

Member Information Booklet

Combined Financial Services Guide and Product Disclosure Statement
for employer sponsored members



*Hardworking super for
people in transport*

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Everything you need to know about Transuper.		Find out when and how you can get your money out of Transuper, including new options when you retire.		One of the best things about super is that it receives special tax breaks. Make sure we have your Tax File Number or you could pay extra tax.	
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The fees and costs you pay on your super. We're an industry fund run only to benefit members, which means low fees and no commissions.		You can decide how you want your super to be invested, or leave it up to us. It's your choice.		The ins and outs of how your super account works, including what happens to your super if you die.	
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Putting some of your own money into super can build your savings a lot faster. You could even be eligible for a free super top up from the Government.		Insurance is an important part of super. Read about your basic cover and our other insurance options available to you.		10. Financial Services Guide and Product Disclosure Statement	57

This booklet contains important information you need to know about Transuper.

It includes information about our key features, benefits, investment options, insurance cover and fees and taxes on super.

This is an important document, so please read it carefully. Spending a few minutes finding out how Transuper works could help your super go a lot further.

General information warning

The information contained in this Product Disclosure Statement is general information only and does not take into account your individual financial objectives, financial situation or needs. You should, before acting on the advice, consider the appropriateness of the advice having regard to your objectives, financial situation and needs. We recommend that you seek financial advice if you need help in making any investment or financial decision.

The Trustee

TWU Nominees Pty Ltd (ABN 67 002 835 412) is the trustee of TWUSUPER (ABN 77 343 563 307) and the issuer of this Product Disclosure Statement (PDS). Transuper is a division of TWUSUPER. Australian Financial Services Licence (AFSL) 239163 SPIN: TWU0001AU.

Throughout this PDS, TWU Nominees Pty Ltd is referred to as the 'Trustee', 'we' or 'us'. Any reference to financial adviser means a licensed or appropriately authorised financial adviser.

Have you got the right booklet?

This booklet is for employer sponsored members. If you want to start a super pension, are self-employed or aren't sure you have the right booklet, please contact us.

Changes to the PDS

This PDS may be updated or replaced at any time. You can download the PDS from www.transuper.com.au. If you are printing an electronic copy of this PDS, you must print all pages, including the application forms. You can also call us and ask for a copy to be mailed to you free of charge.

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Getting started

1

Why choose Transuper?

Transuper is a division of TWUSUPER, the leading industry super fund for people in transport. Today, TWUSUPER has over 130,000 members across the transport and logistics industry, and manages more than \$2.4 billion in assets.

We pride ourselves on understanding the needs of all people in transport, as well as providing our members with help whenever, and wherever, they need it.

As an industry super fund, all benefits are for members, including any profits. Members also pay low fees and no commissions to financial advisers. This, and our consistent performance, means more money for your retirement.

Joining Transuper

Almost anyone can join Transuper. Just follow these simple steps:

- read this booklet
- decide how you want your super to be invested (**page 16**)
- consider whether our basic insurance cover will meet your needs or if you want to top it up
- think about who you would like to receive your super if you die (**page 43**)
- complete the *Membership application* form in the back of this booklet
- complete the *Request to transfer whole balance of superannuations benefits between funds* form if you would like to roll your other super accounts into your new Transuper account (**pages 42 and 46**).

Become a member for life

You can stay with Transuper for life, even if you leave the transport industry or change jobs.

All you need to do is give your new employer your Transuper member number and tell them that you'd like your super paid into your existing super account.

Staying in touch

When you join Transuper, you will receive a welcome letter which includes a member card showing your member number and our contact details.

You will also receive regular account updates including:

- an Annual Benefit Statement in September each year, showing account transactions between 1 July and 30 June
- a Contribution Statement in February each year that will show most transactions for the six months to 31 December
- regular copies of Transuper's member magazine *GearingUp*.

An Annual Report, detailing the performance of the Fund for the previous financial year, is available on the website from late August each year and a hard copy is available on request.

Manage your super online

You can manage almost everything to do with your super using Transuper's website - it's as convenient and secure as internet banking.

Visit www.transuper.com.au to:

- register for electronic statements (eStatements)
- read up on changes to super
- roll your super together using our online tool
- download brochures and forms.

Once you log in to *MemberAccess* you can also:

- view your account balance
- view your transaction history
- view eStatements (if you have registered)
- update your personal details
- check your insurance cover
- switch investment options.

To register for *MemberAccess* go to www.transuper.com.au and click on the *MemberAccess* link or call us on 1800 808 799.

How super works

Super is money that is put aside and invested for your retirement. The Government has made it compulsory for employers to pay 9% of most Australians' Ordinary Time Earnings (OTE) into super on their employees' behalf.

While we'd all like to get our hands on the extra money now, this forced saving will leave most of us better off when we retire and can no longer earn an income.

Super is also an excellent way to save money for your retirement because of tax concessions and other Government benefits designed to encourage people to put more money into super.

Putting extra money into your super as early as you can is the secret to making the most of your savings. This is because of the power of compound interest, which is one of the most powerful ways to build your wealth without too much hard work. Compound interest is where the interest on your investment earns interest. The sooner you start, the better off you'll be.

How your account works

When you join Transuper, we'll establish an account in your name.

Your employer can then start making contributions on your behalf and you can enjoy the benefits of Transuper membership.

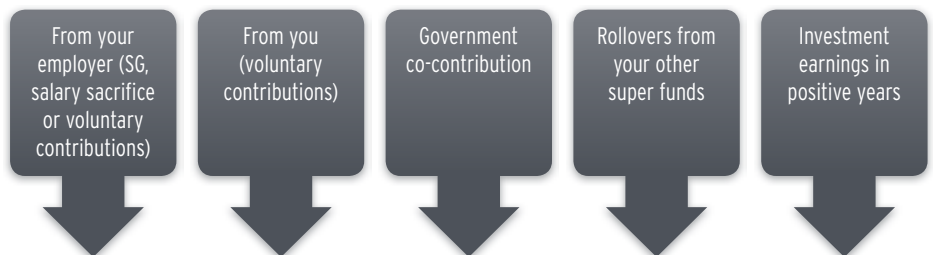
Contributions made by you or your employer (plus any rollovers) are credited to your account, along with investment earnings in positive years. Benefit payments, fees, taxes and insurance premiums are deducted from your account.

Your money is invested with the aim of providing you with solid, long term growth. Investment earnings will vary depending on the investment option you choose (or our default investment option if you don't make a choice or don't have \$1,000 in your account) and may be positive or negative. Investment earnings, after fees and costs, are generally credited or debited to your account annually (see **page 21**).

Insurance is an important benefit of your membership. If you are eligible (see **page 26**) you will receive basic death cover as well as basic TPD cover (insurance if you become disabled or seriously ill).

How your Transuper account works

MONEY COMING IN



YOUR TRANSUPER ACCOUNT

Money comes in and goes out of your super account regularly, so it's important to check that your employer is making the right super payments to you, on time.

A long term investment

Investment earnings rise and fall. In some years your chosen investment option may have a negative return which reduces your account balance.

Over the longer term, investment earnings, contributions and the power of compound interest will grow your super.

When you retire

Then, when you retire you simply have to decide whether you want to turn all or some of your super into regular income using a super pension like TransPension, or take the whole amount as a lump sum.

MONEY GOING OUT



Get more from your super

Here are our top 5 ways to get more from your super.

1 Roll over and save
Multiple super accounts mean multiple fees which can equal a lot less super. With only one set of fees and a larger account balance, your money has more earning power and will grow faster. You'll also cut down on paperwork. Rolling over takes just a few minutes of your time and could mean big savings over the longer term.

Read more on page 42.

2 Make an investment choice
The way you invest your super can make a big difference to your account balance at retirement, so don't just rely on our default investment choice. When working out the investment choice that's right for you, it's important to consider your age, how long your super will be invested and how you feel about risk.

Read more on page 16.

3 Understand your insurance options
Our basic death, terminal illness and TPD (total and permanent disability) insurance cover provides you and your family with a valuable financial safety net, but this might not be enough to fully protect you if things go wrong. We offer a range of options to help you boost your cover. Death and TPD cover paid through super also offers tax advantages, which means it can be cheaper for you to get the cover you need.

Read more on page 24.

4 Top up your super
Unfortunately, relying on the 9% Superannuation Guarantee isn't going to give most of us the retirement lifestyle we want. The idea of putting your extra cash into super probably isn't that appealing, but the earlier you start, the faster your super will grow. You can choose to put your money in before tax or after tax, and between one-off amounts or smaller, regular payments. Whichever way you choose, putting in a little money now is definitely better than a lot of money later, and you probably won't miss it.

Read more on page 12.

5 Get a bonus from the Government

The co-contribution was introduced by the Government to reward people who put their own money into super. If you earn under \$61,920 a year (2010/11 rates) and make an after-tax super contribution during the year, the Government will boost your super with free money. This could give you up to \$1,000 if you put \$1,000 or more of your own money into your super (conditions apply). Don't miss out!

Read more on page 13.

It pays to get good advice

Next to your home, super is one of the biggest assets you'll ever have. It's easy to sit back and let your super look after itself, but taking some time to talk to a professional about your super can really pay off.

Transuper can help you get the advice you need to make the most of your super, whether you want an answer for one simple question or a full financial plan.

We have teamed up with Money Solutions* to give you access to quick, straightforward and professional advice about super over the phone. You can also meet with a financial adviser in person if your questions are more complicated.

Money Solutions do not take commissions and charge Transuper members a flat fee for their advice. There are no hidden fees. Their fees can even be paid from your Transuper account if the advice you receive relates to super.

To help you get off on the right foot, we will pay for your first super related single issue phone call to a Money Solutions financial adviser once you become a Transuper member. Go to www.transuper.com.au or call us on **1800 808 799** to find out more.

*The Trustee is not responsible for and does not accept liability for the products or services or actions of Money Solutions AFSL 258145. You should use your own judgment before taking up any product or services offered by Money Solutions.



2

Fees and other costs

This section explains the fees and costs you'll pay as a Transuper member.

Transuper is a division of TWUSUPER, an industry super fund run only to benefit members.

Our fees are used simply to cover the running costs of the Fund, not to make a profit for shareholders.

This means that any profits made by Transuper go back into members' accounts.

We do not pay commissions to financial advisers. This means no hidden fees or charges.

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 fund balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce your super account balance 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 may be able to negotiate to pay lower contribution fees and management costs where applicable. 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) website www.fido.asic.gov.au has a superannuation calculator to help you check out different fee options.

The Consumer Advisory Warning above is a Government prescribed warning. The claim that 'you may be able to negotiate to pay lower contribution fees and management costs where applicable' is not relevant to Transuper.

Fees and other costs table

This table shows the fees and other costs that may apply to your Transuper account.

Some fees and costs are paid directly from your super account, whilst others are deducted from the returns on your investment before they are credited to your account, or from the Fund assets as a whole. You should read all the information about fees and costs because it is important to understand the impact they have on your super.

Get more information

See **page 16** for more information about our investment options.

See **page 24** for insurance premiums.

See **page 38** for information about tax and super.

Fees and other costs from 27 November 2010

Type of fee or cost	Amount	How and when paid
Fees when your money moves in or out of the Fund		
Establishment fee The fee to open your investment	Nil	Not applicable
Contribution fee The fee on each amount contributed to your investment – either by you or by your employer	Nil	Not applicable
Withdrawal fee The fee on each amount you take out of your investment	\$50 for each full or partial withdrawal	The fee is applied to your account when your withdrawal is processed.
Termination fee The fee to close your investment	Nil	Not applicable
Management costs – the fees and costs for managing your investment ¹		
Member fee The fees and costs for managing your investment	\$1.275 per week, net of tax	The member fee is calculated weekly at \$1.50 gross of tax and deducted monthly from your member account balance. A rebate for the tax impact on this fee is credited monthly to your member account.
Expense recovery fee	0.41% per annum of your account balance	The expense recovery fee is deducted from the total gross assets of the Fund before crediting rates are declared. An allowance for non-investment related fees (including the expense recovery fee and the member protection fee) is applied to members' accounts when investment earnings are credited (or debited) to members' accounts or when a member exits the Fund or switches investment options.
Member benefit protection fee	0.01% per annum of your account balance	The member benefit protection fee is deducted from the total gross assets of the Fund before crediting rates are declared.
Investment management fee	Equity Plus 0.65% per annum Balanced 0.60% per annum Cash Plus 0.11% per annum	These fees are payable by the Fund and deducted from the before tax earnings of the relevant investment option. Investment management fees are generally calculated daily. Some of these costs are deducted directly by the investment manager before the value of the underlying investments is determined. The investment management fees exclude performance-based fees (see below).
Performance-based fees	Equity Plus 0.04% per annum Balanced 0.05% per annum Cash Plus 0.00% per annum The above fees are based on investment manager outperformance of 1%.	If these fees are payable, they are deducted from the before tax earnings of the relevant investment option. Some of these costs may be deducted directly by the investment manager before the value of the underlying investments is determined.
Service fees		
Investment switching fee The fee for changing investment options	Nil	Not applicable

1. Please refer to the Additional explanation of fees and costs section on page 8.

Example of fees and costs for the Balanced investment option

This table gives an example of how the fees and costs of our Balanced investment option can affect your superannuation investment over a one-year period.

You should use this table to compare this product with other superannuation products.

Fees from 27 November 2010

Example of fees and costs for the Balanced investment option		
Fee type	Amount	Balance of \$50,000 with total contributions of \$5,000 during year
Contribution Fees	Nil	For every \$5,000 you put in, you will be charged \$0.
PLUS Management Costs	1.07%* per annum + \$66.30 per annum	And, for every \$50,000 you have in the Fund, you will be charged \$535 each year plus a fixed member fee of \$66.30, regardless of your balance.
EQUALS cost of fund	\$601.30	If you put in \$5,000 during a year and your balance was \$50,000, then for that year you will be charged total fees of: \$601.30
What it costs you will depend on the investment option you choose.		

* This percentage is made up of 0.41% per annum expense recovery fee, 0.01% per annum member benefit protection fee and 0.65% per annum investment management cost. Investment management costs include an allowance for performance-based fees of 0.05% per annum.

The investment management cost and performance-based fee vary for each investment option and are deducted from the before tax investment earnings of the Fund before crediting rates are determined. Investment management costs and performance-based fees are not deducted from members' accounts. These fees change each year.

For illustrative purposes, the above example assumes that management costs were calculated on a year-end balance of \$50,000, which includes a contribution of \$5,000 made at the start of the year and that no lump sum withdrawals were made for the period. If you make a withdrawal or leave the Fund, you will also be charged a withdrawal fee of \$50 for every payout (including any partial or full payout).

Additional explanation of fees and costs

Revision or adjustment of fees

All fees are current as at the date of this PDS and may be revised or adjusted by the Trustee from time to time. We may also introduce new fees.

Expense recovery fees

These fees include expenses like administration charges, legal fees, office expenses, consulting fees, marketing expenses and other miscellaneous Fund expenses. These fees are based on estimated costs for the 2010/11 financial year. The Fund uses current and prospective information in determining fees, in line with ASIC best practice.

Investment management fees

The investment management fee for each investment option will change throughout the year due to timing, cash flow, changes in the investment manager line-up, changes in asset allocation and other factors.

Investment-related expenses (such as investment manager fees, brokerage, government duties, taxes and performance fees) are deducted from the investment returns of each investment option before the returns of our investment options are determined.

These fees are estimated for the 2010/11 financial year and are based on investment manager information and the Fund's strategic asset allocation at 30 June 2010.

Performance fees

If an investment manager charges a performance fee, it will be passed on to members as an adjustment to the investment performance of the relevant investment option.

Performance fees are only charged when higher returns (relative to a specified target for a particular investment manager) are achieved. As agreed performance targets vary between investment managers, it is not possible to provide a precise figure for the performance fees that will be applicable to the relevant investment options. Estimated performance fees for the Balanced and Equity Plus investment options are calculated based on:

- the strategic asset allocation of the Fund as at 30 June 2010
- outperformance of 1% by the investment managers, based on indicative annualised calculations using fee information provided by underlying investment managers for periods up to approximately 30 June 2010.

The use of this estimate is not an indication or guarantee of future performance. The actual performance fee will vary depending on the Fund's actual return and agreements in place with relevant investment managers. A performance fee will not always be payable.

Withdrawal fee

A \$50 fee applies for every full or partial withdrawal, including transfers out of the Fund. Transuper does not charge a withdrawal fee if a member transfers their super between divisions of the Fund.

Family Law valuation fee

A fee of \$50 applies for every request made by an eligible person for information about your account under family law legislation. The fee is charged to the person requesting the valuation and is payable to Transuper by cheque.

Family Law account splitting fee

If your account must be split to effect a Family Law splitting order or arrangement, a fee of \$50 will apply. The fee will be split and deducted evenly from the Transuper member's account and the former spouse's entitlement.

Contribution splitting fee

If you choose to split your super contributions with your spouse (see [page 12](#)), and the spouse's account is held with Transuper or one of our other divisions no fee applies. If the spouse's account is not held with Transuper or one of our other divisions a fee of \$55 will apply. This fee is deducted from the member's account.

Superannuation advice fee

This fee is agreed between you and Transuper's advice provider (see [page 5](#)) for financial advice about super, if you elect to receive advice and have the advice paid from your Transuper account.

Goods and Services Tax (GST)

The GST disclosures in this PDS are of a general nature only. GST will not be payable on investments purchased in the Fund. GST will apply to most fees charged to the Fund. Generally, we cannot claim full input tax credit for these fees, but the Fund may be entitled to reduced input tax credits (currently equal to 75% of the GST paid) for part of these fees. All fees and costs shown in the 'Fees and other costs' table are inclusive of GST and any applicable reduced input tax credits.

Insurance premiums

Transuper offers basic insurance cover to eligible members. Additional insurance (death, including terminal illness, cover, death and Total and Permanent Disablement (TPD) cover and income protection cover) is also available. See [page 24](#) for more information about Transuper's insurance cover. Any applicable insurance premiums are payable monthly in arrears from your Transuper account balance, in addition to the fees shown in the 'Fees and other costs' table ([page 7](#)). You can choose not to have any insurance cover. At the end of each month you must have enough money in your account to cover the next month's insurance premiums, otherwise your insurance cover will lapse.

Member benefit protection fee

The Fund protects members' accounts, when they are less than \$1,000, from erosion by fees. We do this by ensuring that fees deducted (excluding insurance costs and taxes) do not exceed the investment earnings credited to the account.

When the investment earnings credited or debited to your account are insufficient to cover the administration fee, then the administration fee will be capped at \$10 (plus an amount equal to any investment earnings credited). This administration fee is applied at the annual review date and to all account closures throughout any year.

This fee is based on the cost of member benefit protection in the last financial year and is deducted from the total gross assets of the Fund before crediting rates are finalised.

How Fund tax deductions impact member fees

The Fund may be entitled to claim a tax deduction against its taxable income for expenses paid. The tax impacts for the following expenses are reimbursed as follows:

Insurance costs and member fee

The Fund reimburses any tax deduction applicable to insurance premium costs and the weekly member fee directly to individuals' accounts monthly. Insurance premiums may not qualify for a full tax deduction.

Investment-related costs

Deductions claimed for investment-related expenses, the expense recovery fee and the member benefit protection fee are applied against the taxable investment income before net investment earnings are credited to members' accounts.



3

Making contributions

This section explains the different ways you can contribute to your super.

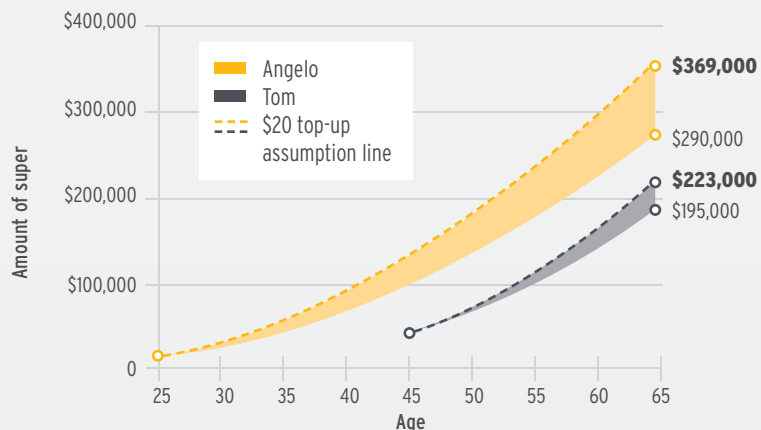
Why you should think about making extra contributions to your super

The 9% Superannuation Guarantee may not provide the kind of retirement lifestyle most of us are seeking. But by making regular extra contributions to your super early on, your retirement lifestyle could be looking much healthier.

Compare these two Transuper members, who each decide to put an extra \$20 per week into their super.

Tom starts to top up his super at age 45, while Angelo starts at age 25.

The power of time and compound interest means that by starting early, **Angelo will retire with up to \$146,000 more super than Tom.**



This graph is based on hypothetical assumptions only and is not a reliable indicator of future investment performance. By including this graph, the Trustee is not providing financial advice or recommending any particular contributions strategy. This is a model only. It has been prepared using ASIC's FIDO Superannuation calculator including its default assumptions as at 22 December 2009.

Assumptions: Includes a voluntary after tax contribution of \$20 per week until age 65. Angelo's salary is \$45,000 per annum with an opening Transuper account balance of \$10,000. Tom's salary is \$60,000 per annum with an opening Transuper account balance of \$40,000. For both Angelo and Tom, projections include 9% per annum Super Guarantee, assumes no insurance premiums are paid, assumes no additional voluntary contributions are made, does not include the Government co-contribution, fees are set at 1.02% of account balance per annum plus \$66.30 per annum. Excludes performance-based fees for manager outperformance. All other assumptions are those used in the ASIC FIDO Superannuation calculator, such as the Balanced option investment return of 8% per annum gross of 15% contributions tax and other assumptions such as inflation, which is indexed at 2.5% per year. Projections are rounded to the nearest thousand dollars.

Contribution terms explained

You and your employer can make a number of different types of contributions to your super. These are grouped into concessional and non-concessional contributions.

Concessional contributions

- employer contributions (SG)
- award
- employer voluntary contributions
- salary sacrifice
- self-employed deductible contribution

Non-concessional contributions

- personal
- spouse

Employer contributions (SG)

Your employer is required by law to make superannuation contributions on your behalf. The amount they pay is determined by:

- the Superannuation Guarantee (SG), which is 9% of your yearly ordinary time earnings
- your industrial Award
- your enterprise agreement
- your pre-Fair Work reform agreement
- a rate which is agreed between you and your employer.

To meet their SG obligations, your employer must pay you the SG amount at a minimum. You should check your account regularly to make sure these payments are being made.

Your employer may not be required to pay SG into your Transuper account if:

- your employer also contributes to another fund for you
- you are under 18 and working 30 hours or less a week
- you earn less than \$450 a month
- you are aged 70 or over
- in certain circumstances, if you are working overseas
- in certain circumstances, if you have moved to Australia from overseas.

A maximum limit applies to SG payments. If you earn more than \$42,220 per quarter for the 2010/11 year, your employer is not required to pay SG on the part of your earnings above this maximum limit.

Concessional contributions

Concessional (before tax) contributions are generally taxed at a reduced rate of 15%. This can be much lower than the tax you pay on your salary. Tax is deducted from your account at the end of each month based on the contribution credited to your Transuper account. This is why concessional contributions are also called before tax contributions.

There are caps on concessional contributions. As at 1 July 2010, these are:

Concessional contributions caps

Under 50 years	50 years and over
\$25,000 p.a.	\$50,000 p.a.*

* This is a transitional contribution cap that applies until 30 June 2012. The Government has announced that from 1 July 2012, the transitional concessional contributions cap will return to \$25,000 for people aged 50 or over. An indexed concessional contributions cap of \$50,000 will be introduced from 1 July 2012 (on a permanent basis) for individuals aged 50 or over with a total superannuation balance of less than \$500,000.

If total contributions from you or your employer exceed this cap, you will be taxed an extra 31.5% on the excess contributions.

Concessional contributions over the cap also count towards the non-concessional contributions cap.

Non-concessional contributions

Non-concessional (after tax) contributions are not taxed when they are paid to your account, because you have already paid income tax on this money. This is why non-concessional contributions are also called after tax contributions.

These contributions are capped at \$150,000 a year.

Contribution rules

Age group	Types of contributions that Transuper can accept			
	SG?	Mandated contributions?*	Voluntary employer contributions?	Voluntary member contributions?
Under 65	YES	YES	YES	YES
65 to 69	YES	YES	YES, if worked min 40 hrs in consecutive 30 day period in the financial year	YES, if worked min 40 hrs in consecutive 30 day period in the financial year
70 to 74	NO	YES	YES, if worked min 40 hrs in consecutive 30 day period in the financial year	YES, if worked min 40 hrs in consecutive 30 day period in the financial year
75 and over	NO	YES	NO	NO

* 'Mandated' contributions are Superannuation Guarantee contributions or contributions made pursuant to an Award or Certified Agreement.

People under age 65 can bring forward two years of contributions and make a contribution of \$450,000 in one year.

However, you will not be able to make any other non-concessional contributions for the next two years.

If you exceed this cap, you will be taxed at 46.5% (the top income tax rate plus the Medicare Levy) on the excess contributions.

Tax on contributions

Turn to the **Tax and your super** section on **page 38** for information about tax on super contributions.

Special contribution rules apply if you are over 65

The table below shows the contributions Transuper is allowed to accept on your behalf once you reach age 65.

When we can't accept contributions

Transuper cannot accept contributions made for or by you if:

- you have not provided your Tax File Number (see **page 39**) for after tax and tax deductible contributions
- an individual contribution exceeds the concessional or non-concessional contributions caps
- you are 65 or older and have not met the work test by working a minimum of 40 hours in a consecutive 30 day period in the current financial year
- we are unable to identify you.

If we can not accept your contribution, the payment will be returned to the party who made the contribution.

Top up your super

Topping up your super with extra contributions is a smart way of looking after your future.

The power of compound interest means that putting in a small amount of money now is more effective than trying to catch up when retirement is just around the corner.

There are two ways you can put your own money into your super:

- salary sacrifice using your before tax money
- voluntary contributions using your after tax money.

Salary sacrificing into super

Salary sacrifice can be an effective way to boost your super while reducing your income tax.

Salary sacrifice is where you arrange with your employer to have additional contributions to your super taken out of your salary before tax, rather than making personal contributions from your after tax salary. This can reduce your taxable income, which can reduce the amount of income tax you pay. Your employer makes the contributions for you, so salary sacrifice is an easy way to add to your super.

Your salary sacrifice contributions are taxed at the concessional tax rate of 15% (assuming your contributions do not exceed the concessional cap) which in most cases will be lower than your personal income tax rate.

Because salary sacrificing into super reduces your before tax pay, there are some important things for you to consider before you enter into a salary sacrifice arrangement.

Salary sacrifice, tax and social security

Salary sacrificed contributions are counted as part of your total assessable income for the purposes of social security, tax and the Government co-contribution.

Salary sacrifice and other benefits

Reducing your before tax salary using salary sacrifice could affect the level of your other entitlements, like Superannuation Guarantee payments and other benefits, depending on the conditions of your employment. We recommend you check your entitlements with your employer before entering into a salary sacrifice agreement.

Talk to a professional

In some cases, you may be better off by making after tax contributions (and receiving an extra boost from the co-contribution) than you may be by choosing salary sacrifice.

We recommend you seek financial advice if you are considering salary sacrificing into super. This way, you will be presented with all of the pros and cons of your choice. Turn to **page 5** for more information about advice and your super.

Voluntary contributions

After tax contributions

You can make voluntary after tax contributions to your Transuper account by:

• Electronic funds transfer (EFT)

Account name: Transuper

BSB: 032-002

Account number: 272938

Please quote your member number as the reference.

• BPAY®

Transuper's biller code is 857664.

Call us on **1800 808 799** for your personal reference number.

© Registered to BPAY Pty Ltd ABN 69 079 137 518.

• Cheque

Send cheques (payable to Transuper) to:
Locked Bag 5094, Parramatta NSW 2124.

You decide how much extra you would like to contribute (a fixed dollar amount or a percentage of your pay) and how often. You can change the rate of your personal contributions or stop contributing whenever you like.

Spouse contributions

You can put money into Transuper for your spouse, if your spouse is under age 65 (and in certain circumstances, between age 65 and 70).

If you are making after tax contributions for your spouse, you can claim a tax rebate for those contributions if their income is below \$13,800 p.a. (see **page 41**).

Contribution splitting

Contribution splitting allows you to transfer some of your super contributions into a super account in your spouse's name. Conditions apply, so go to **www.transuper.com.au** or call us on **1800 808 799** for more information.

About the Government co-contribution

By making after tax contributions to your super account, you may be eligible for a Government co-contribution of up to \$1,000 each year.

The co-contribution you receive depends on your income and the value of the voluntary contributions you have made in a financial year.

The Government co-contribution table shows the co-contribution you could receive for various contributions depending on your income.

The maximum co-contribution is \$1,000 (based on a \$1,000 contribution), for people whose income is \$31,920 or less (for 2010/11). The co-contribution is reduced by 3.333 cents for each dollar of additional income and cuts out completely for incomes of \$61,920 or more.

For the purpose of the co-contribution, income means your total assessable income, including salary sacrifice (before tax) contributions and any reportable fringe benefits.

The current lower and higher income thresholds will be frozen at \$31,920 and \$61,920 respectively for the next two years (2010/11 and 2011/12).

The Government can review the co-contribution rate and thresholds at any time. Go to www.transuper.com.au or www.ato.gov.au for up to date information.

The Government co-contribution

	If you contribute:			
	\$1,000	\$800	\$500	\$200
and your income (p.a.) is	your co-contribution will be			
\$31,920 or less	\$1,000	\$800	\$500	\$200
\$37,920	\$800	\$800	\$500	\$200
\$43,920	\$600	\$600	\$500	\$200
\$49,920	\$400	\$400	\$400	\$200
\$55,920	\$200	\$200	\$200	\$200
\$61,920 or more	\$0	\$0	\$0	\$0

Are you eligible?

You must earn between \$0 and \$61,920 in 2010/11 to qualify and make at least one after tax contribution to your super.

In addition:

- the co-contribution is only available to people who earn at least 10% of their income as an employee or from running a business or a combination of both
- you must have provided your Tax File Number to Transuper, and lodge a Tax Return
- you must also be under age 71 at the end of the relevant financial year to be eligible for the co-contribution
- the co-contribution is not available to most temporary residents
- the co-contribution will not be paid on after tax contributions if you are self employed and claim a tax deduction for those contributions.

How it works

Under super law, Transuper must give the Australian Taxation Office (ATO) information about your contributions and those made by your employer at the end of each financial year.

Using this information and information you have provided to the ATO in your tax return, the ATO will work out if you are entitled to receive a co-contribution. The co-contribution payment will then be sent directly to Transuper.

If your co-contribution has been overpaid, the ATO will advise Transuper and we will then adjust your account to reflect this. If you have withdrawn your super, you may need to repay the overpaid amount directly to the ATO.



4

Withdrawing your super

This section explains when and how you can access your super.

When you can withdraw your super

Superannuation benefits fall into two general components:

1. preserved
2. non-preserved.

Your latest statement will show how much money you have (if any) in each of these components.

Different withdrawal conditions apply to each of these components.

Preserved

Your preserved component is the amount (with some exceptions) that will generally stay in superannuation until you retire on or after your preservation age.

Preserved amounts of over \$200 can only be withdrawn if you meet one of the following conditions of release:

- you have reached your preservation age (see page 15) and do not intend to work 10 hours or more per week ever again

- you have ceased employment with an employer since you turned age 60
- you are aged 65 or more
- you die
- you are the holder of an expired or cancelled temporary resident visa and you leave Australia permanently. (This condition of release is available to certain visa categories only and not available to you if you are a New Zealand citizen. For more information, call us on 1800 808 799 or see the **Temporary residents section on page 15.**)
- the Trustee is satisfied that you are permanently incapacitated
- you have compassionate grounds for applying and the Australian Prudential Regulation Authority (APRA) agrees
- you suffer severe financial hardship as specified under superannuation law
- you suffer from a terminal medical condition.

Preserved amounts under \$200 can be withdrawn without restriction provided you have ceased working for a Transuper Participating Employer.

Non-preserved

Unrestricted non-preserved

Your unrestricted non-preserved component is the part of your super that can be taken in cash at any time. It is usually made up of rollovers from other super funds, or employer eligible termination payments rolled over before 1 July 2004.

If you choose to withdraw some or all of an unrestricted non-preserved component before you reach your preservation age (see page 15), then tax may be deducted. Call us on 1800 808 799 for details.

Restricted non-preserved

Your restricted non-preserved component is payable if you meet a condition of release or when you cease employment with the contributing employer, in which case the amounts become unrestricted non-preserved.

Preservation age

Your preservation age is the age at which your preserved super can be paid to you in cash and is shown in the table below.

Until you reach your preservation age, the law requires that your super stay in the superannuation system.

Date of Birth	Preservation age
Before 1 July 1960	55
Between 1 July 1960 and 30 June 1961	56
Between 1 July 1961 and 30 June 1962	57
Between 1 July 1962 and 30 June 1963	58
Between 1 July 1963 and 30 June 1964	59
After 30 June 1964	60

When you're ready to retire

You have a number of options when it comes to accessing your super. Provided you meet a condition of release, you can:

- leave your super where it is until you need it
- convert your super into tax-effective income using a superannuation pension
- use a super pension to support your income as you cut back on working hours
- withdraw your super as a cash lump sum.

For more information about your options as you approach retirement, visit www.transpension.com.au.

Temporary residents

Temporary residents can withdraw their super as a Departing Australia Superannuation Payment within six months of leaving Australia (if certain conditions are met).

If a temporary resident does not apply to Transuper for withdrawal within six months of permanently leaving Australia, we are required to transfer the benefit to the Australian Taxation Office as unclaimed super. The money can then be claimed from the Australian Taxation Office by the temporary resident.

Members applying for benefits must declare they are an Australian citizen, New Zealand citizen or permanent resident of Australia, or holder of a retirement visa 410 or investor retirement visa 405.

If you are a temporary resident and Transuper is required to transfer your superannuation benefit to the Australian Taxation Office, you will not receive an exit statement from Transuper upon transfer.

Watch out for illegal early access schemes

Promoters of illegal early access schemes may claim that you can withdraw your super or use a self-managed super fund to pay off your debts, make a deposit on a home or pay for a holiday.

Under superannuation law, this is illegal.

You cannot access your preserved super until you meet a condition of release. There are no exceptions.

You could face fines or jail time if you participate in one of these schemes.

Promoters of illegal access schemes often target people in financial trouble, or people who have been retrenched.

Please call us on **1800 808 799** if you want to know more.

Consider a superannuation pension

Superannuation pensions allow you to convert your super savings into retirement income once you reach preservation age or meet a condition of release.

Pensions may be an attractive alternative to taking super in cash because as well as providing access to your super as regular income, they offer tax benefits and the opportunity to grow your super through further investment. Once you turn 60 you pay zero tax on pension payments.

Account Based Pension

An Account Based Pension allows you to choose how much income you want to receive (within set limits) and how often you wish to receive it. You can choose how your money is invested while it is held in the pension.

Transition to Retirement Pension

A Transition to Retirement Pension gives you the option of accessing some or all of your super as income while you continue working full-time or part-time, and while still accruing benefits in your non-pension super account.

TransPension, our pension division, offers an Account Based Pension and a Transition to Retirement Pension.

For more information visit www.transpension.com.au or call **1800 222 071**.



5

Investing your super

This section explains your investment options and how your super is invested.

A quick look at your three investment options

To keep things simple, Transuper offers a choice of three investment options that correspond to commonly chosen investment strategies. You can choose any one investment option or any combination of options.

For each investment option, the Trustee has selected a mix of asset classes and professional investment managers. All you need to do is pick the investment options that best suit your needs.

You must have \$1,000 or more in your Transuper account to make an investment choice. If you have less than \$1,000 in your account or do not make an investment choice, your super will be automatically invested in our Balanced option.

Equity Plus

In the Equity Plus option, most of your super will be invested in Australian and international shares. History shows that returns from this option are likely to move up and down from year to year but, over the long term, are expected to be higher than those of the Balanced and Cash Plus options.

Balanced

In the Balanced option, approximately three quarters of your super will be invested in growth assets such as shares and property, with the remainder in defensive assets, such as fixed interest and cash. Over the long term, the Balanced option returns are expected to be lower than those of the Equity Plus option but higher than those of the Cash Plus option. Balanced option returns are expected to be more stable than those of the Equity Plus option.

The Balanced option is where your super will be invested if you do not make an investment choice.

Cash Plus

In the Cash Plus option, all of your super will be invested in a combination of short term interest-bearing securities and cash.

Each investment option is described in more detail on [page 20](#).

Risk versus return

One of the fundamental concepts of investing is understanding the relationship between risk and return.

Risk is the chance of losing money you have invested and return is how much money your investment earns.

In order to get higher returns, you need to assume a higher level of risk.

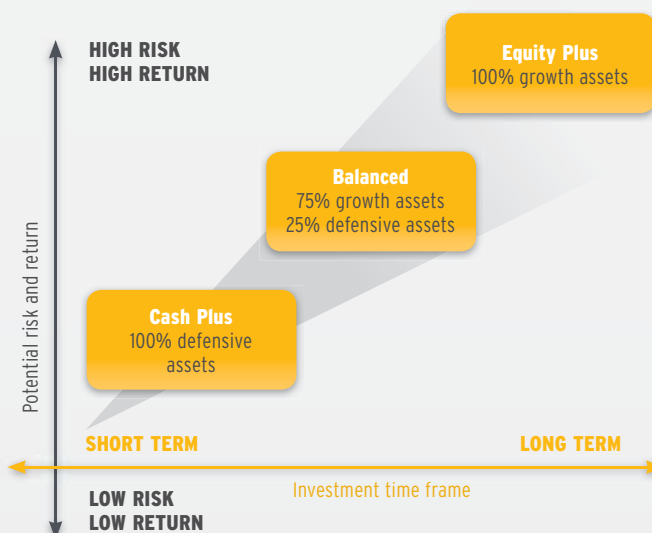
Likewise, if you want to reduce risk then you accept lower returns.

When you look at historical returns for higher-risk strategies, there may be years when returns are lower, and years when returns are higher. This volatility is the price you pay for higher returns in the long term.

If you select a high-risk investment option, you must be comfortable riding out the bad years when they occur.

If you select a low-risk investment strategy, you must be comfortable with the lower returns you are likely to receive over time.

Understanding your risk profile can be complicated. We recommend you talk to a financial adviser before you make an investment decision.



A word about risk

You need to be aware that the value of your Transuper account may rise or fall but, over time, highs and lows in investment returns will be smoothed out and your retirement savings should grow.

There is the risk that, if you leave Transuper, you may get back less than the amount of contributions paid in by you and your employer, because of the level of investment returns (including negative returns) earned by the Fund, the impact of tax, expenses and fees and the cost of your insurance (if any).

Investment performance

This table shows the performance of our three investment options for the ten financial years to 30 June 2010 and the compound average returns for five and ten years to 30 June 2010.

These compound average and yearly returns are based on annual crediting rates and are net of tax, fees and expenses.

Please remember that past performance is not necessarily an indication of future performance. The returns earned in the future will not necessarily follow the pattern of returns in the table.

Our historical investment performance

Period	Equity Plus	Balanced	Cash Plus	CPI (measures inflation)
10 year compound average	4.12%	4.45%	4.62%	3.2%
5 year compound average	2.92%	3.31%	4.53%	3.0%
Year ending 30 June 2010	9.57%	9.61%	6.39%	3.1%
Year ending 30 June 2009	-18.5%	-13.7%	4.4%	1.5%
Year ending 30 June 2008	-9.8%	-6.6%	3.1%	4.5%
Year ending 30 June 2007	18.8%	15.5%	4.5%	2.1%
Year ending 30 June 2006	20.7%	15.3%	4.3%	4.0%
Year ending 30 June 2005	13.5%	11.4%	4.5%	2.5%
Year ending 30 June 2004	18.4%	13.5%	3.1%	2.5%
Year ending 30 June 2003	0.0%	1.6%	5.4%	2.7%
Year ending 30 June 2002	-8.2%	-3.8%	3.8%	2.8%
Year ending 30 June 2001	5.1%	6.3%	6.8%	6.0%

Learn the investment basics

Before we start explaining the options and how they work, here are a few investment basics.

We all save in different ways. Many of us are paying off our home or planning on buying one, some of us have shares and all of us have a bank account.

Like your personal investments, superannuation funds invest too, they just do this on a much larger scale.

There are four main types of investments that super funds have – shares, property, fixed interest and cash. Generally speaking, these are grouped as either growth assets or defensive assets.

Growth assets

These are types of investments that have the potential to grow over the long term, but are also likely to experience volatility (ups and downs) in performance from year to year.

Growth assets include:

- shares
- property
- unlisted equity
- infrastructure.

Shares

When you buy shares you are actually buying part of a company. Your investment return will depend on how the company performs over time, economic factors and investors' views of the company.

By investing in international shares, you are investing in companies based in different countries, which may assist in reducing overall volatility (ups and downs in returns) of your total investment portfolio through increased diversification (spreading your risk across a range of investments).

International share investments may also be subject to currency movements which can add to, or take away from, the share investments returns.

Over the long term, returns from shares have, in the past, tended to be higher than those achieved by property, fixed interest and cash. However, over shorter periods, performance tends to have more ups and downs.

Property

Buying office buildings, shopping centres, industrial estates and other similar property investments is known as direct property investment. Investors can also buy units in property trusts which, in turn, buy a variety of properties. These trusts may be listed on the Australian Securities Exchange or they may be unlisted.

Like shares, property investment is suitable for long term investment as it has the expectation of growth in value, but also experiences some ups and downs.

Unlisted equity

Unlisted equity investments (also known as private equity) are investments in shares in companies that are not traded on the share market. The Fund invests in unlisted equity by investing in venture capital funds (offering interests in private businesses in their early stage of development), buyout funds (offering interests in more established companies with positive cash flow) and mezzanine funds (offering interests in companies just before they are publicly listed).

The Fund has chosen to minimise the risks involved in unlisted equity by investing in funds that specialise in this sector. These funds take large stakes in unlisted equity investments, as well as having an active role in monitoring and advising the private companies in the portfolio.

Infrastructure

Infrastructure funds give investors exposure to a professionally managed portfolio of infrastructure assets like:

- toll roads
- airports
- communication assets like broadcasting towers
- rail facilities and other transport assets
- utilities such as electricity power lines and gas pipelines.

Infrastructure funds are managed by specialist fund managers who make all the investment decisions.

Returns from infrastructure funds have a combination of capital growth and income. The income generated by infrastructure assets is expected to be fairly predictable as these funds operate in environments with low levels of competition and high barriers to entry.

For growth orientated funds, the absence of stable income in the near term is expected to be compensated with capital growth in the medium term. On the other hand, some infrastructure funds have more mature assets that are generating steady income streams. The Fund invests in both income-orientated assets and growth-orientated assets.

Defensive assets

These are types of investments used when trying to protect assets against the chance of a negative return (in other words the value of assets falls).

Defensive investments tend to produce lower long term, but more stable, returns than growth investments.

Defensive assets include:

- fixed interest
- cash
- absolute return funds.

Fixed interest

Fixed interest investments are issued to investors by Australian and foreign governments, semi-government authorities and companies in return for cash. Interest is paid to investors over the life of the investment, usually at a fixed rate. These investments can generally be bought or sold before they mature, potentially resulting in capital gains or losses.

International fixed interest investments are normally fully hedged to remove the effect of currency movements. Hedging is a process of protecting investments against, or reducing the risk of, a loss resulting solely from adverse currency movements.

Fixed interest investments are less volatile than shares and property, but with a lower expected return in the long term.

Over shorter periods, returns can be negative, particularly in situations where interest rates rise significantly.

Cash

Cash includes short term, interest bearing investments.

Generally, the likelihood of losing the initial investment in cash is minimal. While volatility (the chance of ups and downs in value) with cash is low, the returns are also likely to be lower than those available from fixed interest, property and shares over the long term.

Absolute return funds

Absolute return (or hedge) funds generally aim to produce returns in both rising and falling investment markets.

The investment techniques adopted by an absolute return fund vary from methods employed by a traditional fund manager. Rather than the traditional buy and hold approach, absolute return funds have greater scope to use sophisticated trading strategies to benefit from opportunities in the market.

Although every fund is different, the underlying investments in an absolute return fund may include shares, bonds, currencies, options, futures, commodities, real estate securities, and other financial instruments and strategies.

The performance of absolute return funds is not generally correlated to the performance of traditional assets such as shares, property or fixed interest. While the risk profile of absolute return funds can range from very conservative to aggressive, the Fund only invests in the conservative 'fund of fund' vehicles.

A fund of fund refers to a fund which invests in a number of absolute return funds.

Investments and risk

Historically, growth assets have tended to give higher returns over the long term than defensive assets, but have experienced more frequent and larger ups and downs, or risks, in the short term.

Historically, defensive assets have tended to give lower returns over the long term, but have experienced fewer and smaller ups and downs than growth assets in the short term.

By having different mixes of growth and defensive assets in investment options, the characteristics of those investment options change.

If an investment option has a high proportion of growth assets compared to defensive assets, you would generally expect higher long term returns with more short term volatility, or ups and downs, than in the opposite case of a low proportion of growth assets and a high proportion of defensive assets.

About risk

All investments have some element of risk associated with them.

Investment risk can be thought of as the chance that the return from your investment will be different to what you expect.


Your investment in Transuper could rise or fall in value or produce a return which is less than you expect. Rises and falls in value occur for a variety of reasons and sometimes quickly. The types of investment risks which may have an impact on your investment in Transuper include:

- **individual asset risk** - the risk attributable to individual assets held within a particular asset class
- **market risk** - the risk of major movements in a particular asset class
- **political risk** - the risk that domestic and international political stability or instability will impact your investment
- **inflation risk** - the risk that money will not maintain its purchasing power due to increases in inflation

- **timing risk** - the risk that, at the date of investment, your money is invested at higher market prices than those available soon thereafter. It can also mean the risk that, at the date of cashing in your super, your investments are redeemed at lower market prices than those that were available shortly before or soon afterwards. These movements will affect the crediting rate and consequently the payout you will receive
- **investment manager risk** - the risk that a particular investment manager will underperform the market return (This could be, for example, because their view on markets is wrong over a period, because of their investment style or because they lose key investment personnel.)
- **credit risk** - the risk that a debt issuer will default on payment of interest and/or principal
- **liquidity risk** - the risk that you will be unable to redeem your investment at your chosen time
- **currency risk** - the risk that international investments lose value as a result of a rising Australian dollar.

Your investment options

Equity Plus	
Mix of investments (strategic asset allocation)	Strategic Benchmark
GROWTH ASSETS	100%
Australian shares	44%
International shares	34%
Property	7%
Unlisted equity	10%
Infrastructure	5%
DEFENSIVE ASSETS	0%
Cash/Interest bearing securities	0%
Australian fixed interest	0%
International fixed interest	0%
Absolute return funds	0%



Primary return objective

To earn an annual return that is 4% a year higher than the Consumer Price Index (CPI) over rolling five-year periods.

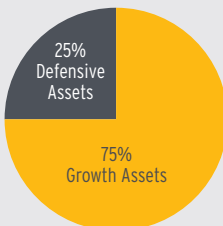
Risk objective

To limit the likelihood of a negative return, on average, to approximately one year in every four.

Strategy

Invests mostly in Australian and international shares. History shows returns from this option are likely to move up and down from year to year with short term risk of capital loss but over the longer term should perform better than the Balanced or Cash Plus investment options.

Balanced	
Mix of investments (strategic asset allocation)	Strategic Benchmark
GROWTH ASSETS	75%
Australian shares	30%
International shares	20%
Property	12%
Unlisted equity	5%
Infrastructure	8%
DEFENSIVE ASSETS	25%
Cash/Interest bearing securities	4%
Australian fixed interest	4%
International fixed interest	7%
Absolute return funds	10%



Primary return objective

To earn an annual return that is 3% a year higher than the CPI over rolling five-year periods.

Risk objective


To limit the likelihood of a negative return, on average, to approximately one year in every five.

Strategy

Invests approximately 75% in growth assets such as shares, property and infrastructure (see page 22), with the rest in defensive assets such as fixed interest and cash.

Investments are expected to have less risk of loss of capital and less short term fluctuations in returns than investments in the Equity Plus option. Over the long term, Balanced investment option returns are expected to be lower than Equity Plus returns, but higher than Cash Plus returns.

Cash Plus	
Mix of investments (strategic asset allocation)	Strategic Benchmark
GROWTH ASSETS	0%
Australian shares	0%
International shares	0%
Property	0%
Unlisted equity	0%
Infrastructure	0%
DEFENSIVE ASSETS	100%
Cash/Interest bearing securities	100%
Australian fixed interest	0%
International fixed interest	0%
Absolute return funds	0%



Primary return objective

To earn an annual rate of return that is greater than the UBS Bank Bill Index.

Risk objective

Negative monthly returns are generally not expected.

Strategy

Invests in cash and short term interest bearing securities. Investments are more stable than in Equity Plus or Balanced, with low risk of capital loss but also a low potential for higher investment returns over the long term.

Other things you should know about investments

Understanding crediting rates

What are crediting rates and how do they work?

At the end of each financial year, investment earnings are applied to your super account.

Investment earnings are also applied during the year if you:

- switch investment options
- make a withdrawal from your super account or transfer to another super fund
- transfer all or part of your super to another division of the Fund.

Crediting rates are based on the investment earnings for each investment option (adjusted for estimated tax, investment management fees and other costs).

Crediting rates can be positive or negative, depending on investment performance.

Crediting rates are declared monthly for each investment option. Interim crediting rates are updated on a weekly basis. The Trustee reserves the right to declare crediting rates more or less often.

Current crediting rates are available on the Transuper website or by contacting us on **1800 808 799**.

Crediting rate adjustments

We recognise that errors may sometimes occur in the calculation of crediting rates.

Where an actual error has been made in respect of your account, the amount will be adjusted to reflect the actual rate, provided that the adjustment is considered to be material. An amount is generally considered to be material if the adjustment is at least 0.3% of the member's account balance. The Trustee may apply a lower threshold at its discretion. In the case that you have exited the Fund, the Trustee may apply a fixed dollar minimum before it pays compensation. The fixed dollar minimum is currently \$20.

How are monthly crediting rates calculated?

Monthly crediting rates are declared for each investment option. These crediting rates are based on the investment earnings for each month, taking into account estimates for tax, investment management fees and other fees.

The crediting rates for the month of June are generally reviewed to take account of any difference between estimates for taxes and fees and actual tax and fees incurred by the Fund during

the year, once those taxes and fees are known. This is to ensure that the Fund's net assets cover members' total account balances at the end of the financial year (30 June). The June crediting rates are usually declared in August each year.

The Trustee reserves the right to change any monthly crediting rate. Monthly crediting rates may be positive or negative, because they depend on the performance of investments held in each investment option.

How are interim crediting rates calculated?

Interim crediting rates are based on estimated investment earnings for the period since the last monthly crediting rates, taking into account estimates for tax, investment management fees and other costs.

For the Balanced and Equity Plus options, the estimated investment earnings are calculated using the benchmark asset allocation for each investment option and movements in market indices (e.g. Australian and overseas share markets) from the beginning of the month. During 2011, the performance calculations supplied by the Fund's custodian may change. This will enable the Fund to replace the use of benchmark allocations and market indices with actual performance returns for some investment managers.

For the Cash Plus option, actual investment earnings are available and updated on a weekly basis.

For any investment option, for periods when market indices are not available or, in the case of the Cash Plus option, when the unit prices of the underlying investments or the investment performance figures are not available (e.g. when setting an interim crediting rate in advance for the first week of a new month), a cash rate (e.g. the AFMA rate) may be used in the calculations.

When the monthly (final) crediting rates are declared for each option, they replace the monthly interim crediting rates.

Interim crediting rates may be positive or negative because they depend on the performance of investments held in each investment option.

For more information about crediting rates, visit www.transuper.com.au.

Investment switches, withdrawals and transfers

Investment earnings are also applied to your super account when you switch investment options, make a withdrawal or transfer any of your super to another division of the Fund during the year. In any of these events, the crediting rate(s) applicable at the time the transaction is processed is used to calculate investment earnings based on the amount switched, withdrawn or transferred.

Crediting rates may be positive or negative because they depend on the performance of investments held in each investment option.

If you switch investment options before the final crediting rate for the previous June is declared (usually in August), investment earnings will be applied to your super account at the time of the switch. In addition, when the final crediting rate for June is declared, investment earnings will be re-calculated and applied to your super account if the final June crediting rate is different to the interim June crediting rate. The investment earnings applied may be positive or negative.

All investment option switches, withdrawals and transfers are processed using the crediting rates for the relevant investment option(s) since the previous 1 July or the last investment option switch, withdrawal or transfer, whichever is later.

Investment earnings to be applied to your switch, withdrawal or transfer are calculated on a daily pro-rata basis by applying the relevant monthly crediting rates for the investment option(s) your money was invested in.

If you are leaving Transuper, the monthly crediting rates (as at the date of payment) for the investment option(s) are applied to your account on a daily pro rata basis up to the date that your benefit is paid from Transuper.

Our investment philosophy

The investment philosophy of the Fund is to enhance the benefits available to members by seeking to maximise the returns on assets without exposing the assets to unnecessary risk.

Investment objectives

The Equity Plus and Balanced options both have a number of investment return objectives, based on expected returns compared with inflation, compared with other super funds and compared with a benchmark. The Cash Plus option has an investment return objective based on expected returns relative to a short-term cash rate. For more information, contact us on **1800 808 799**.

All three options also have a risk objective relating to the expectation of negative returns. These risk objectives are based on historical data and should not be considered to be guarantees. Just because a negative return occurs in one year does not mean it will be followed by a positive return in the next year.

In setting the overall objectives, the Fund ensures that the objectives contain quantifiable and measurable performance targets, including defined timeframes and ways of measuring whether the objectives have been met.

However, the Fund recognises that the nature of most investments is such that these objectives are intentions only and may not be achieved in any particular timeframe. The goal will be to achieve the investment objectives as frequently as possible.

Investment strategy

Each investment option has an investment strategy to achieve its stated objectives. The strategy includes the selection of a long term mix of investments (asset classes), called a strategic asset allocation, that supports the option's objectives. These strategic asset allocations are chosen after considering professional advice and we believe that the chosen strategies give the investment options a reasonable chance of meeting their objectives. However, there is no guarantee that a particular objective will be met over a particular period.

The current benchmark strategic asset allocation for each investment option is shown in the summary table on **page 20**. Please note that the mixes of investments making up the benchmarks may change from time to time.

Sector specialist approach

The Fund appoints specialist managers to invest assets in each sector (or asset class). Often, more than one manager is appointed in an asset class to provide diversification.

For example, a number of managers may be appointed to manage Australian shares, and different managers appointed for international shares. Because no single investment manager is likely to be among the best in more than one asset class, investment options involving a number of asset classes will typically be managed by a range of different managers.

Choosing and monitoring investment managers

The Fund receives professional advice on the selection and ongoing review of investment managers, including the monitoring of their performance against investment objectives.

We may remove, replace or add investment managers from time to time.

Actual asset allocation

Over time, the Trustee reviews the benchmark strategic allocation of its investment in various asset classes. The Trustee reserves the right to vary the strategic asset allocation at its discretion without prior notice to members.

The actual asset allocation will vary from year to year. The Trustee reserves the right to vary the actual asset allocations for all or any of the investment options without prior notice.

In response to changing investment markets, over a period of time starting on 1 July 2009, the Fund's default Balanced investment option is being adjusted to a short term tactical asset allocation of up to 80% in growth assets and 20% in defensive assets. This adjustment allows the Fund to take advantage of investments that offer attractive returns on a risk-adjusted basis, without changing the long term strategic asset allocation of the Balanced investment option. As at April 2011, the Balanced option has a short term tactical asset allocation of 79% in growth assets and 21% in defensive assets.

The long term strategic asset allocation of the Balanced option remains 75% in growth assets and 25% in defensive assets (see **page 20**).

In October 2010, the Trustee resolved to gradually sell down all of the longer term credit rated securities held in the Cash Plus portfolio over the next 12 months. While the exposure to these credit rated securities has been the main reason for the strong investment performance of the Cash Plus option over the last two years, this adjustment is being made to address changing market conditions and to better align the risk/return profile of the Cash Plus option with member expectations. It is the intention of the Trustee to re-name the investment option 'Cash' once all these credit rated securities are sold. The Trustee will keep members advised of these developments.

The actual asset allocation as at 30 June 2010 is detailed in Transuper's 2010 Annual Report which is available at www.transuper.com.au.

Changes to our investment options

The Trustee may add new investment options, remove existing investment options or alter any investment option from time to time. Members will be informed of these changes if they are judged to be material.

Reserves

The Fund can hold reserves, due to the rounding of the earning rates credited to each member's account at 30 June each year and year end adjustments. The Trustee also maintains a reserve of \$250,000 as required by its RSE Licence.

The Board has deemed it prudent to establish an Operational Risk Reserve (ORR), which is designed to protect members' investments against adverse events resulting from failed processes or systems, or external events, such as fraud.

The Cooper Review into superannuation recommended that all superannuation funds establish an ORR. The Board has decided to act upon this recommendation in advance of any potential legislative changes.

The Fund has set a target ORR reserve equal to 0.75% of assets. The reserve will be built up over a period of approximately 5 years.

Use of derivatives

The Fund does not undertake day to day investment of derivative instruments (such as futures or options).

External investment managers may use derivatives in:

- managing individual investment portfolios for the Fund
- pooled funds in which the Fund invests
- rebalancing the asset mix of the Equity Plus and Balanced investment options closer to their benchmark asset mix.

Derivative investments are not used for borrowing, leveraging or speculative purposes.

There are limits on the amount of derivatives that can be used in the Fund's individual investment portfolios, which are stated in the Investment Management Agreements with the managers. Each manager that uses derivatives has a Derivative Risk Statement that describes the risks and controls in place.

The Trustee receives regular reports of each manager's compliance with their Derivative Risk Statements.

The Trustee has adopted a Derivative Risk Statement in which the management of derivatives is described.

Socially Responsible Investment (SRI)

Transuper takes environmental, social and ethical considerations (SRI Considerations) into account when deciding whether to buy, hold or sell investments. The Trustee has informed all existing investment managers that it expects a responsible approach to investment to be taken which includes environmental, social and ethical considerations. The Trustee does not take labour standards into account.

Our SRI Considerations policy will be taken into account in appointing new investment managers and, where otherwise appropriate, in investing in new collective investment schemes. Decisions about SRI Considerations will be delegated to such investment managers and scheme trustees. The Fund has no predetermined view about what it regards as environmental, social or ethical considerations and will take account of SRI Considerations it becomes aware of, but only to the extent that they financially affect the long term performance of the investment.

The Fund is a signatory to the United Nations' Principles for Responsible Investment (UNPRI). The UNPRI provides a framework of global standards, recognising the direct link between environmental, social and governance practices and investment performance. The principles include voluntary actions related to investment decision-making, active ownership, transparency and collaboration. The investment managers will report to the Trustee on their SRI Considerations on an ongoing basis. Our approach in respect of an investment which no longer adheres to our policies on SRI Considerations will be determined on a case by case basis.

Making your decision

Choosing the right investment strategy for your super is extremely important—especially if your savings are going to be your main source of retirement income.

This choice will be your decision alone and will need to be based on your individual objectives, financial circumstances and needs. In this section, we cover the things you should think about before making, or changing, an investment choice.

We recommend that you consider seeking financial advice before making an investment decision.

Some points you may wish to consider before making your choice:

- the level of risk you are comfortable with
- your investment timeframe
- what you plan to do with your super when you retire
- whether you have any investments outside of super and whether they are growth assets or defensive assets
- how much longer you will be earning an income and contributing to super
- whether you are planning on cashing in all or part of your super when you retire, to pay for things other than an ongoing income.

Who can make an investment choice?

Existing and new members with an account balance of at least \$1,000 can make an investment choice.

If you are opening your Transuper account with a rollover from another fund, you can nominate your investment options by completing and returning a *Choosing your investment option(s)* form with your *Membership application* form. For a copy of this form, visit www.transuper.com.au or call us on 1800 808 799.

You do not have to make an investment choice

If you do not make an investment choice, your super will be automatically invested in our Balanced investment option.

How much risk are you comfortable with?

All investments involve some level of risk, which is the chance that the return from your investment will be different from the return you expect. Because some investment options are more volatile than others (often depending on the mix of growth and defensive assets), having a choice of investment options helps you control how much risk you want to take.

Investing your super in defensive assets also carries potential risks over the long term, in particular, the risk that your super investment will not keep up with inflation.

If your super does not grow as fast as inflation, your super will lose its buying power and you may end up with a smaller nest egg than you expect.

Your investment timeframe

If you have a long investment timeframe, then you may want to consider investments that have a high proportion of growth assets. With time on your side, you might feel that you can afford to ride out the inevitable ups and downs of investment markets, in the expectation of higher long term returns.

On the other hand, if you have a short timeframe and it is important for you to avoid short term falls in the value of your super, a more conservative, defensive approach may be better.

Remember that any investment choice you make should be based on your own objectives, financial circumstances and needs.

Different investment fees apply to each investment option

Each investment option is managed by professional investment managers. Their fees, which are included in the investment management fees section (see [page 7](#)), vary between investment options.

Changing your investment strategy

Transuper allows you to switch your investment options weekly, free of charge.

You can switch:

- your existing account balance
- your future contributions.

Generally, you only need to change your super investment strategy a few times in your life to reflect changing life stages.

If your super is a long term investment (as it is for most people), you should view your investment strategy over the long term.

Consider your options before changing your investment strategy in reaction to negative returns or short term investment performance.

You can change your investment strategy at any time, as long as your account balance is greater than \$1,000.

It's important to note that changing your investment strategy can have a big impact on your super account balance over the long term. We suggest you seek financial advice before making any change to the way your super is invested.

You can switch your investment options in two ways:

- log in to *MemberAccess* at www.transuper.com.au and change your investment options online
- complete a *Choosing your investment option(s)* form. Download a copy at www.transuper.com.au or call us on 1800 808 799.

If we receive your completed form by 5pm on a Friday, or you complete your switch online before midnight on a Friday, your investment choice will normally be effective on the following Wednesday. We will send you a letter confirming your switch.

You can switch investment options up to once a week. If you try to make more than one switch in the same week, only the last switch request received before that week's deadline will apply.

When you switch investment options, investment earnings will be credited or debited to your account using the relevant monthly crediting rates on the effective date of the switch.

Crediting rates can be positive or negative depending on investment performance.

A warning about investment switches

It's important to know that, generally, you lock in investment gains or losses for the financial year-to-date when you switch investment options.

See [page 21](#) for more information about how we calculate and apply investment returns or visit www.transuper.com.au for worked examples.



6

Insurance to suit you

This section explains the insurance cover that Transuper offers, as well as the cover you get when you join.

Insurance to suit you

Transuper offers affordable insurance cover to protect you and your family in the event of injury, illness or death. Our size means that we can negotiate great cover at competitive prices with our insurer, Commsure. Best of all, premiums are paid from your super account, so you won't be out of pocket.

Basic cover

Eligible members automatically receive two units of death (including terminal illness) cover and two units of Total and Permanent Disablement (TPD) cover when they join Transuper. This is known as basic cover. There are no forms to fill out and, if you are eligible, your basic cover will commence when you join the Fund.

If you are a new member, you can also apply for an extra unit of basic death and TPD cover by completing your *Membership application* form and returning it to us within 120 days of the date of issue of the letter confirming your membership (your Welcome Letter).

You don't need to provide any health evidence to apply for the additional unit of basic cover. See [page 26](#) for details about the cost of this cover.

Fixing your basic cover

With our basic cover, premiums stay the same but the value of your cover decreases as you get older. Fixed basic cover means that the dollar amount of your cover stays the same and your premiums increase as you get older. You can elect to fix your basic cover at any time provided you have not

claimed, and/or are not entitled to claim, a terminal illness or TPD benefit from the Fund, another super fund or life insurance company. You do not need to provide any health evidence. You can also switch back to basic cover at any time. See [page 27](#) for more details.

Additional cover

Additional cover equals additional peace of mind. We offer the following ways to top up your insurance cover:

- you can **transfer** in other cover you have with another super fund or life insurance company (see [page 28](#))
- you can apply for **voluntary** death cover or voluntary death and TPD cover (see [page 29](#))
- you can apply for **lifetime event** cover (see [page 28](#))
- you may be eligible for a **loyalty bonus** (see [page 29](#)).

Income protection cover

Income protection cover can provide you with a financial safety net if you can't work because of illness or injury. An income protection benefit is paid monthly for up to two years. See [page 30](#) for more details.

Things you need to know about our insurance cover before you get started

What is my insurance group?

The premiums and/or dollar amount of each unit of death, TPD and income protection cover depend on your age and your type of employment. Transuper has three insurance groups based on employment type:

Group 1 Manual

Group 1 includes truck drivers, courier drivers, loaders and work that involves manual duties. If you do not fit into Group 2 or Group 3 you will be classified as a Group 1 member.

Group 2 Non-manual

If you work for at least 75% of your time in an office environment without manual duties, you will be classified as a Group 2 member.

Group 3 Professional

You will be classified as a Group 3 member if you meet all of the following criteria:

- you work 100% of the time in an office in a sedentary capacity
- you earn a salary greater than \$80,000 per annum (or pro rata equivalent if not working full time)
- you have an accredited higher education qualification or are eligible to belong to a recognised professional body.

What if I don't choose or don't know my insurance group?

If you don't tell us which group you are in when you join Transuper, you will automatically be assigned to Group 1. You can apply to change your insurance group at any time by completing our *Application to change insurance group* form. Download the form at www.transuper.com.au or call us on 1800 808 799.

Seek financial advice about your insurance

Having the right insurance for your needs is important, so we suggest you seek financial advice before making any decisions about your insurance cover. See **page 5** for more information about access to low cost financial advice.

Paying for your cover

Insurance premiums are calculated weekly and deducted monthly from your Transuper account. It is important that you make sure you have enough money in your super account to cover your insurance premiums each month, otherwise your insurance cover could lapse (see **page 34**).

Some insurance terms explained

Accredited higher education qualification means a certificate, diploma, degree or other qualification which the insurer accepts is a higher education qualification in terms of the guidelines, standards and criteria set down for a qualification having Higher Education Sector Accreditation under the Australian Qualifications Framework.

Australian Qualifications Framework means the unified system of national qualifications which is monitored by the Australian Qualifications Framework Advisory Board established by the Ministerial Council on Education, Employment, Training and Youth Affairs (MCEETYA) or such other system of national qualifications acceptable to the insurer.

At work means that you are actively performing all the duties and work hours of your usual occupation with a Participating Employer, free from any limitation due to sickness or injury, and you are not in receipt of and/or entitled to claim income support benefits from any source, including workers' compensation benefits, statutory transport accident benefits and disability income benefits.

Active employment means that you are employed by an employer to carry out identifiable duties, are actually performing those duties and, in the opinion of the insurer, are not restricted by injury or sickness from being capable of performing those duties on a full time basis and the duties of your normal occupation on a full time basis (even if you are not then working on a full time basis).

Basic death and TPD cover provides you with death, terminal illness and TPD insurance, with the amount of insurance varying depending upon your age and insurance group.

Full time means working at least 35 hours per week.

Limited cover means that you are only covered for claims arising from a sickness that first became apparent, or an injury that first occurs, on or after the date your cover last commenced, re-commenced or was increased - that is, it excludes any pre-existing conditions.

Medical evidence/proof of age means at some point you may be asked to provide evidence of health or proof of age. Cover may be refused or special terms and conditions may be imposed if the information supplied is incorrect or unsatisfactory or if you do not supply the requested information.

Medical Practitioner must be a person acceptable to the insurer who is registered and practising as a medical practitioner in Australia, other than yourself, your spouse or partner, parent, child, sibling, business partner, associate or employee. The insurer may accept a similarly qualified person who is registered and practising as a medical practitioner in another country.

Participating Employer means a person or entity that makes super contributions to Transuper on your behalf to satisfy, or reduce its obligations under an award or industrial agreement or under the Superannuation Guarantee legislation and has been accepted by the Trustee as a Participating Employer under the trust deed.

Pre-disability income means the total monthly value of the remuneration (excluding bonuses) received by you from your regular occupation, averaged over the most recent 12 months immediately prior to disability. If you commenced employment or working for reward less than 12 months ago, then the monthly remuneration (excluding bonuses) will be averaged over the period since you started, subject to a minimum average period of six months.

Terminal illness exists in relation to an insured member at a particular time if the following circumstances exist:

- (a) two Medical Practitioners have certified, jointly or separately, that the insured member suffers from a sickness, or has incurred an injury, that is likely to result in the death of the insured member within a period (the 'certification period') that ends not more than 12 months after the date of the certification,
- (b) at least one of the Medical Practitioners is a specialist practising in an area related to the sickness or injury suffered by the insured member,
- (c) for each of the certificates, the certification period has not ended, and
- (d) the insurer is satisfied, on medical or other evidence, that despite reasonable medical treatment, the insured member's sickness or injury is likely to result in the insured member's death within the certification period.

Basic cover explained in detail

When you join Transuper, you will receive two units of death cover (including terminal illness cover) and two units of TPD cover.

When does basic cover start?

Eligible members automatically receive basic death and TPD cover up to age 70*.

Your cover will commence the later of:

- the beginning of the period to which your Participating Employer's first superannuation contribution relates, with regards to your employment with that employer, or
- the date you commenced employment with your Participating Employer.

This is provided that:

- you are accepted as a member of Transuper upon commencing employment with a Participating Employer
- your first employer contribution received by Transuper is sufficient to meet all insurance and other charges up until the date the contribution is made
- you satisfy any other requirements that are from time to time stipulated by the insurer.

* If you are 65 to 69 years of age, the only TPD definitions for which you are covered are:

- A. loss of limbs
- B. activities of daily living, and
- E. activities of daily work.

Definitions - refer to pages 32 and 33 for more information.

How basic cover works

Table 1 on page 36 shows the level of cover our basic insurance provides, depending on your age and your insurance group (see page 25). If you are not in active employment with a Transuper Participating Employer on the date that you commence employment with the Participating Employer or on the date that insurance cover commences, you will only be eligible for limited cover. See page 35 for more information about limited cover.

How much does basic cover cost?

Basic cover is two units of death (including terminal illness) cover and two units of TPD cover.

Cost of basic cover

	Group 1 Manual	Group 2 Non-manual	Group 3 Professional
Basic death (including terminal illness) cover per unit per week	\$1.44	\$1.14	\$1.07
Basic TPD cover per unit per week	\$1.66	\$0.41	\$0.38
Weekly cost for 2 units of death cover and 2 units of TPD cover	\$6.20	\$3.10	\$2.90

Extra unit of basic cover

New members can apply for an extra unit of death and TPD basic cover within 120 days of joining Transuper. You do not need to provide any health evidence to obtain the additional unit of basic cover. To apply for the extra unit, tick the box on your *Membership application* form and return the form to us within 120 days of the date of issue of the letter confirming your membership (your Welcome Letter).

Cost of basic cover with an extra unit

	Group 1 Manual	Group 2 Non-manual	Group 3 Professional
Basic death (including terminal illness) cover per unit per week	\$1.44	\$1.14	\$1.07
Basic TPD cover per unit per week	\$1.66	\$0.41	\$0.38
Weekly cost for 3 units of death cover and 3 units of TPD cover	\$9.30	\$4.65	\$4.35

GROUP 2 EXAMPLE

Rob, a 36 year old logistics coordinator (age 37 next birthday), joins Transuper. He is a Group 2 member. Looking at Table 1 (page 36), Rob receives \$223,400 of death and TPD cover.

Cost: Rob's weekly premium for basic insurance is \$3.10 per week (see Cost of basic cover table).

Rob applied for an additional unit of basic cover within 120 days of joining Transuper and he didn't have to provide any health evidence. Rob's total basic cover with the extra unit will be \$335,100.

Rob will now have basic cover consisting of three units of both death and TPD cover. His weekly premium will increase to \$4.65 per week.

GROUP 3 EXAMPLE

Colin, a 49 year old Payroll Manager (age 50 next birthday), joins Transuper. He is a Group 3 member. Looking at Table 1 (page 36), Colin receives \$125,830 of death and TPD cover.

Cost: Colin's weekly premium for basic insurance is \$2.90 per week (see Cost of basic cover table).

Colin applied for an additional unit of basic cover within 120 days of joining Transuper and he didn't have to provide any health evidence. Colin's total basic cover with the extra unit will be \$188,745.

Colin will now have basic cover consisting of three units of both death and TPD cover. His weekly premium will increase to \$4.35 per week.

Flexibility of basic cover options

You may elect to reduce your basic cover at any time. This option can be selected on your *Membership application* form or at any time in writing to the Fund. This change will be effective the date we receive your valid request.

Once you have reduced your level of basic cover, you will need to apply for any additional cover you may want or need in the future. Refer to our voluntary insurance section for more details.

Fixing your basic cover

Unless you elect to fix your basic cover, the dollar amount of cover will decrease as you get older (see Table 1 on page 36) while the premiums you pay will stay the same. You can elect to fix your basic cover at any time, provided you have not claimed, and/or are not entitled to claim a terminal illness or TPD benefit from the Fund, another super fund or a life insurance company. This means the dollar amount of cover remains fixed, and as you get older, premiums increase according to your age. If you choose to fix your cover, the dollar amount of basic cover will be rounded up to the nearest \$1,000. Table 2 on page 37 shows weekly premiums per \$1,000 of fixed basic cover by age and insurance group.

EXAMPLE

Mary will be 53 years old on her next birthday and is a Group 2 member. John will be 45 years old next birthday and is a Group 3 member. Mary and John want to fix their basic cover so that the value of their cover does not decrease as they get older. Their fixed cover will be equal to their current cover, rounded up to the nearest \$1,000.

	Mary	John
Age	53 years old next birthday	45 years old next birthday
Occupation	Accounts Payable Officer	HR Manager
Insurance group	Group 2 member	Group 3 member
Amount of cover	Currently has \$103,470 of death and TPD cover (two units). Fixed cover will be \$104,000 death and TPD cover (rounded up to the nearest \$1,000)	Currently has \$163,440 of death and TPD cover (two units). Fixed cover will be \$164,000 death and TPD cover (rounded up to the nearest \$1,000)
New insurance premiums for the fixed cover		
Death cover premium per week	104 x \$0.022 = \$2.288	164 x \$0.013 = \$2.132
TPD cover premium per week	104 x \$0.008 = \$0.832	164 x \$0.005 = \$0.82
Total premium per week for fixed death and TPD cover	\$3.12	\$2.95

Mary and John's insurance premiums for fixed cover will generally increase at each birthday, as shown in Table 2 (page 37).

Switching between fixed basic and basic cover

You can switch between fixed basic and basic cover at any time by completing and returning a *Switch into or out of fixed cover* form. Download a copy from www.transuper.com.au or call us on 1800 808 799.

If you want to switch back from fixed basic cover to basic cover, your basic insurance cover will revert to the number of units of basic insurance cover you held before you fixed your basic cover. Premiums and the level of your basic insurance cover will be calculated based on your age next birthday at the date of receiving your form. Table 1 on page 36 sets out the unit amount that applies for your age.

EXAMPLE

Following on from the previous example, Mary will now be 56 years old next birthday and John will be 48 years old next birthday. Mary and John have decided to switch their fixed basic cover back to basic cover. By referring to Table 1 on page 36 we can work out their premiums.

	Mary	John
Age	56 years old next birthday	48 years old next birthday
Fixed basic cover		
Amount of cover	Has \$104,000 of fixed death cover and TPD cover, but her premiums have increased to \$3.95 per week. Mary has decided to switch her fixed basic cover back to basic cover. Mary had two units of basic cover before she fixed her cover.	Has \$164,000 of fixed death cover and TPD cover, but his premiums have increased to \$3.28 per week. John has decided to switch his fixed basic cover back to basic cover. John had two units of basic cover before he fixed his cover.
Basic cover		
Amount of cover	Death cover = \$80,900 TPD cover = \$80,900	Death cover = \$140,870 TPD cover = \$140,870
Total weekly cost	\$3.10	\$2.90

Top up your cover

Transfer your existing cover

You may be eligible to transfer your existing death and terminal illness, TPD or income protection insurance cover to Transuper from another super fund or life insurer.

This means that if you meet the transfer conditions, Transuper will match the dollar amount of cover you have under your existing insurance, subject to the maximum cover limits of the Fund's insurance policy.

The cost of cover and the terms and conditions that will apply to the transferred cover will be those under the Fund's insurance policy, not those that applied under your old fund or insurance policy. However, if you have any exclusions or special conditions on your old policy, these will also apply to your transferred cover with Transuper.

Any income protection cover you wish to transfer must be on the same basis as the cover available in Transuper - that is, with a two year benefit period and either a 30 or 90 day waiting period.

See Table 2 on page 37 for the premiums that apply to transferred death or death and TPD cover and Table 3 on page 37 for the premiums that apply to transferred income protection cover.

Can I transfer my existing insurance cover?

You are generally eligible to transfer existing cover if you meet all of the following conditions:

- your other insurance cover was in place before your Transuper insurance cover commenced
- you agree to cancel your other insurance cover within 60 days of receiving confirmation that your transfer of cover has been accepted
- you have not made a TPD claim under any other insurance policy and you are not eligible to make a claim in the future
- the insurer is satisfied you have not been diagnosed with an illness that would reduce your life expectancy to less than 12 months
- you are at work at the time you apply to transfer your cover
- you can provide evidence of your existing cover satisfactory to the insurer
- you complete the *Insurance transfer: TWUSUPER and divisions* form.

How to apply to transfer your existing cover

To transfer your existing cover into Transuper, you need to complete and return an *Insurance transfer: TWUSUPER and divisions* form and attach a copy of your current statement showing your insured values. This statement must be provided no later than 60 days from its issue date. You can complete a copy of the *Insurance transfer: TWUSUPER and divisions* form at the back of this booklet.

EXAMPLE

George will be 47 years old on his next birthday and is a Group 2 member. Sarah will be 35 years old on her next birthday and is a Group 3 member. They both have death and TPD cover in their old super fund and want to transfer this cover to Transuper so they can close their old accounts.

	George	Sarah
Age	47 years old next birthday	35 years old next birthday
Insurance group	Group 2 member	Group 3 member
Amount of cover	\$300,000 death and TPD cover with his old super fund and wants to transfer this cover to Transuper (ie 300 units of death and TPD cover, each unit being \$1,000).	\$250,000 death and TPD cover with her old super fund and wants to transfer this cover to Transuper (ie 250 units of death and TPD cover, each unit being \$1,000).
Transferred death cover cost per week	300 x \$0.015 = \$4.50	250 x \$0.009 = \$2.25
Transferred TPD cover cost per week	300 x \$0.006 = \$1.80	250 x \$0.003 = \$0.75
Total weekly cost	\$6.30	\$3.00

Premiums for transferred cover will generally increase with age. The cost of transferred cover is in addition to the premiums George and Sarah both pay for their basic cover.

Best of all, George and Sarah did not have to provide any medical evidence.

Note: It is important not to close your old account or policy until you have received written confirmation that your transfer of cover has been accepted.

Other ways to top up your cover without providing medical evidence

Lifetime event cover

You may be eligible to receive additional death and TPD cover following a 'lifetime event'. These include:

- birth or legal adoption of a child
- marriage or divorce
- mortgaging a home as security for a loan to purchase that home (can only be used once)
- death of a spouse
- a child's first day at primary or secondary school
- first becoming eligible for a Centrelink carer's allowance.

If any of these events happen, you can apply for additional cover where the maximum increase is the lesser of:

- one unit of basic cover or
- \$150,000 (if fixed cover applies) or
- 100% of your current cover.

The best part is you do not need to provide any health evidence to obtain this additional cover. In order to apply for lifetime event cover, you will need to complete and return the *Application for lifetime event cover* form together with proof, satisfactory to the insurer, of the occurrence of the lifetime event (eg marriage certificate, divorce order, birth certificate, adoption documentation, mortgage document, etc). You can download a copy of the form from www.transuper.com.au or call us on 1800 808 799.

You can apply for lifetime event cover more than once, except in the case of mortgaging your home as security for a loan to purchase your home. Please note that only one application per lifetime event can be made in any 12 month period.

Look out for your reminder to apply with your member statements (usually sent out around February and September each year). You need to apply for the cover within 60 days of the relevant lifetime event occurring or within 60 days from the date of the next member statement issued to you following the occurrence of the event. You must also lodge your application before your cover ends, and before your date of disablement (if applicable, see **page 33**).

You are ineligible for lifetime event cover if the insurer has previously rejected your application for cover.

If you are not in active employment on the date your additional lifetime event cover commences, limited cover conditions apply to the increase in additional cover until you return to active employment for two consecutive months (see **page 35**).

Loyalty bonus

Simply by being a Transuper insured member for 10 or more continuous years, you may be entitled to an automatic increase to your death and TPD insurance benefits. As a loyalty bonus, any insured death, terminal illness or TPD benefit payable will be increased by an additional 5% if you have been a Transuper insured member for 10 or more continuous years at the time of entitlement (subject to the maximum cover levels on **page 34**). You don't need to do anything for this to apply and no additional premiums will be charged. The bonus amount will be included when our insurer is assessing your claim.

Voluntary insurance

With Transuper's voluntary insurance, you can apply for up to a total of \$10 million of death cover and \$2.5 million of TPD cover. These totals include basic (or fixed basic) and voluntary cover.

Who can apply for voluntary cover?

You must be under age 70 to apply for voluntary death cover and TPD cover. You must also hold basic cover with Transuper.

How do I apply for voluntary cover?

To apply, complete the **Voluntary cover** section of the *Application for additional insurance* form, including the *CommInsure Personal Statement*. You can download this form from www.transuper.com.au.

Voluntary insurance cover is subject to the insurer accepting the application, after considering your health and other evidence.

You need to decide on the amount of cover you want and then apply for the appropriate number of units to receive that amount. Each unit provides death cover or death and TPD cover of \$1,000.

For example, if you want an extra \$85,000 worth of death and TPD cover, you need 85 units of voluntary cover.

Your voluntary cover will start on the date the insurer accepts your application for cover.

If you need help completing insurance forms please call your local Client Relations Officer. See the back cover for details.

Personal health information

We require your consent to collect, use or disclose your health and other personal information you provide in the *CommInsure Personal Statement*. This information is collected and provided to the insurer to assess your eligibility for insurance and to administer your application.

Cost of voluntary cover

The cost of voluntary cover depends on your age and your insurance group (ie Group 1, 2 or 3).

To work out the weekly premium for your age and insurance group, refer to the premium rates in Table 2 on **page 37** and follow these steps:

1. look up your age at your next birthday in the left hand column
2. look across to the relevant premium unit rate for your insurance group in the columns containing the death and TPD rates
3. multiply the premium unit rate by the number of units of voluntary insurance cover you want.

The cost of cover is automatically deducted from your super account on a monthly basis, so you don't have to pay for it out of your pocket.

EXAMPLE

Pete and Karen want to take out voluntary insurance.

	Pete	Karen
Age	54 years old next birthday	41 years old next birthday
Insurance group	Group 2 member	Group 3 member
Amount of cover needed	An extra \$120,000 death and TPD cover	An extra \$510,000 death and TPD cover
To find out how much this insurance will cost per week, refer to Table 2 on page 37.		
Cost calculation	\$120,000 cover = 120 units (each unit is \$1,000) Death premium = 120 units x \$0.024 = \$2.88 TPD premium = 120 units x \$0.009 = \$1.08 Total premium = \$2.88 + \$1.08 = \$3.96 per week	\$510,000 cover = 510 units (each unit is \$1,000) Death premium = 510 units x \$0.011 = \$5.61 TPD premium = 510 units x \$0.004 = \$2.04 Total premium = \$5.61 + \$2.04 = \$7.65 per week

Income protection cover

Income protection cover can give you peace of mind by providing you with monthly benefit payments. These are designed to replace your lost income for up to two years if you are unable to work because of sickness or injury.

Who can apply for income protection cover?

Income protection cover is not provided automatically, but is available if you have basic cover with Transuper and you are:

- under age 65 and permanently employed by a Transuper Participating Employer, or
- under age 65 and casually employed by a Transuper Participating Employer and working at least 15 hours per week, or
- under age 65 and not employed by an employer but are working for reward for at least 15 hours per week and are generating your income directly due to personal exertion or activity (eg self-employed).

Amount of cover

If you are eligible for income protection cover the minimum income protection benefit is \$1,000 per month. The maximum monthly benefit you can claim is the lower of:

- 84% of your pre-disability income, or
- your agreed value of income protection cover, or
- \$30,000 per month.

Your income protection benefits will be paid as up to 75% of your pre-disability income direct to you, plus up to 9% of your pre-disability income paid into your Transuper account provided that your agreed value of income protection cover is sufficient.

The income protection benefit payable is subject to the monthly maximum benefit referred to above and the 9% payment to your account may vary to match any future changes in the Superannuation Guarantee rate.

Income protection benefit payments are gross of tax and will be taxed at your PAYG income tax rate.

It is important that you review the level of your income protection cover on a regular basis to make sure that you always have the appropriate level of cover, particularly if your salary changes.

When does an income protection benefit start?

When you apply for income protection cover, you can choose either a 30 day or 90 day waiting period. The income protection benefit will be paid monthly in arrears and will start once:

- the waiting period has elapsed, and
- the insurer has determined that you are disabled due to sickness or injury.

No benefits are paid during the waiting period.

If you do not choose your waiting period when you apply for cover, you will automatically be provided with a 30 day waiting period. You should be aware that higher premiums apply for a 30 day waiting period.

The waiting period starts on the date a Medical Practitioner examines you and certifies that you are disabled.

If you are eligible to receive income protection payments from another fund or insurer, you may apply in writing before the waiting period in Transuper ends for it to be extended so that it does not end until the payment period of the other income protection ceases.

If you return to work in your normal occupation or work at full capacity during the waiting period and subsequently cease such work because of the sickness or injury that caused your disability, the waiting period is deemed to start again from the date a Medical Practitioner next examines you and certifies that you are disabled, unless the total number of days of your return to work is less than, or equal to, 10% of the number of days of your chosen waiting period.

If you are on leave without pay at the date you become disabled, income protection benefits will not be paid to you until after your specified return date that was approved by your employer before you went on leave.

When does your income protection benefit end?

Your monthly income protection benefit will continue to be paid to you until the earliest of any one of the following events occurs:

- you are no longer disabled
- the end of the benefit period, which is two years
- you reach age 65
- you die (however, an additional two months' benefit will be paid on death if you are receiving income protection benefit payments at that time).

If after being totally disabled, you are assessed to be only partially disabled during the benefit payment period, you may still be eligible to receive part of the monthly benefit.

Disability for the purpose of income protection cover

In order to qualify for the income protection benefit, you must be totally disabled for at least 7 out of the first 12 consecutive days of, and either totally or partially disabled immediately after, the 30 or 90 day waiting period (whichever applies to you).

Totally disabled means, if, because of sickness or injury, you are:

- unable to perform at least one **income producing duty** of the normal occupation or work carried out by you before becoming disabled
- under the regular care and following the advice of a Medical Practitioner
- not working in any occupation, whether or not for reward,

where **income producing duty** means a duty of your occupation that immediately before you became disabled generated 20% or more of your income.

Partially disabled means you are not totally disabled, but because of sickness or injury, you:

- have been totally disabled for at least 7 out of the first 12 consecutive days of the relevant waiting period (30 or 90 days)
- are unable to work at full capacity in your normal occupation or work immediately after becoming totally disabled because of the sickness or injury that caused your total disability
- are working in a reduced capacity in your normal occupation or work or you are working in another occupation
- are earning a monthly income that is less than your pre-disability income
- are under the regular care and following the advice of a Medical Practitioner.

Your monthly income protection benefit will be reduced by any disability income you may receive.

Disability income means income or equivalent payments as a result of your sickness or injury, including:

- social security payments
- sick leave payments
- any amounts payable under legislation such as workers' compensation or motor accident compensation
- any benefits payable under other income protection insurance policies (including those not disclosed to the insurer)
- any income earned by you from personal exertion while disabled excluding any such income earned from your employer
- any income the insurer determines you could reasonably be expected to earn in your occupation while you are disabled.

Cost of income protection cover

The cost of income protection cover depends on your age, insurance group (Group 1, 2 or 3) and chosen waiting period (30 or 90 days). The premiums generally increase each year as you get older.

To work out the weekly premium for your age, insurance group and waiting period, go to the Income protection premiums Table 3 on page 37 and follow these steps:

- look up your Group (1, 2 or 3) and waiting period to identify the correct column for you

- look up your age next birthday in the left hand column of the table to identify the correct premium for your age and group
- multiply the corresponding figure by the number of units of income protection cover you want.

The cost of cover is calculated weekly and deducted monthly from your super account.

If you are receiving income protection payments from this policy, we will suspend your income protection premiums while you are receiving such payments.

EXAMPLE

	Steve	Grace
Age	36 years old next birthday	43 years old next birthday
Occupation	Courier Dispatcher	Company Accountant
Insurance group	Group 2 member	Group 3 member
Salary	\$50,000 pa	\$82,000 pa
Waiting period	90 days	90 days
Maximum amount of cover	$(\$50,000/12 \times 84\%) = \$3,500$ Steve receives a monthly income benefit of \$3,125, and \$375 is paid as a contribution to his Transuper account.	$(\$82,000/12 \times 84\%) = \$5,740$ Grace receives a monthly income benefit of \$5,125, and \$615 is paid as a contribution to her Transuper account.
Number of units	$\$3,500/100 = 35$ units	$\$5,740/100 = 57.4$ units (round up to nearest unit - 58 units)
Unit cost for 90 day waiting period (using Table 3 on page 37)	\$0.045	\$0.069
Weekly cost for 90 day waiting period	$35 \times \\$0.045 = \\1.58	$58 \times \\$0.069 = \\4.00
Unit cost for 30 day waiting period (using Table 3 on page 37)	\$0.100	\$0.146
Weekly cost for 30 day waiting period	$35 \times \\$0.100 = \\3.50	$58 \times \\$0.146 = \\8.47

This is the total initial premium. Premiums generally increase with age.

If Steve and Grace choose the same level of cover but opt for the shorter 30 day waiting period, higher premium rates would apply. Refer to Table 3 on page 37.

How do I apply for income protection cover?

Income protection cover is subject to the insurer accepting the application after considering your health and other evidence. To apply, complete the income protection cover section of the *Application for additional insurance* form and the *CommInsure Personal Statement*. You can download this from www.transuper.com.au.

You need to decide on the amount of cover you want and then apply for the appropriate number of units to receive that amount. You also need to decide whether you want a 30 or 90 day waiting period.

Each unit provides income protection cover of \$100 per month. For example, if you want \$2,500 monthly benefit payments (if you make an income protection claim), you will need to apply for 25 units. Your income protection insurance cover will start on the date the insurer accepts your application for cover.

If you need help completing the insurance forms please call your local Client Relations Officer. See the back cover for details.

Other things you should know about insurance

Making an insurance claim

If you or your dependants make a successful claim, your insurance benefit will be paid in one of the following ways:

- a death benefit will be paid to one or more of your beneficiaries
- a terminal illness benefit will be paid to you
- a TPD benefit will be paid to you
- an income protection benefit will be paid to you.

An insurance benefit is paid in addition to any super that you or your dependants may be able to withdraw from your Transuper account on your death, terminal illness or total and permanent disablement. For legal and practical reasons it is up to the Trustee to decide who your benefits are paid to if you die while you are a member of Transuper.

See **page 43** for more information about what happens to your super if you die.

How to make a claim

To claim a terminal illness, TPD or income protection benefit, you (or in the case of a death benefit, your beneficiaries) should contact us on **1800 808 799**. Our insurance team will send the necessary paperwork and explain the claims process.

If you hold another income protection policy (eg through your employer), you may request an extension, in writing, to the waiting period for payments on this policy until payments on your other policy have ceased provided your waiting period on this policy has not elapsed.

Immediate part payment of a death benefit

If you die and are eligible to receive death cover, Transuper may provide an immediate part payment of \$3,000 from your death benefit to help your dependants meet the costs that arise on your death, such as funeral expenses.

Go to www.transuper.com.au or call us on **1800 808 799** for more information about the immediate part payment of a death benefit.

For more information about the calculation and payment of a death benefit please see **page 43**.

Terminal illness claims

Terminal illness benefit payments may be made tax free (and payable by cheque) if all of the following circumstances are met:

- two registered Medical Practitioners certify, jointly or separately, that you suffer from an illness, or have incurred an injury, that is likely to result in your death within 12 months of the certification (certification period)
- at least one of the registered Medical Practitioners is a specialist practising in an area related to the illness or injury suffered by you, and
- for each of the certifications, the certification period has not ended.

TPD claims

The assessment of a TPD claim involves the collection and assessment of medical and other evidence. This may mean in some cases that a decision is not able to be made until 12 to 18 months after you lodge your claim or even longer in some cases.

The longer you leave it to lodge your claim, the harder an assessment can be and this can cause lengthy delays. If your TPD claim is accepted and your death cover is greater than your TPD cover and you die within 12 months of the TPD benefit being payable, the difference between your death cover and your TPD cover will be payable upon your death. To qualify for this payment you must remain a member of the Fund up to the date of your death.

Total and Permanent Disablement means that as a result of sickness or injury, you either:

A. suffer:

1. total and permanent loss of use of two limbs, or
2. blindness in both eyes, or
3. total and permanent loss of use of one limb and blindness in one eye where:
 - **limb** means the whole hand below the wrist or whole foot below the ankle
 - **blindness** means the permanent loss of sight to the extent that visual acuity is 6/60 or less or to the extent that the visual field is reduced to 20 degrees or less of arc.

OR

B. have been totally unable to perform without the physical assistance of another person any two of the following activities of daily living:

- **dressing** - ie the ability to put on and take off clothing
- **toileting** - ie the ability to use the toilet, including getting on and off
- **mobility** - ie the ability to get in and out of bed and on and off a chair
- **continence** - ie the ability to control bowel and bladder function
- **feeding** - ie the ability to get food from a plate into the mouth

and you are permanently and irreversibly unable to do so for life.

OR

C. are aged less than 65 years on the date of disablement and have been absent from all employment for three consecutive months from the date of disablement and the insurer considers that, on the basis of medical and other evidence satisfactory to the insurer, you are unlikely ever to be able to engage in any occupation, whether or not for reward. Please note that this definition of TPD will not apply to you if, at any time after ceasing employment with your employer but prior to the date you suffered from the sickness or injury that is the principal cause of your disability (the 'disability date'), you are not employed for a period of 12 or more consecutive months and you do not, after your most recent period of unemployment but prior to the disability date, return to active employment for two consecutive months.

For this purpose, **active employment** means you are employed by an employer to carry out identifiable duties, are actually performing those duties and, in the opinion of the insurer, are not restricted by injury or sickness from being capable of performing those duties on a full time basis and the duties of your normal occupation on a full time basis (even if not then working on a full time basis).

OR

D. have all of the following paragraphs (i), (ii), (iii) and (iv) apply to you:

- (i) on the date of disablement, you were aged less than 65 years
- (ii) you were absent from all work as a result of suffering cardiomyopathy, primary pulmonary hypertension, major head trauma, motor neurone disease, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia, hemiplegia, diplegia, tetraplegia, dementia and Alzheimer's disease, Parkinson's disease, blindness, loss of speech, loss of hearing, chronic lung disease or severe rheumatoid arthritis (please refer to the Policy Document for a definition of the relevant terms)
- (iii) on the basis of medical and other evidence satisfactory to the insurer, you are unlikely ever to be able to engage in any occupation, whether or not for reward
- (iv) you are likely to be disabled for life.

OR

E. are totally and permanently unable to perform at least four of the following activities of daily work:

Bending: The ability to bend, kneel or squat to pick something up from the floor and straighten up again.

Communicating: The ability to:

- (a) clearly hear with or without a hearing aid or alternative aid if required,
- (b) comprehend and express oneself by spoken or written language with clarity, and
- (c) successfully function on a day to day basis and in a work environment.

Vision (reading): The ability to read, with or without correction with suitable lenses, to the extent that an ophthalmologist can certify that:

- (a) visual acuity is equal or better than 6/48 in both eyes, or
- (b) constriction is within or greater than 20 degrees of fixation in the eye with the better vision.

Walking: The ability to walk more than 200m on a level surface without stopping due to breathlessness, angina or severe pain elsewhere in the body.

Lifting: The ability to lift, carry or otherwise move objects weighing up to 5kg using either or both hands.

Manual dexterity: The ability, with reasonable precision and success, to:

- (a) use at least one hand, its thumb and fingers, including the ability to pick up and manipulate small objects, and
- (b) use a keyboard.

For definition E. above, you must be undergoing appropriate treatment/care prescribed by a Medical Practitioner specialising in your sickness or injury and any claim must be supported by evidence acceptable to the insurer.

For definitions (C) and (D) above:

date of disablement means the later of the dates that you:

- suffered from the sickness or injury that is the principal cause of your disablement, and
- ceased all employment.

Only definitions A., B. and E. apply to TPD claims for members aged 65 to 69 years.

Where you participate in a rehabilitation program and you are incapable of returning to employment within 12 months from the date you commenced your absence from employment, the date of disablement will be the date that would have applied if you had not participated in the rehabilitation program.

occupation means an occupation that you can perform, on a full time or part time basis, based on the skills and knowledge you have acquired through previous education, training or experience. An occupation will also include any reasonable alternative occupation you engaged in for six consecutive months or more at any time.

If you do not want insurance cover, you do not have to have it

You can opt out of your death, TPD and income protection insurance cover by completing a *Change insurance cover* form available from www.transuper.com.au or by calling us on **1800 808 799**.

All insurance cover with Transuper (including voluntary death, TPD and income protection cover) will cease when you opt out of basic cover. You can re-apply for basic cover or additional cover at any time, but you will have to provide evidence of your health with your application form.

To re-apply for basic cover, please complete and return the *Application for additional insurance* form. You can download a copy at www.transuper.com.au.

Your insurance provider

The Trustee has taken out insurance contracts with The Colonial Mutual Life Assurance Society Limited (ABN 12 004 021 809) AFS Licence No. 235035 ('Commlnsure') to provide insurance for Transuper members. The Trustee may change the insurer from time to time.

The Trustee does not guarantee the payment of an insured benefit or the performance of Commlnsure. Information about the insurance cover made available through this PDS is based on the Policy Documents provided by the insurer. While every care has been taken in the preparation of this PDS, the Policy Documents held with Commlnsure will prevail in all disputes.

Conditions that apply to your insurance cover

Like most forms of insurance, there are certain conditions and exclusions that apply to the granting, or payout, of your insurance cover. The main features that apply to the insurance cover available through Transuper are set out in this section. An insurance benefit is only payable if the terms of the insurance contract are satisfied. Any insurance benefit received by the Trustee from Commlnsure is paid to you only in accordance with the Fund's Trust Deed.

There are a number of circumstances set out in this section where you may not be eligible for a particular level or type of insurance cover or your cover may cease. You need to be aware that you will not have insurance cover for any period when such circumstances apply, even if you have had insurance charges deducted from your super account.

However, any overpaid death, terminal illness or, if applicable, TPD insurance premiums will be re-credited to your super account. That is why it is very important that you let Transuper know if you are, or become, ineligible for a particular level or type of insurance cover.

Maximum cover

You can apply to insure yourself for up to a total of \$10 million of death cover and a total of \$2.5 million of TPD cover.

These limits are the maximum total amounts of basic and voluntary death cover and TPD cover that you may have as a member of Transuper, regardless of how many divisions you belong to.

You can only apply for TPD cover if you already hold or are applying for death cover. Note that the total of your TPD cover cannot be more than the total of your death cover.

Increase in costs of cover

The insurer may increase the cost of any insurance cover offered by the Fund. We will provide you with at least 30 days prior written notice where this occurs.

Interim accident cover

While an application for voluntary death, TPD or income protection cover is being assessed by the insurer, you will be provided with interim accident cover at the level of cover being sought (to a maximum of \$2 million for death or TPD, less the amount of cover already in place). In the event your application is for income protection cover, you will be provided with interim accident cover of up to \$15,000 per month.

This interim accident cover will continue until the application for insurance is either accepted or declined, the request for cover is withdrawn, or 120 days has expired, or in the case of income protection cover only, a monthly benefit becomes payable under the interim accident cover or the interim accident cover is cancelled by the insurer, whichever is earlier.

When your cover ends

Your insurance cover will end on the earliest of any one of the following events occurring:

- the day you cease to be a member of Transuper
- the day you turn 70, in the case of (basic and voluntary) death and TPD cover
- the day you turn 65, in the case of income protection cover
- the last Friday of the month on which there is insufficient money in your account to pay the insurance charges for the following month
- the day any death, terminal illness or TPD benefit becomes payable by the insurer in respect of you*
- the day you join any armed forces (other than the Australian Armed Forces Reserve)
- the day Transuper receives written notice from you to opt out of basic insurance cover
- in the case of voluntary insurance cover, the day the Trustee receives written notice from you to opt out of voluntary insurance cover
- in the case of income protection cover, the day the Trustee receives written notice from you to opt out of income protection cover
- the day the Trustee discontinues the relevant (basic or voluntary) death, terminal illness or TPD cover or income protection cover for members.

* Where your death cover is greater than your TPD cover, the balance of your death cover does not always cease upon a TPD benefit becoming payable to you - see [page 32](#) for further information.

Limited cover

If you are not in active employment on the date that you commence employment with your Participating Employer or on the date that insurance cover commences, you will only be eligible for limited cover.

Limited cover means that only new incidents will be covered, that is, if death, terminal illness or TPD occurs as a result of a pre-existing injury or illness, it will not be covered. Death, terminal illness or, if applicable, TPD occurring as a result of a new incident will be covered in full. You will be eligible for full basic death and, if applicable, TPD cover after you return to active employment with your employer for two consecutive months. If:

- the first mandatory employer contribution from your Participating Employer is not received by Transuper within 120 days of you starting employment with your Participating Employer, or
- you do not become a member of Transuper within 120 days of starting employment with your Participating Employer, or
- you have previously been an insured member and cover ceased because you left the Fund, but you remained employed by your Participating Employer,

you will receive limited cover (provided the other conditions for that cover are met) until the insurer accepts you in writing following evidence of your health for full basic death and, if applicable, TPD cover.

Limited cover will only commence from the later of:

- the date you become a member of Transuper, and
- the date your first mandatory employer contribution from your employer is received by Transuper.

Also, a benefit will not be payable if your death, terminal illness or TPD, is due to suicide, attempted suicide or intentional self-inflicted injury or infection, whether or not you are sane at the time. However, a benefit for death from suicide is only excluded where the suicide happens within 13 months of cover commencing. If you have any questions about whether you are eligible for full basic cover or limited basic cover, please call us on 1800 808 799.

Re-instatement of cover

Where any insurance cover ceases due to an insufficient account balance in Transuper, the same cover may be re-instated at the level applying immediately prior to cover last ceasing if the following conditions are met:

- the period to which the next mandatory employer contribution to Transuper relates, commences within six months from the end of the month that cover last ceased in Transuper
- you remain at all times a member of Transuper.

If you are not in active employment on the date cover recommences, you will receive limited cover for the amount of the previous cover until you return to active employment for two consecutive months.

Worldwide cover

Your cover will remain in force if you travel outside Australia as long as you do not meet one of the end of cover conditions. However, if you need to make a claim for terminal illness, TPD or income protection, you may be required to return to Australia for assessment (at your expense). Consequently, the insurer may make the payment of a benefit conditional upon this assessment.

Circumstances where death, terminal illness or TPD benefits will not be payable

The insurer will not pay an insurance benefit for death, terminal illness or TPD which is caused by war outside of Australia. Nor will the insurer pay an insurance benefit if you have been employed as a result of your Participating Employer's practice of preferential employment of employees suffering a condition likely to cause their death or TPD within three years of cover commencing.

You will not be covered if you die as a direct or indirect result of a pandemic illness or any other condition directly or indirectly caused by, or related to, a pandemic illness where the Fund has been issued with notice of such pandemic illness by the insurer for a period of at least 14 days prior to your death and your death occurs within 30 days of your joining the Fund, recommencing or increasing your cover.

Where your death occurs within 30 days of cover increasing, only the increased amount of the cover is not payable under this condition.

A pandemic illness is an illness for which a pandemic alert, advisory, notification, declaration or other similar publication is issued by the Australian government or the World Health Organisation.

Circumstances where a death benefit will not be payable

You will not be entitled to an insured death benefit if you have previously been paid a terminal illness or TPD benefit (except where your death cover is greater than your TPD cover - see page 32 for further information).

Circumstances where income protection benefits will not be payable

There are some circumstances where an income protection benefit will not be payable. Income protection benefits will not be payable if your sickness or injury is caused directly or indirectly from:

- your service in the armed forces of any country (other than the Australian Armed Forces Reserve)
- any war or act of war (whether declared or not), revolution, invasion, rebellion or civil uprising
- any self-inflicted act, whether or not you were sane at the time
- normal pregnancy or childbirth, where normal pregnancy or childbirth means normal and uncomplicated pregnancy or childbirth, including multiple pregnancy, caesarean birth, threatened miscarriage, participation in in-vitro fertilisation or other medically assisted fertilisation techniques and normal discomforts of pregnancy such as morning sickness, backache, varicose veins, ankle swelling and bladder problems.

While you are outside Australia, an income protection benefit will only be paid for six months in total or such time as agreed by the insurer in writing.

Check your insurance cover

It is your responsibility to ensure that your account balance is sufficient to cover your premiums each month. We accept no responsibility or liability if your insurance cover lapses because you have not maintained sufficient funds to pay premiums or for informing you if your cover has lapsed or will lapse. You can check your insurance details any time via our secure *MemberAccess* site at www.transuper.com.au.

It is important to check any statements we send you to ensure that your level of insurance cover is recorded correctly. If you make a claim, the cover assessed may be the lower of the cover you applied for and the cover we have recorded.

If you cease to be eligible for cover and we do not know about this, you may still receive a statement showing a level of cover you are not eligible for and therefore you would be unable to claim in the event of death, terminal illness or disablement. It is important to remain aware of the circumstances under which cover will cease.

If you have questions about your insurance cover please call 1800 808 799.

TABLE 1 > Total basic cover (death and TPD) benefit

2 UNITS OF DEATH COVER PLUS 2 UNITS OF TPD COVER (option to add 1 unit of death cover plus 1 unit of TPD cover)				
Age next birthday	GROUP 1 \$6.20 per week		GROUP 2 \$3.10 per week & GROUP 3 \$2.90 per week	
	Death Cover	TPD Cover	Death Cover	TPD Cover
15-30	\$150,700	\$150,700	\$270,400	\$270,400
31	\$148,700	\$148,700	\$266,300	\$266,300
32	\$146,700	\$146,700	\$260,200	\$260,200
33	\$142,700	\$142,700	\$254,100	\$254,100
34	\$138,700	\$138,700	\$246,000	\$246,000
35	\$132,600	\$132,600	\$237,800	\$237,800
36	\$126,600	\$126,600	\$230,900	\$230,900
37	\$120,600	\$120,600	\$223,400	\$223,400
38	\$114,600	\$114,600	\$216,100	\$216,100
39	\$108,500	\$108,500	\$208,600	\$208,600
40	\$102,500	\$102,500	\$201,000	\$201,000
41	\$96,470	\$96,470	\$193,520	\$193,520
42	\$91,440	\$91,440	\$186,000	\$186,000
43	\$87,420	\$87,420	\$178,480	\$178,480
44	\$84,410	\$84,410	\$170,960	\$170,960
45	\$82,400	\$82,400	\$163,440	\$163,440
46	\$78,380	\$78,380	\$155,910	\$155,910
47	\$76,370	\$76,370	\$148,390	\$148,390
48	\$74,360	\$74,360	\$140,870	\$140,870
49	\$71,350	\$71,350	\$133,350	\$133,350
50	\$69,340	\$69,340	\$125,830	\$125,830
51	\$67,330	\$67,330	\$118,310	\$118,310
52	\$64,310	\$64,310	\$110,790	\$110,790
53	\$60,890	\$60,890	\$103,470	\$103,470
54	\$57,680	\$57,680	\$95,950	\$95,950
55	\$54,260	\$54,260	\$88,430	\$88,430
56	\$50,850	\$50,850	\$80,900	\$80,900
57	\$47,430	\$47,430	\$73,380	\$73,380
58	\$44,010	\$44,010	\$65,860	\$65,860
59	\$40,600	\$40,600	\$58,340	\$58,340
60	\$37,380	\$37,380	\$50,820	\$50,820
61	\$33,960	\$32,560	\$46,140	\$44,230
62	\$31,150	\$22,510	\$42,690	\$30,740
63	\$28,540	\$13,670	\$38,620	\$18,540
64	\$25,720	\$6,230	\$35,170	\$8,460
65	\$24,520	\$2,810	\$33,540	\$3,860
66*	\$22,510	\$2,810	\$30,900	\$3,860
67*	\$20,900	\$2,810	\$28,460	\$3,860
68*	\$18,890	\$2,810	\$26,020	\$3,860
69*	\$17,480	\$2,810	\$23,990	\$3,860
70*	\$16,080	\$2,810	\$21,950	\$3,860

* If you are 65 to 69 years of age, the only TPD definitions for which you are covered are:

- A. loss of limbs
- B. activities of daily living and
- E. activities of daily work

Definitions - refer to **pages 32 and 33** for more information.

Note: To calculate the value of one unit of basic cover, divide the total basic cover for your age and insurance group by two. To calculate the value of three units of basic cover, follow the above steps and multiply the value of one unit by three.

TABLE 2 > Fixed cover premiums

You can use this table to calculate the cost of fixed basic cover, transferred cover and voluntary cover.

PREMIUMS FOR \$1,000 SUM INSURED PER WEEK						
Age next birthday	GROUP 1		GROUP 2		GROUP 3	
	Death	TPD	Death	TPD	Death	TPD
15-30	\$0.019	\$0.022	\$0.008	\$0.003	\$0.008	\$0.003
31	\$0.019	\$0.022	\$0.009	\$0.003	\$0.008	\$0.003
32	\$0.020	\$0.023	\$0.009	\$0.003	\$0.008	\$0.003
33	\$0.020	\$0.023	\$0.009	\$0.003	\$0.008	\$0.003
34	\$0.021	\$0.024	\$0.009	\$0.003	\$0.009	\$0.003
35	\$0.022	\$0.025	\$0.010	\$0.003	\$0.009	\$0.003
36	\$0.023	\$0.026	\$0.010	\$0.004	\$0.009	\$0.003
37	\$0.024	\$0.028	\$0.010	\$0.004	\$0.010	\$0.003
38	\$0.025	\$0.029	\$0.011	\$0.004	\$0.010	\$0.004
39	\$0.027	\$0.031	\$0.011	\$0.004	\$0.010	\$0.004
40	\$0.028	\$0.032	\$0.011	\$0.004	\$0.011	\$0.004
41	\$0.030	\$0.034	\$0.012	\$0.004	\$0.011	\$0.004
42	\$0.031	\$0.036	\$0.012	\$0.004	\$0.012	\$0.004
43	\$0.033	\$0.038	\$0.013	\$0.005	\$0.012	\$0.004
44	\$0.034	\$0.039	\$0.013	\$0.005	\$0.013	\$0.004
45	\$0.035	\$0.040	\$0.014	\$0.005	\$0.013	\$0.005
46	\$0.037	\$0.042	\$0.015	\$0.005	\$0.014	\$0.005
47	\$0.038	\$0.043	\$0.015	\$0.006	\$0.014	\$0.005
48	\$0.039	\$0.045	\$0.016	\$0.006	\$0.015	\$0.005
49	\$0.040	\$0.047	\$0.017	\$0.006	\$0.016	\$0.006
50	\$0.042	\$0.048	\$0.018	\$0.007	\$0.017	\$0.006
51	\$0.043	\$0.049	\$0.019	\$0.007	\$0.018	\$0.006
52	\$0.045	\$0.052	\$0.021	\$0.007	\$0.019	\$0.007
53	\$0.047	\$0.055	\$0.022	\$0.008	\$0.021	\$0.007
54	\$0.050	\$0.058	\$0.024	\$0.009	\$0.022	\$0.008
55	\$0.053	\$0.061	\$0.026	\$0.009	\$0.024	\$0.009
56	\$0.057	\$0.065	\$0.028	\$0.010	\$0.026	\$0.009
57	\$0.061	\$0.070	\$0.031	\$0.011	\$0.029	\$0.010
58	\$0.065	\$0.075	\$0.035	\$0.012	\$0.032	\$0.012
59	\$0.071	\$0.082	\$0.039	\$0.014	\$0.037	\$0.013
60	\$0.077	\$0.089	\$0.045	\$0.016	\$0.042	\$0.015
61	\$0.085	\$0.102	\$0.049	\$0.019	\$0.046	\$0.017
62	\$0.092	\$0.147	\$0.053	\$0.027	\$0.050	\$0.025
63	\$0.101	\$0.243	\$0.059	\$0.044	\$0.055	\$0.041
64	\$0.112	\$0.533	\$0.065	\$0.097	\$0.061	\$0.090
65	\$0.117	\$1.181	\$0.068	\$0.212	\$0.064	\$0.197
66*	\$0.128	\$1.181	\$0.074	\$0.212	\$0.069	\$0.197
67*	\$0.138	\$1.181	\$0.080	\$0.212	\$0.075	\$0.197
68*	\$0.152	\$1.181	\$0.088	\$0.212	\$0.082	\$0.197
69*	\$0.165	\$1.181	\$0.095	\$0.212	\$0.089	\$0.197
70*	\$0.179	\$1.181	\$0.104	\$0.212	\$0.097	\$0.197

* If you are 65 to 69 years of age, the only TPD definitions for which you are covered are:

- A. loss of limbs
- B. activities of daily living and
- E. activities of daily work

Definitions - refer to pages 32 and 33 for more information.

TABLE 3 > Income protection premiums

PREMIUMS FOR A MONTHLY BENEFIT OF \$100 SUM INSURED PER WEEK						
Age next birthday	2 YEAR BENEFIT PERIOD					
	90 day waiting period			30 day waiting period		
	Group 1	Group 2	Group 3	Group 1	Group 2	Group 3
15	\$0.151	\$0.036	\$0.034	\$0.331	\$0.072	\$0.068
16	\$0.151	\$0.036	\$0.034	\$0.331	\$0.072	\$0.068
17	\$0.151	\$0.036	\$0.034	\$0.331	\$0.081	\$0.077
18	\$0.151	\$0.036	\$0.034	\$0.331	\$0.081	\$0.077
19	\$0.152	\$0.036	\$0.034	\$0.340	\$0.081	\$0.077
20	\$0.152	\$0.036	\$0.034	\$0.340	\$0.081	\$0.077
21	\$0.161	\$0.045	\$0.042	\$0.349	\$0.081	\$0.077
22	\$0.161	\$0.045	\$0.042	\$0.358	\$0.081	\$0.077
23	\$0.161	\$0.045	\$0.042	\$0.358	\$0.081	\$0.077
24	\$0.161	\$0.045	\$0.043	\$0.359	\$0.081	\$0.077
25	\$0.162	\$0.045	\$0.043	\$0.368	\$0.081	\$0.077
26	\$0.153	\$0.036	\$0.034	\$0.359	\$0.081	\$0.077
27	\$0.153	\$0.036	\$0.034	\$0.350	\$0.081	\$0.077
28	\$0.144	\$0.036	\$0.034	\$0.342	\$0.081	\$0.077
29	\$0.136	\$0.036	\$0.034	\$0.342	\$0.081	\$0.077
30	\$0.136	\$0.036	\$0.034	\$0.351	\$0.082	\$0.078
31	\$0.136	\$0.036	\$0.034	\$0.360	\$0.082	\$0.078
32	\$0.136	\$0.036	\$0.034	\$0.369	\$0.082	\$0.078
33	\$0.145	\$0.036	\$0.034	\$0.387	\$0.091	\$0.086
34	\$0.145	\$0.036	\$0.034	\$0.397	\$0.091	\$0.086
35	\$0.154	\$0.036	\$0.034	\$0.415	\$0.100	\$0.095
36	\$0.163	\$0.045	\$0.043	\$0.442	\$0.100	\$0.095
37	\$0.181	\$0.045	\$0.043	\$0.460	\$0.109	\$0.103
38	\$0.181	\$0.046	\$0.043	\$0.487	\$0.118	\$0.112
39	\$0.208	\$0.046	\$0.043	\$0.514	\$0.118	\$0.112
40	\$0.226	\$0.055	\$0.052	\$0.550	\$0.127	\$0.121
41	\$0.235	\$0.055	\$0.052	\$0.577	\$0.136	\$0.129
42	\$0.262	\$0.064	\$0.060	\$0.613	\$0.145	\$0.138
43	\$0.289	\$0.073	\$0.069	\$0.649	\$0.154	\$0.146
44	\$0.317	\$0.073	\$0.069	\$0.694	\$0.163	\$0.155
45	\$0.352	\$0.082	\$0.078	\$0.730	\$0.172	\$0.164
46	\$0.397	\$0.091	\$0.087	\$0.784	\$0.181	\$0.172
47	\$0.442	\$0.100	\$0.095	\$0.837	\$0.190	\$0.181
48	\$0.487	\$0.118	\$0.112	\$0.900	\$0.208	\$0.198
49	\$0.550	\$0.127	\$0.121	\$0.963	\$0.226	\$0.215
50	\$0.613	\$0.145	\$0.138	\$1.043	\$0.244	\$0.232
51	\$0.684	\$0.154	\$0.146	\$1.132	\$0.262	\$0.249
52	\$0.765	\$0.181	\$0.172	\$1.222	\$0.289	\$0.274
53	\$0.854	\$0.199	\$0.189	\$1.329	\$0.307	\$0.292
54	\$0.961	\$0.226	\$0.214	\$1.445	\$0.334	\$0.317
55	\$1.076	\$0.252	\$0.240	\$1.561	\$0.361	\$0.343
56	\$1.201	\$0.279	\$0.265	\$1.694	\$0.396	\$0.376
57	\$1.343	\$0.315	\$0.299	\$1.837	\$0.424	\$0.402
58	\$1.511	\$0.350	\$0.333	\$1.997	\$0.459	\$0.436
59	\$1.687	\$0.395	\$0.375	\$2.183	\$0.504	\$0.479
60	\$1.891	\$0.439	\$0.417	\$2.388	\$0.557	\$0.529
61	\$2.103	\$0.492	\$0.467	\$2.618	\$0.611	\$0.580
62	\$2.341	\$0.545	\$0.518	\$2.867	\$0.664	\$0.631
63	\$2.208	\$0.518	\$0.493	\$2.573	\$0.601	\$0.571
64	\$1.673	\$0.393	\$0.374	\$2.144	\$0.494	\$0.469
65	\$0.676	\$0.152	\$0.145	\$1.295	\$0.296	\$0.282



7

Tax and your super

This section explains the special tax rules that apply to super.

Understanding how tax and super work together can help you make the most of your retirement savings.

This section is a guide only and assumes that you are an Australian resident (excluding temporary residents) for tax purposes.

Tax can be complicated, so we recommend you talk to a professional if you have questions about tax and your personal finances.

Super is generally taxed at three stages:

1. contributions paid into a super fund
2. investment earnings of the super fund
3. benefits paid from the super fund.

Tax on contributions

The tax you pay on super contributions depends on:

- the type of contribution – concessional or non-concessional
- the amount of the contribution
- whether Transuper has your Tax File Number (TFN).

Concessional contributions

Contributions tax of 15% is charged after relevant fees and insurance premiums have been deducted from your concessional (before tax) contributions.

An annual contributions cap of \$25,000 if under age 50 and \$50,000 if over age 50 applies to concessional (before tax) contributions.

Contributions over this cap will be taxed an additional 31.5%. If additional tax is payable, the ATO will issue a tax assessment to you. You can either pay this additional tax yourself or you can ask Transuper to pay this tax from your super account using an ATO Release Authority.

If you have already paid the tax yourself, you may ask Transuper to refund to you the amount paid and this will reduce your super account accordingly. Note that it will only be possible for Transuper to pay or refund this tax up to the amount in your super account.

The Release Authority which authorises Transuper to pay your tax liability on your behalf must be received by Transuper within 90 days of the issue date. Otherwise, we will not be able to deduct the tax from your account.

Non-concessional contributions

Non-concessional (after tax) contributions are generally tax-free. However, an annual non-concessional contributions cap of \$150,000 applies (see [page 11](#) for details).

We can generally accept amounts up to this cap, but when any one contribution exceeds the cap, we will refund the whole amount.

We can continue to accept contributions which, by themselves, do not exceed the cap. This may mean that the total contributions received for you during a financial year exceed the cap and you may be liable for additional tax.

Contributions over the cap will be taxed at 46.5%. The ATO will determine whether you have exceeded the cap in any financial year and whether you are required to pay additional tax. You can either pay this additional tax yourself, or you can ask us to pay this tax from your super account using an ATO Release Authority.

Interest accrues on any tax payable 21 days after the ATO's determination. You cannot deduct interest payments from your Transuper account.

If you have already paid the tax yourself, you may ask Transuper to refund to you the amount paid and this will reduce your super account accordingly. Note that it will only be possible for us to pay or refund this tax up to the amount in your super account.

Additional tax if we don't have your Tax File Number

If we do not have your Tax File Number (TFN) on record an additional 31.5% contributions tax will be deducted annually from your concessional (before tax) contributions.

We can't accept voluntary contributions if we do not have your TFN.

If your Transuper account was set up before 1 July 2007 and we do not have your TFN, contributions will be taxed an extra 31.5% once they exceed \$1,000 in any financial year. After the \$1,000 trigger point is reached, the extra tax applies to all contributions, including the first \$1,000.

If your super account was set up after 1 July 2007, all contributions made to that account will be taxed an extra 31.5% if you do not give us your TFN.

We may be able to refund some of the additional tax you have paid if you provide us with your TFN. Generally, only additional tax paid for the current financial year and the three previous years can be claimed. You will not be able to request a refund after you have left Transuper.

Tax on the Government co-contribution

Government co-contributions (see [page 13](#)) are not taxed and do not count towards contributions caps.

Why we need your Tax File Number

Under the *Superannuation Industry (Supervision) Act 1993*, your superannuation fund is authorised to collect your TFN, which will only be used for lawful purposes.

These purposes may change in the future as a result of legislative change. We may disclose your TFN to another superannuation provider when your benefits are being transferred, unless you request in writing that your TFN not be disclosed to any other superannuation provider.

It is not an offence not to quote your TFN.

However, giving your TFN to your superannuation fund will have the following advantages:

- your superannuation fund will be able to accept all types of contributions to your account/s
- the tax on contributions to your superannuation account/s will not increase
- other than the tax that may ordinarily apply, no additional tax will be deducted when you start drawing down your superannuation benefits
- it will make it much easier to trace different superannuation accounts in your name so that you receive all your superannuation benefits when you retire.

Tax on investment earnings

The investment earnings of super funds are generally taxed at 15%.

The actual rate at which the Trustee pays tax may be reduced below 15%, due to the effect of various tax discounts, credits and rebates. These taxes are deducted from the investment earnings of the Fund's investment options before calculating the crediting rates to be applied to member accounts.

Tax on withdrawals

Tax may be applied when you withdraw your super, depending on your age, the amount you withdraw, the type of withdrawal and other factors.

Tax on transfers out of Transuper

You pay zero tax when you withdraw your super from Transuper for the purpose of transferring it to another Australian complying super fund or another division of the Fund.

Tax on lump sum payments

You may have to pay tax on your super when it is withdrawn from Transuper on meeting a condition of release (see page 14).

Your lump sum payment will be made up of two components:

Tax-free component

This is generally made up of your personal after-tax contributions, spouse contributions and an amount that represents the portion of your benefit built up before 1 July 1983. A higher tax-free amount may apply if you are totally and permanently disabled. You pay no tax on this component.

Taxable component

This is your super payment, less your tax-free component if applicable.

Lump sum tax rates (2010/11)

Age	Taxable Component
Up to 55	20%
55-59	(up to \$160,000) Nil (over \$160,000) 15%
60 or over	Nil

Tax rates shown in the above table are for the taxed element of the taxable component and assume that you have supplied Transuper with your TFN.

The lump sum tax rates do not include the Medicare Levy (1.5%) that is payable. Different tax rates are payable on the untaxed element of the taxable component.

The untaxed element of your taxable component consists of amounts such as superannuation guarantee payments from the ATO and amounts rolled over from certain public sector superannuation schemes.

The tax-free limit shown in the age 55-59 row is indexed from 1 July each year to Average Weekly Ordinary Time Earnings (AWOTE) in increments of \$5,000. The \$160,000 limit is a lifetime limit applicable to all superannuation payments made after you reach your preservation age, including any payments made before 1 July 2007.

Note that tax treatment different from the above will apply if you are a temporary resident who withdraws your super as a Departing Australia Superannuation Payment.

Tax on pension benefits

If you choose to commence:

- an Account Based Pension with us after you retire
- a Transition to Retirement Pension before you retire,

your pension payments will be tax-free if you have reached 60 years of age.

Tax is payable on pension payments if you are under age 60, although tax concessions mean that superannuation pensions still offer tax advantages.

See page 15 for more information about our superannuation pensions, or visit www.transpension.com.au to find out more about tax and pensions.

Other things you should know

Tax and temporary residents

Higher tax rates will generally apply to super payments to a temporary resident who has permanently left Australia.

You should seek professional advice if you are unsure of what (if any) tax you may have to pay on your super withdrawal.

Tax on death benefits

If you die while you are a member of Transuper, your death benefit (your accumulated super and, if applicable, any insurance benefits) will be taxed according to the status of the recipient.

If your death benefit is paid to a dependant (as defined for tax purposes), it will be tax-free.

If your death benefit is paid to a non-dependant, it will generally be taxed at 15% plus 1.5% Medicare Levy on the taxed element of the taxable component (different rates apply to any untaxed element of the taxable component). It will be taxed at zero tax on any tax-free component.

Similarly, if a lump sum payment is made upon your death to your estate for distribution in accordance with your will or the laws of succession, the amount given to a dependant by the estate will be tax-free in the estate and to the dependant.

A payment by your estate to a non-dependant will generally be taxed at 15% plus Medicare Levy on the taxable component of your superannuation benefit, with no tax payable on any tax-free component.

For tax purposes, a child who is 18 years or over and is not in an interdependency relationship with you or is not financially dependent on you is considered a non-dependant. They may be nominated to receive your death benefit. However, they will be taxed as a non-dependant.

Tax on income protection insurance benefits

Any monthly income protection benefit paid to you (see [page 30](#)) is generally taxed at your PAYG income tax rate.

Spouse contributions tax offset

If your spouse's income is below \$10,800 in a financial year, you may be entitled to a tax offset (or rebate) of 18% for spouse contributions up to \$3,000 per annum made by you. This amounts to a \$540 tax offset.

If your spouse's income is between \$10,800 and \$13,800, a reduced tax offset applies.

Certain conditions must be met to be eligible for the tax offset, including that you must be living with your spouse, you both must be Australian residents and the contributions were not deductible to you.

A financial adviser can help you decide the most appropriate way for you to make contributions given your personal needs and circumstances.

Spouse includes your husband or wife or a person (whether of a different sex or the same sex) who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple or another person with whom you are in a relationship that is registered under a law of a State or Territory (as prescribed for the purposes of section 22B of the *Acts Interpretation Act 1901*).



8

Other information

This section explains other things you should know about Transuper.

Roll your super together

If you have had other jobs in the past, you probably have more than one super account.

Multiple super accounts mean multiple fees, which can equal less super at retirement.

Having more than one super account also makes it more difficult to manage your super paperwork.

Roll over your other super today by completing and returning the *Request to transfer whole balance of superannuation benefits between funds* form attached to this booklet with your *Membership application*, or generate the paperwork automatically using our online rollover tool at www.transuper.com.au.

Changing jobs

You can keep your Transuper account when you change jobs, even if you leave the transport and logistics industry.

Moving to a new employer in the transport industry

You can stay with Transuper if you move to another employer in the transport industry.

Just tell your new employer your Transuper member number when you start. You can find your member number on your last statement or by calling us on **1800 808 799**.

Moving to a new employer outside the transport industry

If you move to another job outside the transport industry, you do not have to take your money out of Transuper. In most cases, you can instruct your new employer to pay employer contributions into your existing Transuper account.

For more details visit www.transuper.com.au or call us on **1800 808 799**.

Choice of fund legislation

If your employer offers Choice of fund, it means that you are able to choose which super fund your employer pays your superannuation contributions to.

Choice also means that, in most cases, you can take your super fund with you when you change jobs and keep your super in one place.

Choice does not need to be offered where contributions to a particular fund are being made under the terms of:

- a Federal Certified Agreement, Australian Workplace Agreement or State Agreement entered into prior to 27 March 2006, or Collective Agreement entered into from 27 March 2006 that requires the employer to make superannuation contributions
- pre-Fair Work reform agreements
- enterprise agreements or workplace determinations
- State awards or industrial agreements
- the *Superannuation (Productivity Benefit) Act 1988*.

In other words, if you are employed under one of the above, Choice does not apply to you.

There are some further limited exemptions from Choice of fund for defined benefit fund members and certain Government sector funds are also exempt. Contributions in excess of Superannuation Guarantee contributions do not come under the Choice of fund requirements.

How does Award superannuation work?

If you are employed under a Federal award, Choice of fund also applies to you. If you do not make a choice, your employer is bound to pay contributions into the fund named in the award as the default fund.

For more information you can visit www.transuper.com.au.

Who gets your super if you die?

If you die while you are a member of Transuper, your account balance (adjusted for fees, charges and investment earnings) plus any insurance benefit (see [page 32](#)) will be payable to your dependants or your estate. If you have no dependants, the Trustee will pay your benefit to your legal personal representative (your Estate). If you also have no legal personal representative, the Trustee has the discretion to pay your benefit to another person, such as a relative.

This sum of money is called your death benefit.

For legal and practical reasons, it is up to the Trustee to decide who your death benefit is paid to if you die while you are a member of Transuper.

To help the Trustee make this decision, please nominate your beneficiary or beneficiaries when you complete your *Membership application* form.

Every time your personal circumstances change, you should update your beneficiaries. You can do this by completing and returning a *Change member details* form. Download a copy at www.transuper.com.au or call us on 1800 808 799.

You can nominate anyone who is your dependant or your legal personal representative (Estate) as a beneficiary.

A **dependant** is defined as:

- your spouse
- your child (including a stepchild, adopted child, ex-nuptial child, or child of your spouse)
- any other person who was wholly or partially financially dependent on you at the time of death
- any other person with whom the Trustee considers you had an interdependency relationship at the time of your death.

Spouse is defined as:

- a. your husband or wife
- b. another person who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple
- c. in the case of a deceased member, your widow or widower or a person who was at the date of your death living with you on a genuine domestic basis in a relationship as a couple
- d. another person (whether of a different sex or the same sex) with whom you are in a relationship that is registered under a law of a State or Territory as prescribed for the purposes of s22B of the *Acts Interpretation Act 1901*.

An **interdependency relationship** is a relationship where two persons:

- have a close personal relationship
- they live together
- one or each of them provides the other with financial support
- one or each of them provides the other with domestic support and personal care, or one or each of them provides the other with support and care of a type and quality normally provided in a close personal relationship, rather than by a mere friend or flatmate.

If the two persons have a close relationship but do not meet the other criteria listed above because:

- either one or both of them suffer from a disability
 - they are temporarily living apart they will still be regarded as having an interdependency relationship.
- An interdependency relationship is **not** one where one person provides domestic support and personal care to the other either:
- under an employment contract or a contract for services
 - on behalf of another person or organisation such as a Government agency, body corporate or a benevolent or charitable organisation.

Payment of a death benefit

Your death benefit (including any insurance proceeds) will continue to be invested in your chosen investment options (or the Balanced investment option if you have not made an investment choice) until the Trustee has decided how to allocate your death benefit.

Your benefit will continue to receive investment returns (these can be positive or negative) and these returns will be included in the final payment made to your beneficiaries or Estate.

A death benefit payment decision will usually be made within six weeks of receiving all completed documentation. However, depending on the complexities and cooperation of your beneficiaries, the finalisation of a death benefit can take up to 12 months or more. See [page 32](#) for more information about the insurance component of a death benefit.

Portability

Portability rules allow members to move their superannuation money between funds (a portability transfer).

If your employer continues to make contributions to Transuper, you can transfer your existing super to another fund, but you must maintain a minimum account balance of \$5,000 in Transuper, in accordance with the Fund rules as permitted under superannuation regulations. Remember, any insurance you have with the Fund will cease on the day you cease to be a member of the Fund.

Do you have money in a UK pension fund?

If you have money in a UK pension fund, you may be able to transfer it to Transuper. The Fund is a Qualifying Recognised Overseas Pension Scheme (QROPS). This means that you can consolidate your UK super into your Transuper account.

If you would like to roll over your UK pension account into your Transuper account, please call us on **1800 808 799**.

We can arrange for a Client Relations Officer to visit your home or work to help you with the paperwork. See the **back cover** for details.

Lost super – Eligible Rollover Fund

Superannuation regulations permit funds to transfer members' benefits to a nominated Eligible Rollover Fund (ERF) in circumstances determined by the Trustee.

The Trustee has nominated Australia's Unclaimed Super Fund (AUSfund) RSE LO000413 as the Fund's ERF.

The Trustee may transfer a member's benefit to AUSfund where the member's account balance is less than \$1,000 and no contributions have been received for at least 15 months.

We will write to your last known address to advise you that we intend to transfer your super to AUSfund and to provide you with a reasonable opportunity to nominate another superannuation fund (or Eligible Public Sector Superannuation Scheme or Retirement Savings Account) to receive the transfer of your super rather than AUSfund. If you do not advise us what you would like done with your account, the Trustee will transfer your benefit to AUSfund. No exit fee will be charged on the transfer of your super to AUSfund. Once your super benefit has been transferred to AUSfund, you become a member of that fund and will be subject to its governing rules and cease to be a member of Transuper. You will no longer have any rights under Transuper and your insurance cover (if any) will terminate.

If Transuper can provide your current contact details, AUSfund will send you a copy of its PDS and annual report. You can also contact AUSfund to request a copy.

As a member of AUSfund, you are treated as a protected member for the purposes of superannuation law.

Set out below is a summary of some of the features of AUSfund current at the date of this PDS.

- Indirect investment costs are deducted from the gross investment returns before interest rates are declared.
- AUSfund accounts of \$50 or more attract an administration levy of \$14 per year or part year. Lower balances are not subject to the levy and do not earn interest. However, all accounts are protected from erosion by the levy, so that the levy cannot exceed the interest credited to each account.

- AUSfund cannot accept contributions from employers. It is able to accept after-tax contributions in line with superannuation law.
- AUSfund may have a different investment strategy to Transuper, and member investment choice is not available. Details can be found in AUSfund's PDS.
- AUSfund does not offer any insurance cover.
- AUSfund conducts cross fund matching services (where your information is used to search for an active account in your name in another superannuation fund) and will transfer your AUSfund benefits to that fund if an active account in your name is found. AUSfund also attempts to locate superannuation contributions paid to the Australian Taxation Office on a member's behalf.
- If your account is transferred to AUSfund, your personal information will be used or disclosed by AUSfund to administer your benefits, including establishing your account and managing your super, processing contributions, paying benefits, providing you with membership benefits and services and contacting you. AUSfund uses external service providers such as Superpartners Pty Limited and Baycorp Advantage Limited to provide services and other benefits to its members under the strictest confidence. AUSfund will not use or disclose your personal information for any other purpose without your consent, except where required or authorised by law.

You may request access to, or correction of, any personal information held by AUSfund by writing to AUSfund's Privacy Officer:

AUSfund Administration
PO Box 2468, Kent Town SA 5071
Phone: 1300 361 798
Fax: 1300 366 233
Email admin@ausfund.net.au
Web: www.unclaimedsuper.com.au

Other lost accounts

Superannuation providers are required to transfer the following super accounts to the ATO as unclaimed monies:

- lost member accounts which have balances of less than \$200
- accounts which have been inactive for five years and for which there are insufficient records to identify the owner of the account.

Enquiries and complaints

Most enquiries can be answered over the phone by calling us on **1800 808 799** but, depending on the type of issue involved, you may be asked to put your query in writing.

If you have a complaint about the services we provide, please contact our Complaints Officer by:

- calling **1800 808 799** and making the complaint verbally to the Complaints Officer
- putting the complaint in writing, with 'Notice of Complaint' on the envelope and addressing it to:
The Complaints Officer
Transuper
Locked Bag 5094
Parramatta NSW 2124

The Trustee prefers written complaints, marked as such, as it helps to better deal with the complaint.

By law, we are required to have in place arrangements to properly consider and deal with any complaints within 90 days.

If you are not satisfied with the outcome, or the matter cannot be resolved, you may be able to refer the matter to the Superannuation Complaints Tribunal (SCT). The SCT is an independent Government body which was set up to help resolve disputes between super funds and their members.

Complaints must be lodged with the SCT within certain time limits.

The SCT will not deal with a matter until it is satisfied that the complaint:

- has already been made to the Fund through our complaints procedures
- is not subject to litigation in court
- does not relate to the general management of the Fund
- is not about the distribution of death benefits where the beneficiaries have been notified of how the money is to be distributed but have not objected within 28 days of being notified.

For more information, you can contact the SCT on **1300 884 114** or in writing to:

Superannuation Complaints Tribunal
Locked Bag 3060
Melbourne VIC 3001

If your complaint relates to a breach of privacy, you can contact the Privacy Commissioner on **1300 363 992**.

Monitoring

The Trustee may, at its discretion, monitor or record enquiries or dealings made by telephone. This is done for reasons of accuracy, security and service.

Protecting your privacy

Your personal information that Transuper collects is used to:

- process your application and requests
- administer your Transuper account and provide you with benefit options
- correspond with you in relation to your super account, benefits and options
- pay your benefits under Transuper
- conduct research about how to improve the Fund's services and products.

We may arrange to provide other services to you. These services may include information on other products. We may arrange for a financial planner to contact you to offer to assist you with your financial planning in relation to your superannuation.

We may arrange for a service provider or the Australian Taxation Office (ATO) to cross match your personal details with other superannuation funds to help locate any other superannuation accounts in your name.

If you choose not to give us your personal information, or provide us with incomplete or inaccurate personal information, we may not be able to provide you with all the benefits of Transuper and may not be able to process your claim or pay the benefit.

Unless required or authorised by law, we will only provide your personal information to authorised advisers, service providers or government agencies that use the information to administer your account and provide services to you or to the Trustee relating to your Transuper account.

You are able to gain access to your personal information or get a copy of the Fund's Privacy Policy by contacting us on **1800 808 799**. In doing so, you can correct any personal information that may be incorrect.

When we will ask you for ID

Transuper requires proof of identity before we make benefit payments to members.

If you intend to cash out all or part of your super or draw out your benefits by way of a pension, you must first provide us with the necessary documents to verify your identity.

We may also ask you for additional identification from time to time.

The Trustee has certain reporting obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act (2006)*. The legislation prevents the Trustee from informing members that any such reporting has taken place. Where legally obligated to do so, the Trustee may disclose the information gathered to regulatory and/or law enforcement agencies, including the Australian Transaction Reports and Analysis Centre (AUSTRAC), banks, service providers or other third parties.

Direct marketing

From time to time, we may send members communication material, including marketing material by third parties (known as direct marketing material), about special offers and promotions that are available only to members of Transuper.

If you do not want us to use your personal information to send you direct marketing material by post or by email, then please tick the direct marketing box on your *Membership application* form.

You can also opt out of direct marketing material by calling us on **1800 808 799**.

Family Law and your super

Government legislation allows couples other than in Western Australia (whether of a different sex or the same sex) to make binding agreements or obtain orders from the Family Court in respect of how each partner's super will be divided on the breakdown of marriage or de facto relationship.

Your super benefit may need to be adjusted to reflect any agreements or Court orders which may be binding on the Trustee. Splitting super entitlements with your spouse will also affect the preserved components of your super and may have tax consequences. You should seek professional advice as to the consequences that separation may have on your super.

Please note that, under the *Family Law Act*, the Trustee is required to provide certain information about a member's benefit in Transuper to eligible persons where the information is required to negotiate a superannuation agreement or to assist with a Court order. For the purposes of the *Family Law Act*, an **eligible person** means a member, the spouse of a member or a person who intends to enter a superannuation agreement with the member. In some instances, the law prevents us from telling you about enquiries made about your super by other eligible persons. We are also not legally allowed to give your home address to your spouse if it is requested.

We will charge fees for the valuation and the splitting of superannuation accounts undertaken under the *Family Law Act*. These fees cover the administration expenses of providing information and splitting a benefit. See **page 8** for details of these fees and how they are paid.

You cannot borrow from Transuper

Under law, you cannot borrow money from Transuper or use your super as security for a loan from any form of lender. You also cannot give (or assign) your benefits in Transuper to someone else.

Watch out for identity theft

Super statements are increasingly used in identity theft.

Identity thieves steal personal mail from your letterbox or garbage and use this information to create a false identity and run up debts in your name.

Even worse, thieves may contact your super fund and ask for your benefits to be transferred into a false account controlled by them.

Protect your super and your identity by securing your mailbox and shredding sensitive personal information.

We also recommend switching to electronic statements, which are free, secure and accessible only to you by password. Call us on **1800 808 799** to register.



9

Forms

1. *Membership application*
2. *Insurance transfer form:
TWUSUPER and divisions*
3. *Request to transfer whole balance of
superannuation benefits between funds
(ATO rollover form and instructions)*

Membership application

Welcome to Transuper.

Please complete this form in full to enjoy all the features and benefits of Transuper membership.

If you have any questions contact our Customer Service Team on 1800 808 799 or email transuperadmin@aas.com.au.

Issued with a PDS

1. Your details

(Please use CAPITAL LETTERS and a black pen)

Member number (if known)	Mr Mrs Miss Ms Dr	Sex M/F	Date of birth
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Surname			
<input type="text"/>			
Given names			
<input type="text"/>			
Street number	Street name		
<input type="text"/>	<input type="text"/>		
Suburb/Town/City	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Contact telephone number	Business telephone number	Other telephone number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Email address			
<input type="text"/>			
<input type="checkbox"/>	If you do not want Transuper to send you regular email updates, please tick this box.		Your previous member number
<input type="checkbox"/>			<input type="text"/>
Have you previously been a member of Transuper? <input type="checkbox"/> YES <input type="checkbox"/> NO			
If you answered YES, please provide your member number in the space above (call 1800 808 799 if you don't know your member number).			

2. Your employment details

What is your employer or prime contractor's Transuper Employer number? (optional - ask your payroll office)		<input type="text"/>
Name of your employer	Date you started as an employee/contractor	
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	
Street/PO Box number	Street name	
<input type="text"/>	<input type="text"/>	
Suburb/Town/City	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Telephone number		
<input type="text"/>		

3. Your investment choice

As a member of Transuper, you can choose the way your super is invested once you have \$1,000 or more in your account.

Your super is automatically invested in our Balanced investment option until you make an investment choice.

For more information about our investment options (Cash Plus, Balanced and Equity Plus) please read the *Investing your super* section of the *Member Information Booklet* (PDS).

4. Your insurance

When you join Transuper, you automatically receive our basic insurance cover, provided you meet our eligibility criteria.

Basic insurance cover consists of 2 units of Death (including Terminal Illness) cover and 2 units of Total and Permanent Disablement (TPD) cover. Please read the Insurance section of the *Member Information Booklet* (PDS) to understand the conditions you must meet to qualify for basic insurance cover.

Insurance group

The following questions will help us determine which insurance group applies to you. This determines how much basic cover you receive and how much that cover costs.

Occupation (please describe briefly)

For the full definitions of these groups, please refer to the *Insurance* section of the *Member Information Booklet* (PDS).

If you do not elect a group, you will automatically be placed in Group 1.

For insurance purposes, I am a:

- Group 1: Manual (do not meet Group 2 or 3 definitions)
- Group 2: Non-manual (working at least 75% of the time in an office environment without manual duties)
- Group 3: Professional (working in an office environment 100% of the time in a sedentary capacity, earning \$80,000 pa or more – or pro rata equivalent if not working full time – and hold an accredited higher education qualification or are eligible to belong to a recognised professional body).

Insurance cover options

If you are a new member of Transuper, you can apply for an additional unit of basic cover without the need to provide evidence of health. Conditions apply. Refer to the *Insurance* section of the *Member Information Booklet* (PDS) for more information.

If you do not elect a basic cover option, you will automatically receive 2 units of Death cover and 2 units of TPD cover.

Please tick one option below:

- 1 unit of Death (including Terminal Illness) cover and 1 unit of TPD cover
- 2 units of Death (including Terminal Illness) cover and 2 units of TPD cover – **Default**
- 3 units of Death (including Terminal Illness) cover and 3 units of TPD cover

If you do not want insurance cover, please call us on 1800 808 799 to request a *Change insurance cover* form.

Find out how you can top up your basic insurance cover by reading the *Insurance* section of the *Member Information Booklet* (PDS).

5. Your preferred beneficiaries

Beneficiaries are the people you want to receive your super if you die while you are a member of Transuper.

A Dependant is currently defined as your spouse (of the opposite or same sex, including de facto relationships), children, someone who is wholly or partially financially dependent on you, or someone with whom you have an interdependency relationship. See the *Other Information* section of the *Member Information Booklet* (PDS) for full definitions.

This nomination is not binding. The Trustee makes the final decision on who receives your benefit if you die while a member of Transuper.

First person's full name

Mr Mrs Miss Ms Dr

Sex M/F

Date of birth

 / /

Street number

Street name

Suburb/Town/City

State

Postcode

Relationship to you

How much?

 %

Second person's full name

[Grid for name entry]

Mr Mrs Miss Ms Dr

Sex M/F

Date of birth

[Grid for title, sex, and date of birth]

Street number

Street name

[Grid for street details]

Suburb/Town/City

State

Postcode

[Grid for suburb, state, and postcode]

Relationship to you

How much?

[Grid for relationship and percentage]

Third person's full name

[Grid for name entry]

Mr Mrs Miss Ms Dr

Sex M/F

Date of birth

[Grid for title, sex, and date of birth]

Street number

Street name

[Grid for street details]

Suburb/Town/City

State

Postcode

[Grid for suburb, state, and postcode]

Relationship to you

How much?

[Grid for relationship and percentage]

Total = 100%

1 0 0 %

You can nominate more beneficiaries by attaching their details on a separate signed sheet. Make sure that you include all the information requested above and that the total allocation of your super adds up to 100%.

6. Spouse or third party authority (optional)

Complete this section if you want to give another person authority to either act on your behalf or to obtain information about your Transuper account.

I hereby authorise the person or company below to:

obtain information about my Transuper account

AND/OR (tick one or both boxes)

act on my behalf by giving instructions about my Transuper account

I understand that this authorisation will remain in force until revoked in writing by me.

Name of person

Relationship to you

[Grid for name and relationship]

Name of company (if applicable)

[Grid for company name]

Street number

Street name

[Grid for street details]

Suburb/Town/City

State

Postcode

[Grid for suburb, state, and postcode]

7. Your TFN

Why we need your TFN

Under the *Superannuation Industry (Supervision) Act 1993*, your superannuation fund is authorised to collect your Tax File Number (TFN), which will only be used for lawful purposes. These purposes may change in the future as a result of legislative change. The trustee of your superannuation fund may disclose your TFN to another superannuation provider when your benefits are being transferred, unless you request the trustee of your superannuation fund in writing that your TFN not be disclosed to any other superannuation provider.

It is not an offence not to quote your TFN. However, giving your TFN to your superannuation fund will have the following advantages (which may not otherwise apply):

- your superannuation fund will be able to accept all types of contributions to your account/s;
- the tax on contributions to your superannuation account/s will not increase;
- other than the tax that may ordinarily apply, no additional tax will be deducted when you start drawing down your superannuation benefits; and
- it will make it much easier to trace different superannuation accounts in your name so that you receive all your superannuation benefits when you retire.

I agree to provide my TFN under the conditions stated above. My TFN is

We respect your privacy

Our *Member Information Booklet* (PDS) explains how we collect, use and protect your personal information. See the *Other information* section for details.

Direct marketing

From time to time, Transuper may send members direct marketing material (including marketing material from third parties) about special offers and promotions which are available to members of Transuper only.

If you do not want Transuper to use your personal information to send you direct marketing material, please tick this box:

Read and sign

I declare that:

- I have read and carefully considered the questions in the *Membership application* form and all answers provided on this form are true and correct
- I am aware of the terms and conditions for insurance cover (including defined terms) as summarised in the *Member Information Booklet* (PDS) and acknowledge that the terms and conditions apply to me
- I agree to the collection, use and disclosure of my personal information by the insurer as set out under the heading 'Protecting your privacy' in the *Member Information Booklet* (PDS).

Signature (please sign here)

X

Date



Send your completed form to: Transuper, Locked Bag 5094, Parramatta NSW 2124 or fax it to 1300 889 807

Insurance Transfer Form

TWUSUPER and Divisions (Transuper and TransPersonal)

CommInsure



You can apply to transfer insurance cover that you have outside of TWUSUPER if you:

- are joining TWUSUPER for the first time or an existing member of TWUSUPER; and
- you have superannuation with another fund where you are entitled to a death and/or total and permanent disablement (TPD) benefit and/or income protection benefit under that fund ('former fund'); or
- you have an individual death and/or TPD and/or income protection insurance policy outside of superannuation from a life insurer ('individual insurer'); by

- 1 completing **Sections A, B and C** of this Insurance Transfer Form (below), providing all the required details and signing the form; and
- 2 attaching an up-to-date statement from your former fund or written evidence from your individual insurer confirming the type and level of cover you have with the former fund or individual insurer (TWUSUPER must receive this evidence within **45** days of it being issued).

Please note that acceptance of your transfer request is subject to the Insurer's acceptance and some limitations apply. Do not cancel your existing cover until you have received confirmation in writing that your transfer request has been accepted by TWUSUPER.

If TWUSUPER's Insurer (CommInsure) accepts your application, you will receive an amount of cover equivalent to the level of cover you currently have with your former fund or individual insurer. If this cover is for death and/or TPD, it will apply **in addition** to any basic cover you may be automatically entitled to under TWUSUPER. Transferred income protection cover will **replace** any income protection cover you may have under TWUSUPER.

Section A – Personal details

Given name(s)		Family name	
<input type="text"/>		<input type="text"/>	
Date of birth	Phone number	Email	
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> (<input type="text"/>)	<input type="text"/>	
Address			
<input type="text"/>		State	Postcode
TWUSUPER member number (if known)		Name of current employer	
<input type="text"/>		<input type="text"/>	
Name of former fund or individual insurer			
<input type="text"/>			
Former fund member number or Life Policy number		Former fund SPIN (if known, not applicable for individual policies)	
<input type="text"/>		<input type="text"/>	

Section B – Personal statement and confirmation of requirements

1. Please confirm that the following statements are true and correct by ticking (✓) the appropriate box							
i. I will cancel all insurance cover with my former fund or individual insurer within 60 days of receiving confirmation from TWUSUPER of my successful transfer application;							
ii. I will not be transferring the cover with my individual insurer or former fund to any other part (including division, section or category) of the former fund, or to any other superannuation fund, other than TWUSUPER; and							
iii. I will not effect a continuation option, or subsequently reinstate any cancelled cover with the individual insurer, or within the former fund or any other division, section, category of the former fund, or within any fund or insurance policy where such reinstatement of cover is available to me;							
iv. I understand that my cover, once accepted, will be subject to the terms and conditions relating to insurance cover provided by TWUSUPER.							
I confirm that the above statements are true and correct and I agree to abide by these requirements							<input type="checkbox"/> No <input type="checkbox"/> Yes
If you have ticked 'No' you are not eligible for insurance transfer into TWUSUPER. This does not affect any basic cover you are entitled to, or may have under TWUSUPER.							
2. I confirm the details of my current cover with the former fund or individual insurer are as follows:							
Death cover	\$	Date cover started	/ /	Total and Permanent Disablement (TPD) cover	\$	Date cover started	/ /
Please note that you must transfer the total current cover to TWUSUPER, and you cannot transfer TPD cover without Death Cover, and if the Insurer accepts your application, your amount of cover with the former fund or individual insurer will be matched by an equivalent level of fixed TWUSUPER insurance cover, rounded up to the next \$1,000.							
Income protection cover	\$	Date cover started	/ /	TWUSUPER provides monthly cover in units of \$100. If your transfer application is successful, you will be given the number of units closest to your current monthly cover (rounded to the nearest unit).			

Page 1 of 2

Section B – Personal statement and confirmation of requirements (continued)

Income protection waiting period e.g. 30 or 90 days (if your current waiting period is greater than 90 days you are not eligible to transfer your cover to TWUSUPER)	
Income protection benefit period e.g. two years, five years, to age 60, to age 65 (TWUSUPER has a two year benefit period. If your transfer application is successful, a two year benefit period will apply)	
Income protection additional benefits e.g. nursing care benefit, specific illness benefit (these benefits may not be available under TWUSUPER)	
3. Are you restricted, due to injury or illness, from carrying out the identifiable duties of your current and normal occupation on a full-time basis (even if you are not currently working on a full-time basis)? Full-time basis is considered to be at least 35 hours per week even though you may not actually be currently working that number of hours.	<input type="checkbox"/> No <input type="checkbox"/> Yes
4. Have you been paid, or are you eligible to be paid, or have you lodged a claim for a Total and Permanent Disablement or disability benefit from TWUSUPER, another superannuation fund or under a life insurance policy?	<input type="checkbox"/> No <input type="checkbox"/> Yes
5. Have you been diagnosed with an illness that reduces your life expectancy to less than twelve months from today?	<input type="checkbox"/> No <input type="checkbox"/> Yes
If you have ticked 'Yes' to question 3,4 or 5 you are not eligible for insurance transfer into TWUSUPER. This does not affect any basic cover you are entitled to, or may have under TWUSUPER.	
6. Is your cover with the former fund or individual insurer subject to any premium loadings and/or exclusions, including but not limited to pre-existing condition exclusions, or restrictions in regards to medical or other conditions?	<input type="checkbox"/> No <input type="checkbox"/> Yes
If 'Yes' please provide details of the premium loading, exclusion or restriction, including a copy of the advice you received from the former fund or individual insurer advising you of the acceptance of that cover subject to these additional terms.	

Section C – Acknowledgments

I acknowledge that:

- if I do not fully complete, sign and date this application, I will not be eligible to transfer my existing cover to TWUSUPER; and
- if the Insurer has accepted my application, my cover will commence in TWUSUPER on the date this application is completed subject to cancellation of my existing cover as outlined in Section B; and
- TWUSUPER and the Insurer may undertake appropriate enquiry and investigation to verify the answers I have provided on this form; and
- I agree to provide TWUSUPER or the Insurer with any authority that may be necessary to access to the health evidence I provided to my former fund, the former fund's insurer or my individual insurer for the purposes of assessing any application for that cover, and I agree that any failure to abide by my duty of disclosure to the former fund, former fund's insurer or individual insurer may be acted upon by TWUSUPER or its Insurer in respect of cover transferred on the basis of this application; and
- should it become apparent to TWUSUPER or its Insurer that I have not undertaken the requirements that I confirmed in Section B above, then any insured benefit that may be payable to me or my estate or my beneficiaries from TWUSUPER may be reduced in whole or in part as a consequence of my failure to abide by these conditions. This reduction in benefit will, however, be limited to the extent that my benefit from TWUSUPER is no less than I would have been eligible to receive under the terms of the policy between TWUSUPER and the Insurer had I not applied for a transfer of cover.

Your Duty of Disclosure

Before you enter into or become insured under a contract of life insurance with an insurer, you have a duty under the Insurance Contracts Act 1984 to disclose to the insurer every matter that you know, or could reasonably be expected to know, that is relevant to the insurer's decision whether to accept the risk of the insurance and, if so, on what terms.

You have the same duty to disclose those matters to the insurer before you renew, extend, vary or reinstate your insurance. Your duty, however, does not require disclosure of a matter:

- that diminishes the risk to be undertaken by the insurer;
- that is of common knowledge;
- that your insurer knows or, in the ordinary course of its business, ought to know; or
- as to which compliance with your duty is waived by the insurer.

Non-disclosure

If you fail to comply with your duty of disclosure and the insurer would not have covered you on any terms if the failure had not occurred, the insurer may void your cover within three years of issuing it. If your non-disclosure is fraudulent, the insurer may void your cover at any time.

An insurer who has not voided your cover may, within three years of issuing it, elect to reduce the sum that you have been insured for in accordance with a formula that takes into account the premium that would have been payable if you had disclosed all relevant matters to the insurer.

Full name

Member's signature

Date

 / /

Please return the completed form, with attachments, to TWUSUPER, Locked Bag 5094, Parramatta NSW 2124.



Request to transfer whole balance of superannuation benefits between funds under the Superannuation Industry (Supervision) Act 1993

PLEASE TEAR HERE

COMPLETING THIS FORM

- Read the important information pages
- Refer to instructions where indicated with a ➤
- This form is only for whole (not part) balance transfers.

AFTER COMPLETING THIS FORM

- Sign the authorisation
- Send form and certified proof of identity documents to either your **FROM** or **TO** fund.

Personal details

Title: Mr Mrs Miss Ms Other

*Family name

*Given names

Other/previous names

*Date of birth Day / Month / Year

Tax file number

Under the *Superannuation Industry (Supervision) Act 1993*, you are not obliged to disclose your tax file number, but there may be tax consequences.

➤ See 'What happens if I do not quote my tax file number?'

*Gender Male Female

*Contact phone number

Residential address

*Address

*Suburb

*State/territory *Postcode

Previous address

➤ If you know that the address held by your **FROM** fund is different to your current residential address, please give details below.

Address

Suburb

State/territory Postcode

Fund details

FROM

*Fund name

Fund phone number

Membership or account number

Australian business number (ABN)

Superannuation Product Identification Number (SPIN)

❗ If you have multiple account numbers with this fund, you must complete a separate form for each account you wish to transfer.

TO

*Fund name

*Fund phone number

*Membership or account number

Australian business number (ABN)

Superannuation Product Identification Number (SPIN)

❗ You must check with your **TO** fund to ensure they can accept this transfer.

*Proof of identity ➤ See 'Completing proof of identity'

I have attached a certified copy of my driver's licence or passport

OR

I have attached certified copies of both:

Birth/Citizenship Certificate or Centrelink Pension Card

AND

Centrelink payment letter or Government or local council notice (<1 year old) with name and address

Authorisation

By signing this request form I am making the following statements:

- I declare I have fully read this form and the information completed is true and correct
- I am aware I may ask my superannuation 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, and do not require any further information.
- If the **TO** fund is a self managed superannuation fund (SMSF), I confirm that I am a member, trustee or director of a corporate trustee of the SMSF.
- I discharge the superannuation provider of my **FROM** fund of all further liability in respect of the benefits paid and transferred to my **TO** fund.

I request and consent to the transfer of superannuation as described above and authorise the superannuation provider of each fund to give effect to this transfer.

*Name (Print in BLOCK LETTERS)

*Signature

*Date Day / Month / Year

* Denotes mandatory field. If you do not complete all of the mandatory fields, there may be a delay in processing your request.

This page has been left blank intentionally



Completing the request to transfer whole balance of superannuation benefits between funds form

By completing this form, you will request the transfer of the WHOLE balance of your superannuation benefits between funds.


This form can NOT be used to transfer part of the balance of your superannuation benefits.

This form will NOT change the fund to which your employer pays your contributions. The Standard Choice Form must be used by you to change funds.

BEFORE COMPLETING THIS FORM

- Read the important information below.
- Check that the fund you are transferring your benefits TO can accept this transfer.

WHEN COMPLETING THIS FORM

- Refer to these instructions where a question shows a message like this: 
- Print clearly in BLOCK LETTERS.

AFTER COMPLETING THIS FORM

- Sign the authorisation.
- Attach the appropriately certified proof of identity documents.
- Review the checklist below.
- Send the request form to your fund.

IMPORTANT INFORMATION

 This transfer may close your account (you will need to check this with your FROM fund).

This form can NOT be used to:

- transfer part of the balance of your superannuation benefits
- transfer benefits if you don't know where your superannuation is
- transfer benefits from multiple funds on this one form – a separate form must be completed for each fund you wish to transfer superannuation from
- change the fund to which your employer pays contributions on your behalf
- open a superannuation 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.

CHECKLIST

- Have you read the important information?
- Have you considered where your future employer contributions will be paid?
- Have you checked your TO fund can accept the transfer?
- Have you completed all of the mandatory fields on the form?
- Have you signed and dated the form?
- Have you attached the certified documentation including any linking documents if applicable?

WHAT HAPPENS TO MY FUTURE EMPLOYER CONTRIBUTIONS?

Using this form to transfer your benefits will not change the fund to which your employer pays your contributions and may close the account you are transferring your benefits FROM.

If you wish to change the fund into which your contributions are being paid, you will need to speak to your employer about Choice. For the appropriate forms and information about whether you are eligible to choose the fund to which your employer contributions are made, visit www.superchoice.gov.au or call the Australian Taxation Office on 13 10 20.

THINGS YOU NEED TO CONSIDER WHEN TRANSFERRING YOUR SUPERANNUATION

When you transfer your superannuation, your entitlements under that fund may cease. You need to consider all relevant information before you make a decision to transfer your superannuation. If you ask for information, your superannuation provider must give it to you. Some of the points you may consider are:

- **Fees** – your FROM fund must give you information about any exit or withdrawal fees. If you are not aware of the fees that may apply, you should contact your fund for further information before completing this form. The fees could include administration fees as well as exit or withdrawal fees. Your TO fund may also charge entry or deposit fees on transfer. Differences in fees funds charge can have a significant effect on what you will have to retire on. For example, a 1% increase in fees may significantly reduce your final benefit.
- **Death and disability benefits** – your FROM fund may insure you against death, illness or an accident which leaves you unable to return to work. If you choose to leave your current fund, you may lose any insurance entitlements you have. Other funds may not offer insurance, or may require you to pass a medical examination before they cover you. When considering a new fund, you may wish to check the costs and amount of any cover offered.

WHAT HAPPENS IF I DO NOT QUOTE MY TAX FILE NUMBER (TFN)?

You are not obligated to provide your TFN to your superannuation fund. However, if you do not provide your TFN, your fund may be taxed at the highest marginal tax rate plus the Medicare levy on contributions made to your account in the year, compared to the concessional tax rate of 15%. Your fund may deduct this additional tax from your account.

If your superannuation fund does not have your TFN, you will not be able to make personal contributions to your superannuation account. Choosing to quote your TFN will also make it easier to keep track of your superannuation in the future.

Under the *Superannuation Industry (Supervision) Act 1993*, your superannuation fund is authorised to collect your TFN, which will only be used for lawful purposes. These purposes may change in the future as a result of legislative change. The TFN may be disclosed to another superannuation provider, when your benefits are being transferred, unless you request in writing that your TFN is not to be disclosed to any other trustee.

TRANSFERS TO SELF MANAGED SUPERANNUATION FUNDS

You may use this form to transfer your benefits to your own self managed superannuation fund (SMSF).

You should be aware that SMSFs are subject to the same rules and restrictions as other funds, when benefits are to be paid out. In particular, superannuation benefits in a SMSF are required to be 'preserved', meaning they are not generally able to be accessed until you are over age 55 and retired.

The trustee of your FROM fund may be able to request further information from you about your status as a member, a trustee or a director of a corporate trustee of your SMSF, if there are multiple transfer requests to your SMSF. Penalties may apply for providing false or misleading information.

Completing proof of identity

You will need to provide documentation with this transfer request to prove you are the person to whom the superannuation entitlements belong.

ACCEPTABLE DOCUMENTS

The following documents may be used.

EITHER

<p>One of the following documents only:</p> <ul style="list-style-type: none"> ■ driver's licence issued under State or Territory law ■ passport.
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OR

<p>One of the following documents:</p> <ul style="list-style-type: none"> ■ birth certificate or birth extract ■ citizenship certificate issued by the Commonwealth ■ pension card issued by Centrelink that entitles the person to financial benefits. 	AND	<p>One of the following documents:</p> <ul style="list-style-type: none"> ■ letter from Centrelink regarding a Government assistance payment ■ notice issued by Commonwealth, State or Territory Government or local council within the past twelve months that contains your name and residential address. For example: <ul style="list-style-type: none"> – Tax Office Notice of Assessment – Rates notice from local council.
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HAVE YOU CHANGED YOUR NAME OR ARE YOU SIGNING ON BEHALF OF ANOTHER PERSON?

If you have changed your name or are signing on behalf of the applicant, you will need to provide a certified linking document. A linking document is a document that proves a relationship exists between two (or more) names.

The following table contains information about suitable linking documents.

Purpose	Suitable linking documents
Change of name	Marriage certificate, deed poll or change of name certificate from the Births, Deaths and Marriages Registration Office.
Signed on behalf of the applicant	Guardianship papers or Power of Attorney.

CERTIFICATION OF PERSONAL DOCUMENTS

All copied pages of ORIGINAL proof of identification documents (including any linking documents) need to be certified as true copies by any individual approved to do so (see below).

The person who is authorised to certify documents must sight the original and the copy and make sure both documents are identical, then make sure all pages have been certified as true copies by writing or stamping 'certified true copy' followed by their signature, printed name, qualification (eg Justice of the Peace, Australia Post employee, etc) and date.

The following can certify copies of the originals as **true and correct** copies:

- a permanent employee of Australia Post with five or more years of continuous service
- a finance company officer with five or more years of continuous service (with one or more finance companies)
- an officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), having five or more years continuous service with one or more licensees
- a notary public officer
- a police officer
- a registrar or deputy registrar of a court
- a Justice of the Peace
- a person enrolled on the roll of a State or Territory Supreme Court or the High Court of Australia, as a legal practitioner
- an Australian consular officer or an Australian diplomatic officer
- a judge of a court
- a magistrate, or
- a Chief Executive Officer of a Commonwealth court.

WHERE DO I SEND THE FORM?

You can send your completed and signed form with your certified proof of identity documents to either fund.

<p>➤ MORE INFORMATION</p> <p>For more information about superannuation, visit the:</p> <ul style="list-style-type: none"> ■ Australian Securities and Investments Commission website at www.fido.asic.gov.au, or ■ Australian Taxation Office website at www.ato.gov.au/super <p>For more information about this form, phone the Australian Taxation Office on 13 10 20.</p>
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Product Disclosure Statement

Your employer has chosen to provide your super through Transuper.

Transuper is a division of TWUSUPER, the nominated superannuation fund for workers under the Transport Workers' (Superannuation) Consolidated Award 1993.

If you are a taxi driver or courier engaged under a NSW Industrial Relations Commission determination, your contractor is required to pay your superannuation to the Fund.

This Product Disclosure Statement (PDS) provides, in simple terms, the main features, benefits, costs and risks of investing your money in Transuper, including the investment and insurance options available to you. This will help you to compare the benefits of Transuper with those of other funds offering similar products. It is an important document and should be read carefully.

This PDS also provides a guide to help you to make the decisions you need to make on joining, as well as details about:

- fees and charges applying to your superannuation account
- recent investment performance
- your insurance options
- other useful information.

This PDS may be updated or replaced at any time and you will be provided with the most up-to-date PDS on request, free of charge. If you are printing an electronic copy of this PDS, you must print all pages, including the application forms. A paper copy of this PDS can be obtained by calling the Customer Service Team on **1800 808 799**. The information contained is general information only and does not take into account your individual financial objectives, financial situation or needs. Before acting on the advice, you should consider the appropriateness of the advice having regard to your objectives, financial situation and needs. We recommend that you seek professional advice if you need help in making any investment or financial decision.

The value of your investment in Transuper may rise and fall from time to time (as with any superannuation fund). Neither TWU Nominees Pty Ltd nor any person associated with it guarantees the investment performance of the Fund and its investment options.

Information about the insurance cover made available through this PDS is based on the Policy Documents provided by the insurer, The Colonial Mutual Life Assurance Society Limited (ABN 12 004 021 809) AFSL 235035 (referred to as 'CommInsure' or 'CMLA'). CommInsure is a wholly owned, but non-guaranteed, subsidiary of Commonwealth Bank of Australia (ABN 48 123 123 124) and is the registered business name of CMLA. CMLA's registered office is Level 7, 48 Martin Place, Sydney NSW 2000.

While every care has been taken in the preparation of this PDS, the Policy Documents held with CommInsure will prevail in all disputes.

The Fund operates as a trust and is managed by a trustee company, TWU Nominees Pty Ltd. The Fund's assets are kept separate from your employer's assets.

The Fund is governed by a legal document called the trust deed which includes a set of governing rules. The trust deed provides for the rights, benefits and obligations of all Transuper members, as well as the rights, duties and obligations of the Trustee. If there is any disagreement between the terms of the trust deed and this PDS, the trust deed will be the final authority. As a member of Transuper, you will be bound by the terms of the trust deed. The trust deed requires the Trustee to comply with the Superannuation Industry Supervision legislation (SIS) which governs superannuation funds. Compliance with SIS means the Fund is eligible for concessional taxation treatment.

As circumstances change, it may be necessary for the trust deed to be amended. The Trustee can amend the trust deed at any time. However, no amendment made can reduce your super balance accrued up to the date of the amendment without your consent, unless the change is required or allowed by law. You will be advised, in writing, of the nature and effect of any amendment made to the trust deed.

The Board of the Trustee is made up of nine directors, being four directors from the Transport Workers' Union of Australia, who represent transport workers like you, and four directors nominated by the Australian Road Transport Industrial Organisation, who represent transport employers, as well as an independent chairman.

The Trustee is responsible for making sure:

- your rights and interests as a member are protected in accordance with the terms of the trust deed
- benefits are paid accurately and at the correct time
- the Fund's assets are invested properly
- the overall operation of the Fund is conducted in accordance with the trust deed and relevant legislation.

Professional independent advisers, such as investment managers, consultants, lawyers and auditors, are appointed by the Trustee to help it fulfil its responsibilities. The Trustee has also appointed a fund administrator and an asset custodian to assist it in its duties. Details of these advisers and service providers are set out in the annual report. Advisers' fees are paid from the Fund as an expense.

The Fund has a process in place for dealing with enquiries and complaints. Additional help may also be available to members through the Superannuation Complaints Tribunal (SCT). For more information see Enquiries and complaints procedures.

For more information, you can contact the SCT on **1300 884 114** or write to:

Superannuation Complaints Tribunal
Locked Bag 3060, Melbourne VIC 3001

Information in this PDS is subject to change from time to time. Certain information that is not materially adverse may be updated without issuing a supplementary PDS. Updated information can be obtained free of charge from the Customer Service Team on **1800 808 799** or the Transuper website at www.transuper.com.au. A paper copy of the updated information will be available free of charge on request.

Financial Services Guide

TWU NOMINEES PTY LTD. ABN 67 002 835 412, AFSL No 239163, as Trustee of TWUSUPER (ABN 77 343 563 307). Transuper is a division of TWUSUPER.

Contact Details:
Locked Bag 5094, Parramatta NSW 2124
Telephone: 1800 808 799
Financial Services Guide (FSG).
Issued 27 November 2010

SPIN: TWU0001AU

The purpose of this FSG is to assist you in deciding whether to use the financial services provided by TWU Nominees Pty Ltd ('TWU Nominees') in relation to superannuation interests in Transuper or any other superannuation fund.

This FSG provides information on:

- the services we offer employers, potential members and members
- any remuneration or commission which we, our employees, or anyone else may receive in relation to the financial services offered
- any potential conflict of interest we may have in providing the financial services
- our internal and external dispute resolution procedures, should a member have a complaint, and how to access them.

TWU Nominees is a holder of an Australian Financial Services Licence (AFSL). Under its AFSL, TWU Nominees is licensed to provide the following financial services:

- to provide general financial product advice in respect of superannuation. This means that TWU Nominees and its representatives (where permitted by TWU Nominees) are authorised to provide general financial product advice to employers, potential members and members about superannuation, and
- to deal in superannuation products. This means that TWU Nominees and its representatives (where permitted by TWU Nominees) are authorised to issue, apply for, acquire, vary or dispose of interests in superannuation funds and, in particular, interests in Transuper.

TWU Nominees is the trustee of TWUSUPER, a public offer superannuation fund, of which Transuper is a division. TWU Nominees acts in its capacity as trustee of the Fund when it provides these financial services to employers, potential members and members. TWU Nominees holds professional indemnity insurance cover that satisfies the requirements for compensation arrangements as required by the Corporations Act 2001.

Transuper permits employers to meet their superannuation contribution obligations contained in awards, other industrial agreements and superannuation guarantee requirements by contributing to Transuper and also allows members of the public to join and contribute to Transuper for their retirement.

Account based income stream pension benefits (in TransPension) are also available as you approach retirement or at the time you retire.

In providing you with general financial product advice, we may also be required to provide you with a Product Disclosure Statement (PDS). This is because we are either proposing that you become a member of Transuper or you are already a member and we are required to give you a PDS within three months of you becoming a member. We need to give you all the information you need to know about becoming a member of Transuper, including the fees and charges that you will incur and the rights and obligations you have by becoming a member of Transuper. All this information is contained in the Product Disclosure Statement part of the Combined FSG and PDS.

When TWU Nominees and its employees provide you with general financial product advice, they do not receive any remuneration (such as commission) or other benefits for providing this advice to you.

The amount of salary an employee may receive is not linked in any way to the financial services provided or any decision made by an employer, potential member or member in respect of the financial services provided, such as any general financial product advice received.

For example, the employee who provides general financial product advice does not receive any benefit, whether the decision is made to become a Participating Employer or member of Transuper or to contribute more money to Transuper.

The Fund's external service providers may pay incentives to their staff for services provided to Transuper members.

Advice may be received about Transuper from, or interests in Transuper may be sold to members by, financial advisers who are not engaged by us. These persons may receive remuneration or commission for the financial service they provide to employers or members. However, they are required to give a Financial Services Guide which must disclose the level of remuneration or commission they may receive. TWU Nominees does not pay commission or pay other benefits to third parties for referring customers to us.

Except where the Fund's external service providers pay incentives to some of their staff, no fee or commission is payable to TWU Nominees, its Directors, employees or third parties when an interest in Transuper is issued (or when the interest is otherwise dealt with). The only benefit TWU Nominees receives for managing the Fund is a fee equal to the directors' fees that it pays to its directors. The costs and expenses of operating the Fund are paid out of the Fund itself. Details of the costs and expenses of operating the Fund and how these costs and expenses are recouped, such as by way of fees debited to member accounts, are set out in the Product Disclosure Statement.

TWU Nominees does not have any associations or relationships with other entities or persons which may influence the financial services it provides. All the services that TWU Nominees provides are in TWU Nominees' capacity as trustee of the Fund and, accordingly, this will have some influence on the financial services we provide.

If there is a complaint about the services we provide, you should contact our Complaints Officer by:

- * calling **1800 808 799** and making the complaint verbally to the Complaints Officer
- * putting the complaint in writing, writing 'Notice of Complaint' on the envelope, and addressing it to:

The Complaints Officer, Transuper
Locked Bag 5094, Parramatta NSW 2124

The Trustee prefers written complaints, marked as such, as it helps to better deal with the complaint. If you wish to make a verbal complaint, it must be made to the Complaints Officer on **1800 808 799**.

By law, we are required to have in place arrangements to properly consider and deal with complaints within 90 days of receipt. An address to which the response can be mailed should be included. If the outcome is not satisfactory, or the matter cannot be resolved, the matter may be taken to a special Government body called the Superannuation Complaints Tribunal (SCT). Any complaints must be lodged with the SCT within certain time limits. Further information about requirements and time limits can be obtained by calling the SCT on **1300 884 114**. Any queries about any of the issues raised above should be directed to the Customer Service Team on **1800 808 799**.

Need help with super? We can come to you



We offer our members one-on-one help with their super, for free.

Our Client Relations Team can answer your questions in person, on the phone or at your workplace.

Call our Client Relations Team direct:

NSW, ACT

Rodney Nyols

☎ 02 9912 0710 📠 0417 213 063

✉ Rodney_Nyols@twusuper.com.au

Michael Galey

☎ 02 9912 0730 📠 0408 303 611

✉ Michael_Galey@twusuper.com.au

VIC, SA, TAS, NT

Lou Stepanoski

☎ 03 9635 5963 📠 0408 294 937

✉ Lou_Stepanoski@twusuper.com.au

Stephen Shelton

☎ 03 9635 5962 📠 0417 203 820

✉ Stephen_Shelton@twusuper.com.au

QLD, WA

Yvonne Jones

☎ 07 3324 0487 📠 0418 218 655

✉ Yvonne_Jones@twusuper.com.au

Feel like you need to talk to someone?

The odds are that you know someone who is struggling with depression, anxiety, mental health or relationship problems. Sometimes it helps to just know that someone is listening. For confidential and anonymous help call:

Lifeline 13 11 14

beyondblue 1300 22 4636

Mensline 1300 78 9978

Looking after your health and wellbeing

Your health and wellbeing is important to us. So we're involved in SuperFriend, which is a partnership between industry funds, insurance providers and mental health service providers. We're working together to help improve the wellbeing of industry superannuation fund members by raising awareness of mental health issues and providing guidance for people who are seeking help.

There's a wealth of supportive information, including news, fact sheets and life stories on the SuperFriend website: www.superfriend.com.au

For general enquiries, 8am to 8pm weekdays

Call 1800 808 799

To manage your super online,
visit www.transuper.com.au

Transuper
Locked Bag 5094
Parramatta NSW 2124



→ Low fees → Run only to benefit members → No commissions