9610

Write to us

VicSuper
GPO Box 89
MELBOURNE VIC 3001

Browse our website

vicsuper.com.au

Download our app

vicsuper.com.au/mobileapp

Manage your account online

Simply visit our website to login

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